

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

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:	10/10/2022
Time completing form:	9:25pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	PH: P03 P03
Service to which the complaint relates?	Anglicare at Franklin School
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, advised they did not believe the staff would be behaving like this. No action.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Parent since Feb 2018
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Unknown- Various dates and times over the course of this year and last year while bubblers and water fountains were closed during covid.
If delay in reporting, reasons for delay?	I am delayed in reporting as I thought reporting to centre would be enough to rectify problem.

	Centre does not care and has taken no steps to fix problem, issues keep occurring.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 [redacted] P01 [redacted] P01 [redacted]
Age of Children (DOB if possible and relevant?)	8
Name of educator(s), staff member(s) or other persons involved?	Various staff at the After School Care program.
Details of the incident/issue: <i>Consider details such as:</i> <i>What happened?</i> <i>Where did it happen?</i> <i>Has it ever happened before?</i> <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>	My children have reported on various occasions that they have been denied assistance to refill their drink bottles. Often going up to 3 hours without being able to have a drink. On one occasion P01 [redacted]'s drink bottle had some type of slime like substance smeared all over the mouth piece by another student and Staff refused to help him clean and refill so he could have a drink. This substance was still on the mouth piece when I cleaned the bottle at home.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	No, have reported to centre director verbally on numerous occasions.
If necessary would you be prepared to make a statement?	yes
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	No