

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:	17/02/2023
Time completing form:	2.25pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Artemis Early Learning – Fyshwick 11 Cessnock St, Fyshwick ACT 2609
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, the complaint has been raised directly with the service of the childcare centre – on both occasions I have spoken with P01P01 raising these concerns – response was “I will speak with staff and bring it to their attention” – I feel like this response is not a valid response due to the same incident accruing back in 2022 when I was an employee of this centre I also directed the same issue again to P01 directly approached her and mentioned it has occurred again and that it is now a health issue.
Complainant’s relationship to the service (how long have you had an association parent/educator for)?	Been association since 23/07/2021 – as part of my daughter enrolment. I was briefly employed as a staff member for a few short months in 2022.
Date/time of incident/ issue	17/02/2023 – 7.30am – 7.50am

to which the complaint relates. If unknown, approximate timeframes?	
If delay in reporting, reasons for delay?	Was reported to P01 P01 at the time of the incident being noticed straight away
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?)	2 years old
Name of educator(s), staff member(s) or other persons involved?	P01 P01 (Assistant Director) P01 P01 (Educator) & P01 P01 (Educator) *Main Discussion was held with P01 P01 Regarding incident* P01 & P01 Both briefly saw the drink bottle which contained mould.
<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>16/02/2023 day-care handed back P01 drink bottle which remains 99% at the day-care I put it in her day-care bag as it was empty. Following morning 17/02/2023 I went to toddler 2 room where water bottles are on a stand and where a sink is I went to rinse and wash out my daughter's bottle as she asked for a drink of water, I proceeded to open the drink bottle and noticed – the top of the bottle inside the straw was covered in dark green mould & inside the clear plastic was slimy now this is drink bottle is her day-care bottle and remains solely at the childcare centre 99% she has been drinking from this bottle. I then proceeded to take the bottle down to P01 and make P01 aware of the situation that I have just notice as health issue. P01 did discuss with me that she would talk to her staff about this. – but again, I am concerned as this is not the 1st time this has occurred this has previously happened whilst I was working at the centre in 2022 were I had the same discussion with P01 that I had noticed some children's drink bottles were not getting cleaned out properly and that mould issues were accruing so this discussion has also happened previously in 2022 and no outcome has come of it.</p>
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Photos were taken at the time of the incident accruing (they can be included) – Text from P01 which clearly states the Status of P01's Spare Drink bottle is also still not been cleaned out correctly at the end of the day. (Text can be provided)
If necessary would you be prepared to make a statement?	Yes, I am happy to make any further statements if required.

Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?