

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:	9:45pm
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 <i>not</i> why?	Yes, this issue was reported to centre directly. Director at centre did express how serious this was and advised that extras training and action was taken with staff involved.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Parent since Feb 2018.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	11/08/2021
If delay in reporting, reasons for delay?	I reported this issue to the centre immediately.

	My delay in reporting here is due to ongoing and repeated issues at this service. Where no action or improvements are being made.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01
Age of Children (DOB if possible and relevant?)	1.5 years.
Name of educator(s), staff member(s) or other persons involved?	P01 P01
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 daughter P01 had a fall and cut her lip. Centre called to advise me, they said she was ok and did not need to be collected. I asked if a photo of P01's face and the cut could please be emailed to me as I wanted to assess the situation for myself. Email with picture arrived from mentioned staff member's work email, I noticed that staff member had also emailed this picture of my child to their personal email account. I called and asked for an explanation as to why this was also emailed to personal account, was told by P01 that she did that so she could ensure email did not fail while being back the room with the children where she does not have access to work email account. Not sure why she has access to personal phone while caring for children or nurse age. Not happy with this explanation I spoke with centre director who investigated and advised that it was not appropriate and that staff member had been cautioned and additional training would occur.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	No, verbal complaint to centre. I have copy of email with photo showing multiple email recipients. Yes, email attached.
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	Email attached.

substantiate the allegation(s)?	
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