

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:	2/12/2022
Time completing form:	9:30pm
Your full name:	P01P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Gold Creek World of Learning Nicholls
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes. We we told it would be fixed and more staff provided. It has not been fixed.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Educator for six years.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	The last couple of months.
If delay in reporting, reasons for delay?	We have been asking and asking our manager to fix the problem.

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>All children in Dolphins/Owls Room (two baby rooms)</p>
<p>Age of Children (DOB if possible and relevant?)</p>	
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P01 P01 , P01 P01 , P01 P01 , P01 P01 , P01 P01</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>Each Tuesday, Wednesday and Thursday we have been over ratio in the mornings, up to 20 children with two educators some Days. This has been happening for months and still has not been fixed with the provision of more staff. It is unsafe and stressful. This is happening before 8am, and even when the 8am person starts we are still out of ratio.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Check ratio sheets</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>	