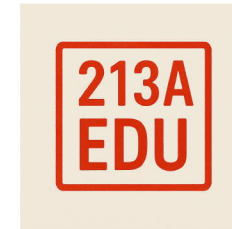


[View results](#)



Respondent

4 Anonymous

10:51

Time to complete

1. Full name

P01

2. Phone number

3. Email *

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

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? *

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? *

February

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

1st incident roughly a month ago
2nd incident the 12/06/24

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

unsure of delay

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

P01 P02

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

P01 and 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?

1st incident: I was notified via phone that my child had not been picked up yet and that they would be put into afterschool care. My mother picks up my child Monday-Wednesday so this was quite alarming to me and caused concern for my mothers welfare. I hung up the phone and called my mother who informed me that my daughter had in fact been picked up and was in her care. I then called P01 back and told her this information who then was shocked and realised she had miss identified the child that was in front of her. She then apologised profusely. No further discussion or action has been taken.

2nd incident: I was notified by phone call yesterday by P01 that my daughter had received another child's medication by mistake. My child had not been receiving any medication from the school to date. She is P05 and her medication is held by the school but has not needed this to be actioned to date. We discussed how such a mistake could have been made and their procedure did not sound clear or clearly effective in this instance. I have not yet received an incident report. I have contacted them via email today in regards to this matter requesting an incident report and an update on their policy and procedures in regards to administering medication. No further action has been taken at this point in time.

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