

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:	15 Dec 2021
Time completing form:	01.00 am
Your full name:	[REDACTED]
Date of birth	[REDACTED]
Contact details: (phone and email)	[REDACTED]
Service to which the complaint relates?	Papilio Early Learning, Turner. former Sage Education & Childcare.
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes. Many times. Responses like; there is no staff/the casual pool is down after COVID/ Affinity doesn't take Randstands/
Complainant's relationship to the service (how long have you had an association parent/educator for)?	The under roof ratio was fine/We are hiring. Been employed since June 2020. A lead educator at the centre Nominated RP.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Staffing not allocated properly or Centre not meeting educator: child ratios almost every day in the mornings & afternoons.
If delay in reporting, reasons for delay?	The whole industry is struggling with staffing. Was hoping things will get better. Didn't want to complaint about a centre which was like home. Considered giving change a good chance



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Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	All children enrolled.
Age of Children (DOB if possible and relevant?)	6 months to 5 years
Name of educator(s), staff member(s) or other persons involved?	the management team.
Details of the incident/issue: <i>Consider details such as: What happened? Where did it happen? Has it ever happened before? Has it happened to anyone else? Who was present? Who was involved? Have you discussed the incident/issue with anyone else? Has any action been taken?</i>	<ul style="list-style-type: none">* I feel like the management team is not taking sufficient effort to provide the best possible care to the children enrolled.* I feel like ratios are not taken very lightly, we are consistently not meeting ratios.* Educators are treated like just numbers which is causing resignations. Management may be recruiting, but there are more educators wanting to resign. Management is not doing anything to retain staff.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I've made notes of head counts & ratios on the "Sage head counts booklet" This is the only document we used to do headcounts.
If necessary would you be prepared to make a statement?	Probably.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	see attached. emails & head count sheets. We have taken notes of ratios on the Sage headcount booklets. Since 8 Nov 2021