

Out of School Hours Care (OSHC)

Comments and Complaints Procedure

We value any comments and suggestions from families, educators and the community that will assist us to improve our service. Feedback will assist us to better meet your needs, to improve our processes and to plan for the future.

If you are unhappy with any of the services you receive, please let us know immediately. Anyone who has a comment, complaint or concern about a WCS Service or employee has the right to have the matter dealt with fairly and promptly, in a confidential manner, without fear of reprisal. All complaints and feedback are treated in confidence and will not affect the quality of care you receive or any other dealings you have with us.

Complaints procedure

1. You are encouraged to raise your concern or complaint with the staff member concerned and the Coordinator at the Service if you feel it is appropriate to do so.
2. If you are not comfortable to discuss the issue with the staff member and Coordinator or are not satisfied with the outcome you can contact the Manager, Out of School Hours Care on 6234 6832.
3. If your complaint concerns the Manager, Out of School Hours Care you can contact the Director, Children Youth and Family on 6234 6837 directly.
4. The team will work together to resolve the complaint.
5. If the issue is not resolved satisfactorily you can submit your complaint in writing to:

Chief Executive Officer
Woden Community Service
PO Box 35, Woden ACT 2606

Woden Community Service reception is happy to assist you with this if you phone us on: 6282 2644, or in person at 26 Corinna St, Woden.

6. If you are unhappy with the Chief Executive Officer's decision you may wish to contact an external advocacy or complaints contact at the Children's Education and Care Assurance (CECA) or the ACT Children and Young People Commissioner.

Children's Education and Care Assurance (CECA)

Role of the Children's Education and Care Assurance

The Children's Education and Care Assurance - part of the ACT Education and Training Directorate - administers the legislation covering approved education and care services.

Approved education and care services, including long day care, family day care, outside school hours care, public and non-Government preschools and playschools, are required to comply with the Education and Care Services National Law (ACT) Act 2011 or the Children and Young People Act 2008 (depending on service type). Children's Services Advisers monitor services' compliance with the legislation and provide support in understanding and meeting these requirements.

The function of the Children's Education and Care Assurance also includes:

- Quality assessment and rating of approved education and care services;
- Investigation of complaints about approved education and care services;
- Professional advice on the planning, design and establishment of new services; and
- An advisory service for families, children's services and the ACT community in relation to education and care.

Complaints about education and care services

The Education and Training Directorate has the authority to receive and investigate complaints about education and care services in the ACT. The Children's Education and Care Assurance will receive complaints from any person with a concern that relates to:

- Non-compliance with the education and care legislation; or
- Health, safety or wellbeing of children or a child attending a service.

Prior to contacting the Children's Education and Care Assurance, it would normally be expected that you had discussed your concerns with the service and attempted to resolve the issue.

If you have been unable to resolve the issue with the service, or there are circumstances where it is not possible or appropriate for the complaint to be managed at the local level, a complaint may be made to the Children's Education and Care Assurance on **(02) 6207 1114**.

Please Note: the Unit does not deal with complaints about public schools. Complaints will be:

- Reviewed for potential non-compliance with the relevant legislation;
- Assessed for risk to the health, safety or wellbeing of any child; and
- Investigated, as required, by an authorised officer.

Please note that the Children's Education and Care Assurance is unable to investigate complaints regarding fees, waiting lists or priority of access, unless they also relate to a service's obligations under the *Education and Care Services National Law (ACT) Act 2011* or the *Children and Young People Act 2008*.

Other agencies that may be able to assist:

ACT Children and Young People Commissioner

Resolving Complaints & Concerns

If you have a complaint or concern about a service for a child or young person, the CYPC might be able to help you.

You can complain about a service for a child or young person if the service:

- Didn't comply with guidelines.
- Didn't meet appropriate standards of care.
- Impacted badly on a child or young person.
- Didn't comply with law.

You can also complain if a particular service for a child or young person isn't available, and you think it should be.

If you are unsure if you can make a complaint, just call the CYPC to talk about it. You can do this without giving your name.

Before you make a complaint to the CYPC, you should talk with the agency or person that you are unhappy with to try and fix things yourself. The CYPC can talk with you about the best way to do this.

If talking with the agency or person doesn't work, or you don't feel that you are able to do this, then you should contact the CYPC to talk about your options – including making a formal complaint to the CYPC.

Additionally, if your complaint is about Care & Protection Services within the Community Services Directorate (CSD), the CYPC will, in the first instance, refer you back to the Office for Children, Youth and Family Support Complaints Unit within CSD for your complaint to be handled by them. The Complaints Unit can be contacted on 62075294, or at OCYFS@act.gov.au.

Anyone can call the CYPC with a complaint or concern, however it is easier for us to look into your complaint if you are the child or young person who received the service, or a parent or carer of the child or young person.

Complaints have to be in writing, but we can help you with this.

If you decide to lodge a complaint, we will take your complaint seriously, and we will listen to your views. We will also talk with you about what you can expect to happen, and will keep you up-to-date on any decisions we make.

We will deal with your complaint as quickly as possible, and you can contact us at anytime to find out where your complaint is up to.

Making a complaint is free.