

View results

Respondent

3 Anonymous

63:35

Time to complete

1. Full name

P01

2. Phone number

P02

3. Email *

P02

4. What is the name of the Service you wish to complain about? *

Kids Biz (Holy Family Gowrie)

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

After sending the initial email, the coordinator, P01 called me. When P01 called, she didn't try to seek any further information, and it was apparent that no investigation had been conducted (or was considered necessary). She provided her side of events and attempted to say she put the words "got lost" in our daughter's mouth. After explaining P01 side of the incident, P01 said that it must have been 30 seconds (which was a guess) that P01 had been missing. I asked for P01 to talk with her team to seek some more information and to complete an Incident Form as my husband and I weren't notified of the incident on the day. That night at 10:00 pm, we received an email from P01 (General Manager) thanking me for bringing it to their attention and attaching the Incident Form.

6. What is your relationship to the Service? *

Parent or Guardian

Staff Member

Other

7. How long have you had an association with the Service for? *

January 2023 for an older child

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

Wednesday, 24 January 2024 (unknown time)

9. If there has been a delay in reporting, please state the reasons for the delay.

We chose not to send P01 or her brother on Thursday, 25 January, and Monday, 29 January as the Service was going on excursions and we didn't feel safe letting our children leave the service. On Tuesday, 30 January, they returned as it was 'in-house' day, and I was able to speak with P01 in person. I wanted to have a conversation and talk things through and let her know in person that they had lost our trust and that I would be putting in a separate complaint to CECA.

10. What are the names and date of birth of the children involved in the incident?

P01

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

On Wednesday, 24 February, during an excursion to Limelight Cinemas in Tuggeranong, our child, P01 P02 was allowed (by P01) to exit the cinema alone to use a public bathroom unsupervised. P01 said that she went into the bathroom, left the door open while using it, and that there was no one there to help or supervise. When leaving the bathroom, she went in the opposite direction and walked into multiple cinemas, all near the larger public bathroom*. She was able to tell us what was screening on one and that the other two were empty. P01 then became incredibly scared as she believed Kids Biz had left without her. After walking out of the last cinema, she saw P01 (?) and he pointed her to the right cinema. When she returned and found her group, P01 saw that she was distressed, hugged her, and asked her if she got lost.

(*I took P01 to watch a movie on Monday, 29 January to make it a positive experience and she pointed the details out to me).

When my husband, P01 collected P01 and her brother from Kids Biz on Wednesday, no one communicated the incident or provided an Incident Form acknowledging that P01 had been missing/ unaccounted for. After P01 collected her, P01 went into detail describing that she was lost and unsafe and thought that she had been left behind. As I wasn't home, P01 listened and comforted P01 and knew not to ask any 'leading' questions. He then messaged me and told me what P01 had said. As I had a meeting and came home after P01 had fallen asleep, I didn't get a chance to speak with P01 that night. Instead, she woke me up the next morning asking to talk and repeated the same information and details in the order she told P01 P01.

As Kids Biz was going on another excursion the next day, my mother, P01 cared for P01 and her brother (25 January) as we were upset and concerned about their safety and supervision during another outing. P01 also repeated the story with my mum, becoming upset saying she was lost.

On Thursday, 25 January after emailing the Service and asking for some information, the Coordinator, P01 called me. P01 didn't try to seek any further information, and it was apparent that no investigation had been conducted (or was considered necessary). She provided her side of events and attempted to say she put the words "got lost" in our daughter's mouth. However, P01 is a very articulate child and gave the same explanation of the incident to multiple people including stating "that she wasn't safe" and "they left without me" each time.

While discussing the event with P01 she said that an educator would have been there, but P01 didn't know who this person was (if they were there) and that they were there to assist and keep her safe. P01 explained that there were two other Kids Biz groups there. However, we don't believe this to be accurate, as they would have directed P01 (who is five) to the correct cinema. During the conversation, I listened to P01 and then had to state that it was the complete opposite of what P01 had described and that I was very concerned that they hadn't at least asked some questions of their team to seek additional information. I explained that we had lost faith in their ability to appropriately care for our children and that we wouldn't be sending them in for the day due to this. P01 began crying and apologised.

In the Incident Form that was provided, they said they would be providing training to P01 and reviewing their procedures. They also waived the fees for the two excursion days that we missed.

We are extremely disappointed with the Service's response and handling of the situation. P01 was unsupervised, unaccounted for, and exposed to significant risk. We are also concerned by Kids Biz's attempt to dismiss the situation and not follow up appropriately or with the seriousness the situation required.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

Yes - I will attach them in an email.