

### 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](mailto: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:	13/12/2024
Time completing form:	9:55am
Your full name:	P01 P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Genesis Family Day Care Services
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	I have informed the Coordinator about the situation. Instead of working towards resolving the disagreements with mutual respect, she seems to be arguing. It's concerning that the Coordinator/Educator appears indifferent to the potential impact this can have on the child's mental and emotional well-being during drop-offs and pick-ups.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	I have been in contact with P01 since December 3rd. While I have been associated with Genesis since last year, I've utilized care services sporadically with another educator more convenient to my residential area. During my visit on December 2nd, I learned that P01 is relatively new to the industry, having launched her business just a month ago.
Date/time of incident/ issue to which the complaint relates. If unknown,	8:15am-8:30am 3:15pm 3:30pm

approximate timeframes?	
If delay in reporting, reasons for delay?	
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	<p><b>P01</b> <b>P01</b>  <b>P01</b>'s children (2)          Another child in her care (girl)  <b>P01</b> <b>P01</b> (my eldest)  <b>P01</b> <b>P01</b> (my son)</p>
Age of Children (DOB if possible and relevant?)	<p>2 years and 10 months          4-5 year old child (<b>P01</b>'s child)          10 months – 1 year child (<b>P01</b>'s youngest)          3 year old          9 year old          5 year old</p>
Name of educator(s), staff member(s) or other persons involved?	<p><b>P01</b> <b>P01</b>  <b>P01</b> (Coordinator)</p>
<p>Details of the incident/issue:</p> <p><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></p>	<p>The situation began with a CCS payment that was supposed to come through Centrelink. As a new parent managing CCS, I made sure to follow the necessary steps to ensure a smooth process.</p> <p>On Tuesday morning at around 8:15 am, <b>P01</b> informed me that I needed to accept a document from Centrelink for the payment to be processed. I confirmed that I had received it on Monday, the 9th, and planned to visit Centrelink after work for further guidance. After my visit to Centrelink, I successfully resolved the issue.</p> <p>The next day, Wednesday, December 11th, at 8:20 am, <b>P01</b> approached me and insisted that I pay the full fee because I had not confirmed the enrollment. I clarified that I had confirmed it promptly after receiving the notification through my Gov app. However, <b>P01</b> seemed stressed because her Coordinator had misinformed her, saying she wouldn't get paid due to my inaction, which was incorrect.</p> <p>During pick-up on Wednesday at 3:15 pm, <b>P01</b> appeared visibly upset. She confronted me again, claiming I was responsible for her not getting paid. I found it unprofessional for her to place blame on me for issues stemming from Centrelink. This interaction made me uncomfortable leaving my child in her care, especially as she continued to demand payment and referred to <b>P01</b>'s assertion that I was at fault.</p>

From that point forward, I sensed an atmosphere of anger and frustration regarding payments during drop-offs and pick-ups. **P01**'s focus shifted entirely to money, rather than addressing my child's wellbeing. I became increasingly concerned about my child's emotional state given **P01**'s unprofessional demeanor.

I returned to Centrelink on Wednesday for clarification and was confirmed that the payment had already been released, and it would soon reflect in the provider's account. By Thursday, my toddler expressed "Mummy I don't like daycare", which was alarming because she had been adjusting well before these incidents. **P01**'s pressure and negativity created an unwelcoming environment for my child, which was unacceptable.

On Thursday, **P01** continued to voice her complaints regarding the funds, further detracting from a nurturing atmosphere. I reached out to Centrelink again for reassurance that I had followed all necessary steps and communicated with **P01** about the payment release, requesting her bank details to settle the gap fee, but she did not respond. Throughout these exchanges, I noticed other children in **P01**'s care witnessing the tension.

In my experience with other providers, even during times of financial difficulty, educators maintained professionalism and never created an unsafe environment. However, with **P01** and **P01** at Genesis FDC, the primary focus seemed to be on payment, and this was apparent to my children, affecting them negatively.

On Friday, December 13th, at 8:20 am, I felt increasingly uncomfortable about leaving my child in **P01**'s care. I went ahead due to a lack of alternatives. As soon as the door opened, **P01**'s demeanor was uninviting, and she immediately began discussing money. She claimed I was making things difficult by not paying, despite having resolved my payment

	<p>issues with Centrelink. I stood my ground, emphasizing that her approach was unprofessional and made me uneasy about leaving my child with her.</p> <p><b>P01</b> responded dismissively, saying that if I was unhappy, I could just take my child. Given the toxic environment, I made the decision to take my child out of her care immediately.</p> <p>All this unnecessary stress due to the demand of <b>P01</b> &amp; <b>P01</b> payment has impacted my work and my mental health with Christmas just about a corner I see this extremely unprofessional and stressful to leave my child in her care.</p> <p>By the way I am unable to work until Christmas through the fact that this occurred I need to take unpaid leave due to I don't have a family to look after.</p> <p>I am considering taking this further.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes, I can provide the screenshots of the messages I sent to <b>P01</b>.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes, 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>I don't have any evidence of a conversation unless the screenshots of messages.</p>