

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:	7 March 2024
Time completing form:	11:44 PM
Your full name:	P01 [REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	P03 [REDACTED] P03 [REDACTED]
Service to which the complaint relates?	Kids Biz Holidays & Sports
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes – still waiting for a response. An email was sent at 5:31PM, hoping to hear from them tomorrow
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Since 2022 with different branch within the same organisation
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	7 March 2024, from 3PM to 3:45PM
If delay in reporting, reasons for delay?	

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</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>	<ol style="list-style-type: none"> 1. 15/02/2024 child is on waitlist for afterschool care 2. 29/02/2024 A staff member called to offer enrolment 3. 02/03/2024 parent confirmed enrolment via portal 4. 06/03/2024 11:45AM staff contacted parent to follow-up and commencement on 07/03/2024 was confirmed over the phone 5. 07/03/2024 child went to after-school care, senior area (as shown in attachment 2, highlighted in orange) at 3PM. <ul style="list-style-type: none"> • Lined up to mark attendance (as attachment 2, a star at senior area) • Child was asked for his name and to spell • Child was told by staff that it was not found • Child was asked for his last name and to spell • Child was told by staff that the last name was also not found. • Child was asked to wait next to the staff, allowing staff to complete attendance • Another child was also not on the register, and asked to wait as well • Both children were asked to go to the office • Both children waited at the office, felt bored and hungry • Another staff (staff 2) from the junior area approached both children • Children asked if they could borrow a phone to call parents – staff 2 said no and asked both children to go back to the senior area to get their bags and wait at the office • Both children went to senior area, took their bags, walked back to the office and decided to go home 6. 07/03/2024 3:45PM – child arrived at home, felt angry and scared 7. 07/03/2024 3:51PM – mother attempted to call Kidsbiz admin office, was unsuccessful 8. 07/03/2024 4:07 – P01 Kidsbiz staff at after school care

	<p>attempted call mother, left voice message, asking if P01 was meant to be at be at afterschool care.</p> <p>9. 07/03/2024 4:08PM - P01 called father to ask if P01 reached home safely. Father then asked why child was not allowed a called. Staff was not aware of this situation. Father asked if we will be charged for today's session. Staff asked father to check with admin office. Father asked if staff could check for him. Staff said that he could give the email address.</p> <p>10. 07/03/2024 4:11PM – mother returned the call. Staff told mother that child is at home. Mother explained that this is a serious safety issue. Staff told mother that children who are not registered in Kidsbiz program are out of their responsibility and that they can't stop kids if they decide to go home by themselves.</p> <p>11. 07/03/2024 5:31PM mother sent an email to the service provider with the school and father in copy (attachment 3).</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>Attachment 1 – After-school care booking confirmation Attachment 2 – self drawn of school floor plan</p>