

View results

Respondent

24

Anonymous

46:11

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

Teddybears Childcare Childcare Macarthur

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

To report Gastroenteritis outbreak at the Service.

6. What is your relationship to the Service? *

 Parent or Guardian Staff Member Other

7. How long have you had an association with the Service for? *

10 yrs

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

One of the children in the Polar bears' room who had two loose poos attended the Service on 12 September 2024. The child was away for 3 days and mum has only told the educators that he has a cough and cold. We have sent the child home after his two loose poos.

9. If there has been a delay in reporting, please state the reasons for the delay.

One child in the same room started vomiting on Friday, 13 September, but he is not enrolled on Fridays—another one on Saturday and one today but the child did not attend the service and another one who started vomiting in another room (moon bears' room).

10. What are the names and date of birth of the children involved in the incident?

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

reporting an outbreak

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

yes