

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:	24/08/2020
Time completing form:	11:00am
Your full name:	p01 p01
Date of birth	P02
Contact details: (phone and email)	P03, P03
Service to which the complaint relates?	Camp Australia, in Gordan
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes, No resolution, was told CECA has approved the current arrangement for the centre
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Parent
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	14/08/2020
If delay in reporting, reasons for delay?	Have been waiting for the service provider to address the issue

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>p01 p01</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>5 years</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	
<p>Details of the incident/issue:</p> <p><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></p>	<p>My son goes to After school care at Camp Australia within Covenant Christian school in Gordan. From a few weeks/months I have been observing that there is only one educator/staff all times at the care. And often I come across casual/temp staff. I acknowledge the child to educator ratio and though the number of children at the care are low (between 4-7) I believe having two staff members is required. This is to ensure the safety of children during emergencies or if one of the educators had to take a short break for anything, children will still have supervision.</p> <p>I spoke to Camp Australia NSW Regional manager p01p01 (as ACT regional Manager was not available). p01 told me that CECA has audited and approved this arrangement as they have done a Risk assessment and have controls in place to run the centre with one staff. He told me that the staff are instructed not to take bathroom breaks and call another centre which is in Calwell in case of emergency. But if the staff member who should be calling becomes immobilised to call for help. What will happen to the children under care?</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Email sent by p01p01 advising that the Risk assessment and mitigations are in place.</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>	