

Ms [REDACTED]
Person with Management or Control
Affinity Education Group Limited
RE: Kids Academy Symonston

Email: [REDACTED]

Dear Ms [REDACTED],

COMPLIANCE NOTICE

Section 177, Education and Care Services National Law (ACT) Act 2011

Approved provider name: Affinity Education Group Limited

Approved provider number: PR-40001112

I am satisfied that Kids Academy Symonston, operated by Affinity Education Group Limited, is not complying with the provisions of the Education and Care Services National Law (ACT) Act 2011 and the Education and Care Services National Regulations as outlined hereunder.

In making the decision to issue this compliance notice, I have taken into account the number of breaches, the nature of the risk posed to children by the non-compliance, and the compliance history of G8 Education Limited and its services in the ACT.

You are required to provide written evidence of your compliance **by the close of business Monday 11 December 2023**, to the Education Directorate, the Regulatory Authority in the Australian Capital Territory.

| Provision of the National Law and National Regulations | Description | Steps to be taken by the Approved Provider |
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| <p>National Law Section 165 Offence to inadequately supervise children.</p> | <p>The approved provider of an education and care service must ensure that all children being educated and cared for by the service are adequately supervised at all times children are in the care of that service.</p> <p>At the time of the audit supervision was not consistently effective:</p> <p>(1) Authorised Officers observed a toddler unsupervised in a bathroom after having a nappy change. The child wandered around the</p> | <p>The approved provider is to provide evidence of:</p> <p>a) How staffing arrangements enable educators to provide effective supervision of children at all times.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>classroom for 3 or 4 minutes without anyone noticing or being aware of what he was doing there.</p> <p>(2) Educator to child ratios were only meeting the minimum requirements across the service. This resulted at time in leaving 1 Preschool educator alone with more than 15 children and 2 nursery educators with 9 infants, resulting in challenges to supervise children effectively.</p> | |
| <p>National Law Section 167 (1) Offence relating to protection of children from harm and hazards</p> | <p>(1) The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and care for by the service from harm and from any hazard likely to cause injury.</p> <p>At the time of the audit multiple non-compliances were identified that could cause harm or hazards likely to cause injury.</p> | <p>The approved provider is to address issues as mentioned throughout the table below.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Law Section 168 (1) Offence relating to required programs</p> | <p>(1) The approved provider of an education and care service must ensure that a program is delivered to all children being educated and cared for by the service that—</p> <ul style="list-style-type: none"> (a) is based on an approved learning framework; and (b) is delivered in a manner that accords with the approved learning framework; and (c) is based on the developmental needs, interests, and experiences of each | <p>The approved provider is to address the issue as mentioned in the table below under regulation 73.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>child; and (d) is designed to take into account the individual differences of each child.</p> <p>Programming documentation did not appear to have been done consistently prior to Iona commencing at the service. Copies of previous program documentation were not available to be sighted at the time of the audit.</p> | |
| <p>National Law Section 172 (1) Offence to fail to display prescribed information</p> | <p>(1) An approved provider of an education and care service (other than a family day care service) must ensure that the prescribed information about the following is displayed, in the prescribed form (if any), so that it is clearly visible to anyone from the main entrance to the education and care service premises—</p> <p>(a) the provider approval; (b) the service approval; (c) each nominated supervisor of the service; (d) the rating of the service; (e) any service waivers or temporary waivers held by the service; (f) any other prescribed matters.</p> <p>At the time of the audit the following prescribed information was not displayed:</p> <ul style="list-style-type: none"> • Service approval with current waiver information. • Current Responsible Person displayed. • Contact for complaints, updated | <p>The approved provider is to address this issue as mentioned in the table below under regulation 173.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>and containing correct contact details.</p> <ul style="list-style-type: none"> • Notice of anaphylaxis. | |
| <p>National Law Section 175 (1) and (2) Offence relating to requirement to keep enrolment and other documents</p> | <p>(1) An approved provider of an education and care service must keep the prescribed documents available for inspection by an authorised officer in accordance with this section.</p> <p>(2) Documents referred to in subsection (1)—</p> <p>(a) must, to the extent practicable, be kept at the education and care service premises if they relate to—</p> <p>(i) the operation of the service; or</p> <p>(ii) any staff member employed or engaged by the service; or</p> <p>(iii) any child cared for, or educated at, those premises—in the previous 12 months; and</p> <p>(b) in any other case, must be kept at a place, and in a manner, that they are readily accessible by an authorised officer.</p> <p>Documentation of child assessments or evaluations were not available at the service at the time of the audit and had not been completed recently.</p> <p>Medication administration and authorisation records were not available to sight at the service.</p> | <p>The approved provider is to address this issue as mentioned in the table below under regulation 177.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>Not all staff records were available at the service. Some staff who are working towards qualifications did not have evidence of their study progress.</p> | |
| <p>National Regulations Regulation 168 Policies and procedures.</p> | <p>(3) The approved provider of an education and care service must ensure all prescribed policies and procedures are available at the service.</p> <p>At the time of the visit the policy on Participation of Students and Volunteers could not be sighted.</p> | <p>The approved provider is to submit evidence:</p> <ul style="list-style-type: none"> a) that the service has a copy of the policy and procedures for participation of volunteers in place; b) that it is accessible at the service; and c) that responsible persons are aware of its location and content. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 170 Policies and procedures to be followed.</p> | <p>(1) The approved provider of a centre-based service must take reasonable steps to ensure that nominated supervisors and staff members of, and volunteers at, the service follow the policies and procedures required under regulation 168.</p> <p>At the time of the visit, it was not clear that new educator or agency educators had been given any induction on policies prior to working at the service.</p> | <p>The approved provider is to submit evidence of:</p> <ul style="list-style-type: none"> a) strategies in place at the service to ensure that all permanent and casual educators are aware of and are consistently following the service's prescribed policies and procedures. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 185 Law and regulations to be available.</p> | <p>The approved provider of an education and care service must ensure that a copy of the Law and the Regulations are accessible at the education and care service premises at all times, for use by nominated supervisors, staff members, volunteers, parents of</p> | <p>The approved provider is to submit evidence that the current versions of the ECS National Law and National Regulations are available to educators, families and visitors at the service.</p> |

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| | <p>children enrolled at the service and any person seeking to make use of the service.</p> <p>At the time of the visit the correct version of the Law and Regulations were not accessible.</p> | <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 180 Evidence of prescribed insurance.</p> | <p>(1) The approved provider of an education and care service must keep evidence of the current prescribed insurance at the education and care service premises and must make the evidence available for inspection by the Regulatory Authority or an authorised officer under the Law.</p> <p>At the time of the audit a copy of the current prescribed insurance could not be made available for inspection.</p> | <p>The approved provider is to submit evidence of the current prescribed insurance cover at the service.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 173 Prescribed information to be displayed.</p> | <p>(1) The approved provider of a centre-based service must for the purposes of section 172(1) of the Law, ensure information that is prescribed in respect of the matters in paragraphs (a) to (e) of that section, is displayed.</p> <p>At the time of the audit the following prescribed information was not displayed:</p> <ul style="list-style-type: none"> • Service approval with current waiver information. • Current Responsible Person displayed. • Contact for complaints, updated and containing correct contact details. • Notice of anaphylaxis. | <p>The approved provider is to submit evidence of the prescribed information mentioned herewith is displayed at the service in a prominent position, visible from the entrance of the service.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| <p>National Regulations Regulation 56 Quality Improvement Plan</p> | <p>(1) The approved provider of an education and care service must review and revise the quality improvement plan for the service having regard to the National Quality Standard—</p> <ul style="list-style-type: none"> (a) at least annually; and (b) at any time when directed by the Regulatory Authority. <p>(2) The approved provider must submit the current quality improvement plan to the Regulatory Authority on request.</p> <p>At the time of the visit the authorised officer observed that the service’s quality improvement plan had not been updated since mid-2022.</p> | <p>The approved provider is to submit evidence of:</p> <ul style="list-style-type: none"> a) strategies and plans they have developed to ensure that the service is actively engaging with and regularly updating their quality improvement plan. b) a quality improvement plan that has been updated. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 177 Prescribed enrolment and other documents to be kept by approved provider.</p> | <p>(1) The approved provider of an education and care service must ensure that for the purposes of section 175(1) of the Law, the following prescribed documents are in place and available at the service operated by the approved provider—</p> <ul style="list-style-type: none"> (a) the documentation of child assessments or evaluations for delivery of the educational program as set out in regulation 74; (c) a medication record as set out in regulation 92; (e) in the case of a centre-based service, a staff record as set out in regulation 145. <p>Documentation of child assessments or evaluations were not available at the service at the time of the audit and had not been completed recently.</p> | <p>The approved provider is to provide evidence of:</p> <ul style="list-style-type: none"> a) Processes in place to document child assessments or evaluations. b) Processes in place to ensure that child assessments have been completed. c) Examples of 2 child assessments for each age group. d) Medication authorisation and administration records contain all prescribed information and are completed. e) Staff records are complete for all educators at the service and provide files for [REDACTED] (the service ECT) and [REDACTED]. |

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| | <p>Medication administration and authorisation records were not available to sight at the service.</p> <p>Not all staff records were available at the service. Some staff who are working towards qualifications did not have evidence of their study progress.</p> | <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 73 Educational program</p> | <p>(1) The program (the educational program) that is required to be delivered under section 168 of the Law to a child being educated and cared for by an education and care service is developed.</p> <p>(2) An educational program is to contribute to the following outcomes for each child—</p> <ul style="list-style-type: none"> (a) the child will have a strong sense of identity; (b) the child will be connected with and contribute to his or her world; (c) the child will have a strong sense of wellbeing; (d) the child will be a confident and involved learner; (e) the child will be an effective communicator. <p>Programming documentation did not appear to have been done consistently prior to Iona commencing at the service. Copies of previous program documentation were not available to be sighted at the time of the audit.</p> | <p>The approved provider is to provide evidence of:</p> <ul style="list-style-type: none"> a) Processes in place to ensure that an educational program is developed, implemented and reflected on for each age group b) Educational program being displayed at the service. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 183 Storage of records and</p> | <p>(1) The approved provider of an education and care service must ensure that records and</p> | <p>The approved provider is to provide evidence of:</p> |

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| <p>other documents.</p> | <p>documents set out in regulation 177 are stored—</p> <ul style="list-style-type: none"> (a) in a safe and secure place; and (b) for the relevant period set out in sub-regulation (2). <p>Some prescribed records were not readily accessible at the service or on the service computers. It was unclear if prescribed records are kept for the required time frames.</p> | <ul style="list-style-type: none"> a) Processes in place to ensure prescribed records are kept for the required time frames. b) previous records stored on the OWNA app are readily accessible by the service. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 151 Record of educators working directly with children.</p> | <p>The approved provider of a centre-based service must keep a record of educators working directly with children that includes the following information—</p> <ul style="list-style-type: none"> (a) the name of each educator who works directly with children being educated and cared for by the service. (b) the hours that each educator works directly with children being educated and cared for by the service. <p>At the time of the audit some records were not complete in Rainforest 2 and Rainforest 1 rooms and some dates were missing on the Outback 1 room record.</p> | <p>The approved provider is to provide evidence of:</p> <ul style="list-style-type: none"> a) Strategies in place to ensure that accurate and complete records are kept of educators working directly with children. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 158 Children’s attendance record to be kept by approved provider.</p> | <p>(1) The approved provider of an education and care service must ensure that a record of attendance is kept for the service that—</p> <ul style="list-style-type: none"> (a) records the full name of each child attending the service; and (b) records the date and time each child arrives and departs; and (c) is signed by one of the following persons at the time that the child arrives and departs— | <p>The approved provider is to provide evidence of:</p> <ul style="list-style-type: none"> a) Strategies in place to ensure that accurate and complete child attendance records are kept for each time that the service is in operation. b) Child attendance records kept for each group for the week commencing Monday 7 August 2023 and the week commencing Monday 25 September 2023. |

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| | <p>(i) the person who delivers the child to the education and care service premises or collects the child from the education and care service premises;</p> <p>(ii) a nominated supervisor or an educator.</p> <p>At the time of the audit attendance records for week commencing 9/10/23 was missing a page for Preschool Room 1.</p> | <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 97 Emergency and evacuation procedures.</p> | <p>(1) The approved provider of an education and care service must ensure that—</p> <p>(a) in the case of a centre-based service, the emergency and evacuation procedures are rehearsed every 3 months by the staff members, volunteers and children present at the service on the day of the rehearsal and the responsible person in relation to the service who is present at the time of the rehearsal.</p> <p>Lockdown procedures could not be sighted during the visit.</p> <p>Records provided to the Authorised Officer showed only one evacuation rehearsal held on 16/8/2023 so far for the current year.</p> <p>No evidence was sighted of documentation of any lockdown rehearsals being held in 2023.</p> | <p>The approved provider is to provide evidence of:</p> <p>a) Strategies in place to ensure that emergency and evacuation procedures are rehearsed every three months at the service.</p> <p>b) Strategies in place to record rehearsals of emergency and evacuation procedures.</p> <p>c) Documentation of the emergency evacuation and lockdown rehearsals that have been held at the service in 2023.</p> <p>d) How lockdown procedures are communicated and accessible for educators.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulations 78 and 79 Food and beverages and service providing food and beverages.</p> | <p>(1) The approved provider of an education and care service must ensure that children being educated and cared for by the service—</p> <p>(a) have access to safe drinking</p> | <p>The approved provider is to provide evidence:</p> <p>a) That the menus have been reflected on and updated to ensure that food and beverages offered to children</p> |

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| | <p>water at all times; and (b) are offered food and beverages appropriate to the needs of each child on a regular basis throughout the day. And, (1) The approved provider of an education and care service that provides food or a beverage to children being educated and cared for by the service must ensure that— (a) the food or beverage provided is nutritious and adequate in quantity; and (b) the food or beverage provided is chosen having regard to the dietary requirements of individual children taking into account— (i) each child’s growth and development needs; and (ii) any specific cultural, religious or health requirements.</p> <p>The menu sighted at the time of the visit included regular inclusion of highly processed foods such as party pies.</p> | <p>at the service are nutritious and meet any specific cultural, religious or health requirements of children attending the service.</p> <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulation 80 Weekly Menu</p> | <p>(1) The approved provider of an education and care service that provides food and beverages (other than water) to children being educated and cared for by the service must ensure that a weekly menu— (a) is displayed at a place at the education and care service premises accessible to parents of children being educated and cared for by the service; and (b) accurately describes the food and beverages to be provided by the service each day.</p> | <p>The approved provider is to provide evidence of:</p> <ul style="list-style-type: none"> a) The weekly menu being displayed in a position that can be easily viewed by families. b) Easy Identification of menu being delivered on specific week. c) A process being in place to communicate changes of the menu to families. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>The current menu was displayed in the at the service near the kitchen. However, it was displayed at a height making it difficult to read and there was no indicator as to which week it was.</p> | |
| <p>National Regulations Regulations 84 Awareness of child protection law.</p> | <p>(1) The approved provider of an education and care service must ensure that a person specified in subregulation (2) who works with children is advised of— (a) the existence and application of the current child protection law; and (b) any obligations that the person may have under that law.</p> <p>During the audit, some educators demonstrated limited knowledge and confidence in their responsibilities under the <i>Children and Young People Act 2008</i>.</p> | <p>The approved provider is to provide evidence of:</p> <ul style="list-style-type: none"> a) Strategies developed to build educators’ knowledge and confidence around mandatory reporting responsibilities and child protection. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |
| <p>National Regulations Regulations 89 First aid kits.</p> | <p>(1) The approved provider of an education and care service must ensure that first aid kits are kept in accordance with this subregulation, wherever the service is providing education and care to children— (a) an appropriate number of first aid kits must be kept having regard to the number of children being educated and cared for by the service; and (b) the first aid kits must be suitably equipped; and (c) the first aid kits must be easily recognisable and readily accessible to adults, having regard to the design of the education and care service</p> | <p>The approved provider is to provide evidence:</p> <ul style="list-style-type: none"> a) That demonstrates an audit on all first aid kits and evacuation bags has been conducted. b) That demonstrates what strategies and plans have been put into place to ensure that an effective checking and replenishing of all equipment occurs regularly. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>premises.</p> <p>Each room had access to a wall mounted first aid kit, along with an additional smaller kit in evacuation bags. Most kits checked, appeared to not have sufficient supplies and some items were opened and out of date.</p> | |
| <p>National Regulations Regulations 90 Medical conditions policy.</p> | <p>(1) The medical conditions policy of the education and care service must set out practices in relation to the following—</p> <p>(a) the management of medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis;</p> <p>(b) informing nominated supervisors and staff members of, and volunteers at, the service of practices in relation to managing those medical conditions;</p> <p>(c) the requirements arising if a child enrolled at the education and care service has a specific health care need, allergy or relevant medical condition, including—</p> <p>(i) requiring a parent of the child to provide a medical management plan for the child; and</p> <p>(ii) requiring the medical management plan to be followed in the event of an incident relating to the child’s specific health care need, allergy or relevant medical condition; and</p> <p>(iii) requiring the development of a risk-minimisation plan in consultation with the parents of a child—</p> <p>(A) to ensure that the risks relating to the child’s specific health care need, allergy or</p> | <p>The approved provider is to provide evidence:</p> <ul style="list-style-type: none"> a) That a review of records for all children attending the service who have medical conditions has been conducted. b) That the service has up to date and complete medical management plans, risk minimisation plans and communication plans in place for all children with medical conditions and specific health care needs. c) That plans and medications for children no longer attending the service have been removed from the rooms. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>relevant medical condition are assessed and minimised; and</p> <p>(B) if relevant, to ensure that practices and procedures in relation to the safe handling, preparation, consumption and service of food are developed and implemented; and</p> <p>(C) if relevant, to ensure that practices and procedures to ensure that the parents are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented; and</p> <p>(D) to ensure that practices and procedures ensuring that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented; and</p> <p>(E) if relevant, to ensure that practices and procedures ensuring that the child does not attend the service without medication prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition are developed and implemented; and</p> <p>(iv) requiring the development of a communications plan to ensure that—</p> <p>(A) relevant staff members and volunteers are informed about the medical conditions policy and the medical management plan and risk minimisation plan for the child; and</p> <p>(B) a child's parent can communicate any changes to the medical management plan and risk minimisation plan for the child, setting out how that communication can occur.</p> | |
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| | <p>Medical management plans, Risk minimization plans and Communication plans sighted were not all signed by all parties and contained limited information.</p> <p>It was not demonstrated how the service is active in keeping medical information updated, especially when children leave the service – for example, plans and medications were observed in rooms for children no longer attending the service.</p> | |
| <p>National Regulations Regulations 103 Premises, furniture and equipment to be safe, clean and in good repair.</p> | <p>(1) The approved provider of an education and care service must ensure that the education and care service premises and all equipment and furniture used in providing the education and care service are safe.</p> <p>The following safety issues were identified at the time of the audit:</p> <ul style="list-style-type: none"> a) Hazardous products were not stored securely. The safety gate to laundry is broken and not latching automatically. The cupboards in the laundry containing cleaning products did not have child safety latches. Some drawers and cupboards in children’s bathrooms contained plastic bags and did not have child safety latches on them. b) Some areas of the service were quite dirty. Floors in the classrooms had dirty footprints rugs were dirty. A concrete area in the preschool playground had large stained areas. | <p>The approved provider is required to provide evidence to show how the laundry area and cupboards containing potentially hazardous products are not accessible to children.</p> <p>The approved provider is required to provide evidence that floors and rugs at the service have been cleaned.</p> <p>The approved provider is required to provide evidence of</p> <ul style="list-style-type: none"> a) The professional cleaning arrangements in place at the service to ensure that the premises are kept clean and safe. b) The strategies in place to ensure educators understand how to minimise risk to children in their every day practices. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

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| | <p>c) Three rooms had wet puddles which looked like water spills on the floor which educators had not noticed and did not take any action to clean them up when Authorised Officers alerted them to these areas.</p> | |
| <p>National Regulations Regulations 106 Laundry and hygiene facilities.</p> | <p>(1) The approved provider of an education and care service must ensure that the service has— (a) laundry facilities or access to laundry facilities; or (b) other arrangements for dealing with soiled clothing, nappies and linen, including hygienic facilities for storage prior to their disposal or laundering—that are adequate and appropriate for the needs of the service. (2) The approved provider of the service must ensure that laundry and hygienic facilities are located and maintained in a way that does not pose a risk to children.</p> <p>At the time of the audit the laundry was potentially accessible to children as the safety gate latch on the door was broken and there were no child safe locks on cupboard containing hazardous products.</p> <p>Nappy bins and drawers did not have any safety latches and bins of soiled clothing inside plastic bags were sitting on nappy change benches and were full and overflowing. The soiled clothes had been in the bucket since last week and some did not have any labels to show which child owned them.</p> | <p>The approved provider is to provide evidence that:</p> <ul style="list-style-type: none"> a) The laundry is inaccessible to children. b) The educators understand their responsibility to ensure children do not access the laundry. c) Strategies and procedures are in place at the service to ensure soiled clothing is handled hygienically. <p>Evidence to demonstrate compliance is required within 14 days of the date of receipt of this Notice.</p> |

The steps directed to be taken must be addressed by the close of business Monday 11 December 2023.

Failure to comply

It is an offence for an approved provider to fail to comply with this compliance notice within the period specified. If you do not take the required actions, or do not take those steps within the required timeframe, I may consider imposing further sanctions, including suspension of your service approval or prosecution. The penalty that a court may impose is \$6000 for an individual and \$30,000 for an entity.

Review of decision

A decision to issue a compliance notice is a reviewable decision for internal review by the Regulatory Authority. An application for review may be made by completing the form AR01 Application for Internal Review of Reviewable Decision which can be obtained from the ACECQA website. An application for review must be submitted to the Regulatory Authority within 14 days after the day on which you are notified of this decision.

Service's record of compliance

Details of this compliance notice must be recorded in the service's record of compliance including: the reason the compliance notice was issued; the steps specified in the notice; and the date by which the steps specified must be taken. The information must not identify any person other than the approved provider.

The information does not need to be recorded until after the period for applying for internal review has expired.

Publication

Under section 270(5) of the National Law, the Regulatory Authority may publish information about this compliance notice. If no review is requested within 14 days, details of this compliance notice will be published on www.det.act.gov.au.

If you have any questions about this notice, please contact me at delphine.coutin@act.gov.au .

Yours Sincerely



Delphine Coutin
Assistant Director, Audit and Risk Management
Children's Education and Care Assurance
ACT Education Directorate
27 November 2023