

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:	Tuesday, 9 April 2024
Time completing form:	12:30pm
Your full name:	P01 P01
Contact details: (phone and email)	Mobile: P03 Email: P03
Service to which the complaint relates?	Teddybears Childcare Centre 50 Carson St, Macarthur ACT 2904
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, I raised the issue of weekly gastro infections via an email to the centre director on 28 March 2024. I did not receive a response to this email. I have also raised the issue multiple times in person to the room staff. When raising the issue in person the response is always "oh, gastro", with no further discussion or questions. I suspect there is a language barrier, and the staff don't know their responsibilities around reporting occurrences of gastro, or basic infection control procedures.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Since 13 February 2024
Date/time of incident/ issue to which the complaint	Multiple occurrences since 13 February 2024. Ongoing issue of multiple gastro infections and the centre not

relates. If unknown, approximate timeframes?	notifying parents of cases.
If delay in reporting, reasons for delay?	I have delayed reporting to the regulatory body as I was hoping things would settle down and wanted to give the centre a chance to address my complaints.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	<p>P01 P01</p> <p>And other babies and toddlers in the Honeybears and Koala bears rooms.</p>
Age of Children (DOB if possible and relevant?)	<p>My baby is almost 9 months old and is in the Honeybears room. For context, the Honeybears and Koala bears rooms join up in the mornings and afternoons.</p> <p>Honeybears room: 6 weeks to 12 months Koala bears room: 12-18 months</p>
Name of educator(s), staff member(s) or other persons involved?	<ul style="list-style-type: none"> • Staff in Honeybears Room • Staff in Koala bears room • P01, Centre Supervisor/Director
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i></p> <p><i>What happened?</i></p> <p><i>Where did it happen?</i></p> <p><i>Has it ever happened before?</i></p> <p><i>Has it happened to anyone else?</i></p> <p><i>Who was present?</i></p> <p><i>Who was involved?</i></p> <p><i>Have you discussed the incident/issue with anyone else?</i></p> <p><i>Has any action been taken?</i></p>	<p>My main concerns are:</p> <ul style="list-style-type: none"> • Ongoing gastro infections/outbreaks • The centre not notifying parents of gastro cases • The centre not carrying out adequate infection control procedures. <p>My son has caught gastro every week he has attended daycare since he started at this centre on 13 February 2024. That's 5 gastro infections in 8 weeks – the other 3 weeks he was home recovering from gastro. I am aware of other babies in the same room (and the Koala bears room) who have also caught gastro almost every week as well, who's parents' have also reported it to the centre, with no notification from the centre letting parents know.</p> <p>Since 13 February 2024, there has only been 1 occasion where the centre has notified parents of a gastro outbreak. This was on 28 February 2024.</p> <p>It is my understanding that daycare centres must notify parents of all occurrences of gastro in the facility, or at least parents of babies in the same room when they occur. This is not being done.</p> <p>It is also my understanding that daycare centres have to follow infection control procedures. I believe this is not being done to an appropriate standard. During my child's orientation visits, I</p>

	<p>observed carers not sanitising their hands between wiping each child's face after eating. I also saw carers using the same cloth to wipe down all the highchairs after eating. If these are their standard practices, I would hate to know what their practices are when changing nappies, cleaning up vomit and the linen situation in the cot rooms.</p> <p>I have discussed these issues with my son's GP. She said getting sick often when starting daycare is normal. However, contracting gastro every week is not normal and is excessive and it sounds like the daycare workers are not washing their hands or carrying out appropriate day-to-day infection control procedures. My son's GP suggested I have a stern word with the daycare centre.</p> <p>As a side note, I would like to add that I believe these multiple gastro infections have the potential to pose a risk to the health and development of babies attending the centre. If a baby is barely eating for 2-3 days (sometimes more) every week due to gastro, over the course of a few months a baby would miss out on almost a months' worth of nutrition.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>I sent one email to the centre director on 28 March 2024 specifically raising the issue and asked for their thoughts on whether multiple, ongoing gastro cases is a normal occurrence at the centre. I am happy to provide this email.</p> <p>I also notified the centre of my son having gastro when submitting an absence request through their app. Unfortunately, I do not have access to this record so cannot provide.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes, I would be prepared to make a statement if necessary.</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>Yes.</p> <p>I have pathology reports proving my son picked up two different gastro viruses within a short period of time. Unfortunately, I don't have pathology reports for each occurrence of gastro.</p> <p>I have a screenshot of communications from the centre since 14 February 2024 proving they have only notified parents of 1 gastro outbreak. I also have a screenshot of the message provided by the centre.</p>