

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:	Monday 26 September 2023
Time completing form:	11:29hrs
Your full name:	P01 P01 P01
Date of birth	P02
Contact details: (phone and email)	Mobile: P03 Email: P01 P01
Service to which the complaint relates?	Springbank Rise by Busy Bees Daycare, Casey ACT 2913 Managing Director (MD): P01 P01 Second in Charge (2IC): P01 P01
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Not all problems within this direct complaint form have been raised with the staff, however there is attached evidence for what has been raised.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	We have had our son, P01, attend the daycare service since early 2020 (3.5 years).
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Background: P01 P01 has a medical condition of P05 In September 2022, I provided the daycare with a new Action Plan (AP), P05 P01's AP had been updated and changed from a standard P05 AP (managed with P05)

	to an AP P05 if P01 was in contact with any P05 When I brought P01's AP and medication in for the daycare I initially spoke to the manager of the time about his new plan. The manager told me to walk down to his room and speak with the staff. When I spoke to the staff member, I told her about the updated plan and the need for an P05 The staff member said, "What is an P05?" I questioned her, "You know an P05?" ... P05 The staff member continued to look puzzled and said, "just leave it there and I will talk to another staff member about it". I was also puzzled with this interaction; however, I did not raise it as an issue at the time as I had not had any previous worries for P01. Months later, on 19 January 2023, an email was received by the Manager 2IC stating an audit has been completed on all AP's/Medical Conditions and they noted P01's AP was out of date. As this was something I completed relatively recently, I wrote back stating this is incorrect as it has been updated, including his AP was raised to a P05 including an additional P05 This indicated the day care neglected to keep P01's records up to date. The 2IC wrote back and stated she found P01's AP and P05 in his 'medication bag'. This was a terrible experience finding out staff were not aware of the changes in his condition and his AP was not on display for all other staff members to be aware of. Please see evidence relating to this interaction between myself and the 2IC.
If delay in reporting, reasons for delay?	At the time of handing over P01's medication and his AP I felt there was no need to report this incident as the staff member mentioned she would talk to other staff members about this. I am sad for P01 that his new AP was not displayed for up to 5 months whilst he was attending his daycare. The display of

	his AP is paramount for the safety of our son.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01 P01
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	There is no staff that are a constant at his daycare.
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>	Please see above: "Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?" What happened: Malpractice and negligence Where: Springbank by Busy Bees, Casey ACT 2913 Kindergarten 2 – Researchers Room. Has it happened before: Unknown Has it happened to anyone else: Unknown Who was present: P01 additional caretakers, unknown specific names. Who was involved: Manager at the time (it was not P01), Current Manager 2IC, P01 Have you discussed the issue with anyone else: No. What action has been taken: Although the Manager 2IC apologised that P01's AP was not on display via the attached email/s, his AP is still not on display as of today's date. This is unacceptable.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I did not make any notes at the time or send any emails.
If necessary would you be prepared to make a statement?	Yes. I would be more than happy to provide a statement.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	Attachment: Chain of emails between mother (P01 P01) and Manager 2IC P01 P01. Note: This report must be attached to my second report (Direct Complaint Form P01 2 of 2) in relation to an additional medical emergency that occurred within the above-mentioned daycare.