

From: Cropper, Brian
To: [REDACTED]
Subject: RE: [REDACTED]
Date: Wednesday, 2 August 2023 8:10:00 AM
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Direct Complaint Form.doc

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Dear [REDACTED]

Thank you for contacting CECA regarding your concerns.

By way of background, education and care services in the ACT are regulated by the *Education and Care Services National Law (ACT) (National Law)*. CECA is the ACT's Regulatory Authority for the education and care sector. A core function of CECA is to ensure protection of children from risk and harm when attending an education and care services in the ACT.

Please be aware that CECA do not investigate matters on behalf of individuals, but as the regulatory body for education and care services in the ACT. Please find relevant links, for your convenience: <http://www.acecqa.gov.au/national-law>, and <http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>.

Please find attached a Direct Complaint Form if you wish to submit a formal complaint to CECA. If choosing to complete the form, it would be appreciated if you could include as much detail as possible in your account, inclusive of dates (or date ranges), other persons present, and any conversations you may have had with specific persons at the Service regarding your concerns.

This form is for internal use and contains prompts for important information to enable an assessment to be carried out. Please also attach any emails or written correspondence that you may have had with the Service related to your concerns.

Once completed, can you please return the form to complaintsCECA@act.gov.au.

Regards

Brian Cropper | Senior Investigator
Phone 02 62071104 | Email : brian.cropper@act.gov.au
Education and Care Regulation and Support| Education Directorate | ACT Government
Hedley Beare Centre for Teaching and Learning, Stirling 2611 | PO Box 158, Canberra City 2601
www.act.gov.au

From: [REDACTED] >
Sent: Tuesday, 1 August 2023 7:13 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: [REDACTED]

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Hi my name is [REDACTED].

I wanted to complain about the Goodstart Kambah Manager ([REDACTED]), because my son has been injured there about 5 times in less than 4 months. When ever we ask them what's happened, they always say it was an accident. This is not fair to me, and when I drop off my son to childcare, I have trust in them and I want to be able to go to work in peace. Whenever this happens, Me and my wife have a lot of stress, even sometimes my wife cries. Last time, [REDACTED] stood up on a chair, and he suddenly lost his balance and fell down, and got injured, in childcare. This was really stressful for me and if he would of lost his eye, who would of been responsible? Who was responsible there and wasn't there educators there. Could you please help us and what was the reasons for all these injuries to happen to my son in the past time? I'am going to email you the pictures of his injuries as well.

Thanks