

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:	Friday 7 August
Time completing form:	4pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Birralee Education and Care Centre (Community Services #1)
Has the complaint been raised directly with the service? If yes what was the response? If <i>not</i> why?	<p>Yes. Raised directly (both verbally and via email) with Birralee's Director on a number of occasions since June 2020.</p> <p>Birralee Director's response (via email on 16 June):</p> <p><i>As for the door, yes it has been a safety issue. I have contacted the department to have it repaired on several occasions and each time they come out they knock the pins back in and it locks again. It has something to do with the temperature change between Winter and Summer. After contacting them this time, they are working on getting a quote to replace the entire door. I have flagged this with them as a serious concern for the centre. I hope to see it rectified in the coming weeks.</i></p> <p>I understand from a subsequent conversation the quote to</p>

	<p>replace the door was for \$30,000.</p> <p>Subsequently raised with Community Services #1 CEO, response (via email on 5 August)</p> <p><i>I am aware of this issue as it has been raised to me and we have been working with the Department to fix the door.</i></p> <p><i>As of Friday last week we have submitted a risk assessment to CECA (who is the early childhood regulator) as a potential risk.</i></p> <p><i>P01 has emailed P01 from building management again on the 30th, who told him that someone came out and measured the door and P01 spoke with P01 (from the Department) only yesterday morning about the door and have requested for the door to fixed as a priority.</i></p> <p><i>I understand that P01 and the team have placed signs throughout the centre as well as on both security doors.</i></p> <p><i>Also staff have been briefed on the risk and have been asked to be extra cautious with the doors to ensure the safety of children at all times.</i></p> <p><i>Lastly I understand that P01 has spoken to family's and have requested them to be alert to the risk and asking them and other people that access the centre to ensure that the door closed.</i></p> <p><i>I am happy to chat over the phone if you feel that would be useful, but please know that we are aware and working with the department to resolve this issue as soon as possible.</i></p>
<p>Complainant's relationship to the service (how long have you had an association parent/educator for)?</p>	<p>Since April 2018 (16 months)</p>
<p>Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>Issue has been unresolved since at least June 2020, but a conversation with Birralee's Director indicated it has been a concern on and off for at least 2 years.</p>
<p>If delay in reporting, reasons for delay?</p>	<p>No delay, I reported the issue immediately.</p>
<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</p>	<p>2 years, DOB P02</p>

possible and relevant?)	
Name of educator(s), staff member(s) or other persons involved?	Birralee Director – P01 P01 Community Services #1 – P01 P01
<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>Broken entry/exit door to centre – the door does not latch, meaning anyone can come and go, including the children (though I note there is another locked door to enter the centre, but this is the only one). I understand the door has been quite unreliable, affected by the changing weather, for at least 2 years.</p> <p>Birralee is relying on parents and staff to ensure the door latches behind them but this is consistently not occurring, with people coming and going all day.</p> <p>As indicated in the email extracts above, it appears Birralee is seeking a resolution from the Department which rents out the space, however, this is taking some months and appears no closer to resolution than when I first raised it in June.</p>
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	I have sent two emails and have attached.
If necessary would you be prepared to make a statement?	Yes.
Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?	No.