

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:	02/04/2024
Time completing form:	12pm
Your full name:	P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Team Kids OHSC – St Thomas the Apostle Kambah ACT 2902
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes – lodged a formal complaint on 28/03/2024 with head office. The ACT regional manager made contact with me via telephone approximately 45 mins after complaint was lodged, the phone call was apologetic and also there was acknowledgement from her on how serious this incident was
Complainant's relationship to the service (how long have you had an association parent/educator for)?	Parent – child enrolled in the service since Dec 2022
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	28/03/2024 3.15pm. P05 for child could not be located onsite at the service when parent requested pick up of said P05
	Easter Long weekend

If delay in reporting, reasons for delay?	
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01
Age of Children (DOB if possible and relevant?)	P02 – 10 years old
Name of educator(s), staff member(s) or other persons involved?	Educator onsite at time of complaint– P01 Regional Manager - 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>	P01 has not been attending before and after school care at Team Kids for a little while now as we have been lucky enough to not need the service at this time. Team Kids has possession of an P05 and action plan for P01's P05 and we decided to collect the P01 from the service as it makes more sense to have it home for use than sitting in a cupboard in a service that is not being utilised. My husband, P01, dropped into Team Kids on Thursday 28/03/2024 straight after school to collect his P05 and he was advised by the educators on duty that day that they could not locate the P05 and the educator (P01) told my husband that he believed that the Regional Manager had taken the P05 offsite to her office as P01 had not been in attendance for some time. The educator advised us to call Team Kids head office to try to locate P01's P05. This whole incident is very concerning on many levels, the main points being: • The educators at the service had no idea where P01's P05 was at the time we asked for it and could not locate after a search of the site. • The belief that the P05 had been removed from the service and taken offsite without our knowledge or permission. I contacted Team Kids head office at approximately 3.30pm on Thursday 28/03/2024 and lodged a formal complaint, detailing the above. I was advised that the Regional Manager would be contacting me to discuss further. The ACT Regional Manager (P01) contacted me by telephone at approximately 4.15pm on Thursday 28/03/2024 apologising profusely that a communication error had occurred between her and the Team Kids educators at

	the school where she has moved P01's P05 to a separate box onsite as he not attended for 4 weeks, and it appeared that the educators were unaware that the P05 had been moved from its original location. While I am grateful for the quick action of the Regional Manager, the very apologetic phone call that I received from her and the acknowledgement from her on how serious this incident was or could have been, this still needs to be reported. While P01's non-attendance at the service has lowered the seriousness of this incident, this should be a non-issue because he is currently enrolled, and we could have utilised this service at any time with little notice and the Regional Manager has not used this as an excuse in any way (credit to her professionalism again!) An incident like this has not happened before nor am I aware of this happening to anyone else. I have also notified the school (St Thomas the Apostle) of the incident as an FYI. If you wish to discuss further, please do not hesitate to make contact either via email or phone.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	All conversation were had over telephone and in person. I should be able to retain a copy of the complaint lodged on Thursday 28/03/2024 from Team kids if needed.
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 substantiate the allegation(s)?	All conversations were had in person or via telephone. Team Kids will have a complaint lodged via phone logged in their system