

### Instructions

This form should be used to lodge a complaint to the ACT Regulatory Authority in circumstances where your complaint alleges possible offences and/or engage a risk to the safety, health and wellbeing of children or a child attending an education and care service.

The completed form should be forwarded to [complaintsCECA@act.gov.au](mailto:complaintsCECA@act.gov.au)

The Authority is obligated to protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Information provided in this form would only be shared subject to the information sharing provisions under the relevant Legislation.

### Direct Complaint Form - Online

Date completing form:	6 October 2021
Time completing form:	10:15am
Your full name:	P01 P01 P01
Date of birth	P02
Contact details:	P01
(phone and email)	P03
Service to which the complaint relates?	Blinky Bill Childcare Centre Gowrie
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes, I sent an email 5 October 2021 to the manager of Blinky Bills (see attached email). The centre's manager (P01) forwarded my email to the G8 Education Area Manager. P01 (Area Manager) called me at 4.54pm. At first she told me that there was no one by that name currently employed by that name. I interrupted her and said that there was and she later said that he did only a one or two shifts at the centre prior to December 2020. I told her that I didn't think this was correct and that I believed he was working there in Feb/March 2021. She said that there were no timesheets for this person during these times and if I could provide more information on dates and times she would then look at opening an investigation. She replied to my initial email outlining that I needed to provide more information. After this phone call, I went through the Xplor application that Blinky Bill updates with news and photos of the children during their care. I was trying to find evidence

	<p>of P01 at the centre but couldn't find any pictures. My son was in the preschool room and I believe P01 was assigned to work in the toddler room when I saw him at the centre.</p>
<p>Complainant's relationship to the service (how long have you had an association parent/educator for)?</p>	<p>My son (P01 P01) was in the care of Blinky Bills from 4 February 2019 until 23 March 2021 (Attending Mon, Tues, Thurs and Friday). During the last 6 months of his care at Blinky Bills there were a number of serious allegations against staff members at the centre which attributed to me moving my son from this centre. Firstly, there was the assault charge against P01 and then another issue regarding inappropriate touching against another worker P01. After these two incidents, and then my brief encounter with P01 P01, I knew that I had made the right decision to move my son from this centre. I believe (and my husband) that we saw P01 P01 at the centre in the weeks leading up to my sons last days at Blinky Bill (Feb/March 2021). I saw him in the backyard playing area on a couple of occasions and then I also saw him sitting in the foyer area and in the staff room. At these time, I didn't know his name and only came to know what it was when I read and saw his picture in the Riotact article on 01 October 2021.</p>
<p>Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>I believe I saw P01 P01 at the centre in Feb/March 2021. It was in the few weeks leading up to my son's last day, which was the 23 March 2021. I remember I felt an uncomfortable vibe from P01 which reinforced my decision to move my son from this centre.</p>
<p>If delay in reporting, reasons for delay?</p>	
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01 was my son who attended Blinky Bill Childcare centre in Gowrie.</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>P01 DOB P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 P01 P01 (Manager of Blinky Bill) P01 P01 (Area Manager G8 Education)</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as: What happened? Where did it happen? Has it ever happened before?</i></p>	<p>I believe I saw P01 P01 as a staff member of Blinky Bill in Feb/March 2021.</p>

<p><i>Has it happened to anyone else?</i> <i>Who was present?</i> <i>Who was involved?</i> <i>Have you discussed the incident/issue with anyone else?</i> <i>Has any action been taken?</i></p>	
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>I contacted another childcare centre on 19 Feb and arranged a tour and accepted a place on 9 March 2021 for P01 to start on the 25 March 2021 and I know that I saw P01 P01 during this time as it reaffirmed my decision to move my son.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>I have attached the email that I forwarded to the centre on 5 October and P01 response.</p>