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Respondent

12

Anonymous

**05:09**

Time to complete

1. Full name

**P01**

2. Phone number

P03

3. Email \*

P03

4. What is the name of the Service you wish to complain about? \*

Affinity Education Rivett

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? \*

I am meeting with them on 12 Aug 2024

6. What is your relationship to the Service? \*

Parent or Guardian

Staff Member

Other

7. How long have you had an association with the Service for? \*

3 years

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). \*

1. On July 29, 2024, I informed [P01][P01] that my son [P01] was diagnosed with norovirus, a highly contagious virus. [P01][P01] acknowledged receipt of this information but did not take any action to notify other parents, which could have prevented further spread.  
2. On July 17, 2024, I notified [P01][P01] that [P01] had been diagnosed with Influenza A. Again, she failed to communicate this critical information to other families, posing a significant health risk to the children and staff at the center.

9. If there has been a delay in reporting, please state the reasons for the delay.

10. What are the names and date of birth of the children involved in the incident?

P01 [REDACTED] - P02 [REDACTED]

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01 [REDACTED] - Centre Management

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

*What happened?*

*Where did it happen?*

*Has it ever happened before?*

*Who was present?*

*Who was involved?*

*Have you discussed the incident with anyone else?*

*Has any action been taken?*

To Whom It May Concern,

I am writing to formally lodge a complaint against Affinity Education Rivett regarding their failure to report cases of communicable diseases, as mandated by the Education and Care Services National Regulations 2011.

On two separate occasions, **P01**, the Centre Manager at Kids Academy Rivett (an Affinity Education centre), neglected to inform other parents about the presence of highly contagious illnesses at the daycare. These instances are documented in the emails exchanged between myself and **P01**.

1. On July 29, 2024, I informed **P01 P01** that my son **[REDACTED]** was diagnosed with norovirus, a highly contagious virus. **P01 P01** acknowledged receipt of this information but did not take any action to notify other parents, which could have prevented further spread.
2. On July 17, 2024, I notified **P01 P01** that **P01** had been diagnosed with Influenza A. Again, she failed to communicate this critical information to other families, posing a significant health risk to the children and staff at the center.

According to the Education and Care Services National Regulations 2011, particularly Regulation 88, early childhood education and care services must notify parents of the occurrence of an infectious disease as soon as practicable. This is crucial to mitigate the spread of illness and ensure the health and safety of all children in care.

It is important to note that my child most likely, if not definitely, contracted these viruses from the daycare, resulting in two hospital admissions 10 days apart. First admission was one day. Second admission was 4 days. This has not only affected my child's health but has also caused significant distress to our family.

The repeated failure by Affinity Education to notify parents about the presence of communicable diseases is a serious breach of their duty of care. This negligence endangers the health and well-being of all children and staff at the center, undermines parents' trust, and violates regulatory requirements.

I am deeply concerned about this repeated negligence and urge the Education and Care Regulatory Authority to conduct a thorough investigation into

this matter, including an investigation into the hygienic practices at Affinity Education Rivett. It is imperative that appropriate measures are taken to ensure compliance with national regulations and to prevent such negligence in the future.

Thank you for your attention to this serious matter.

Sincerely,

P01

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)?  
If **yes**, please email a copy of these documents to [complaintsCECA@act.gov.au](mailto:complaintsCECA@act.gov.au).

Yes