

██████████
Person with Management or Control
Communities@Work
RE: Communities@Work Mt Rogers Out of School Hours Care

Email: ██████████@commsatwork.org

Dear Ms ██████████

Decision to issue Administrative Action RE: NOT-00068602

1. As you may be aware, Authorised Officers of the ACT Regulatory Authority (the Authority), also known as Children's Education and Care Assurance, recently assessed a Notification of Incident (NOT-00068602) relating to Communities@Work Mt Rogers Out of School Hours Care SE-00009695 (the Service) operated by Communities@Work PR-00005824 (the Provider).
2. The notification of incident advised that on 28 August 2024, ██████████ (4 yrs old) was able to leave the Service, unseen by Educators, for around 2 minutes.
3. The Authority is satisfied that the Provider did not comply with the provisions of the *Education and Care Services National Law Act (ACT)* (the Law) in this instance. Web addresses to the Law and the associated *Regulations* are provided for your convenience at the end of this Decision.

Facts

4. On 29 August 2024, a notification of incident (NOT-00068602) was submitted to the Authority by the Provider advising that on 28 August 2024, ██████████ exited the Service alone, without Educators noticing, to only return when another family guided him back. Refer copy of the NOT-00068602 at Attachment A.
5. Additional information submitted with NOT-00068602 included the following:
 - Task delegation;
 - Incident report;
 - Parent complaint;
 - Working directly with children record;
 - Responsible person sign in;
 - Hall map;
 - Educator recollection ██████████
 - Educator recollection ██████████

Refer Attachment B.

6. On 3 September 2024, the Provider submitted additional documents in response to a request for further information from the Authority, including:
 - Child sign in record;

- Notes from call with Parent;
- Next steps (Mt Rogers);

Refer Attachment C.

7. NOT-00068602 further advised that steps taken by the Provider to prevent or minimise a similar incident included:
 - Review of risk assessment around delivery, collection and transitions of children, specifically regarding the pick up/drop off point.
 - Revision of supervision expectations with the entirety of the team (booked in for 1-3pm Monday 2/9).
 - Group time with all children around boundaries in the school.

Law

8. The Notification engaged the following provisions of the *Law*:

Section 165(1) of the Law - Offence to inadequately supervise children

The approved provider of an education and care service must ensure that all children being educated and cared for by the service are adequately supervised at all times that the children are in the care of that service.

Penalty: \$11 400, in the case of an individual
\$57 400, in any other case.

Section 167(1) of the Law - Offence relating to protection of children from harm and hazards

The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and care for by the service from harm and from any hazard likely to cause injury.

Penalty: \$11 400, in the case of an individual
\$57 400, in any other case.

Decision

9. The Authority has considered all the information supplied by the Provider and is satisfied that there is sufficient evidence to support an offence under section 165 and 167 of the *Law* in this instance.
10. In relation to section 165 and 167 of the *Law*, the Authority is satisfied, on the balance of probabilities, that the Provider did not ensure that all children were adequately supervised at all times or protected from harm while in the care of the Service on 28 August 2024.
11. The Authority is satisfied that the very nature of the matter notified, and additional information submitted by the Provider supports, on balance of probabilities, the offence being substantiated.

12. The Authority is satisfied that [REDACTED] was not adequately supervised resulting in him exiting the Service, unnoticed by Educators responsible for his education and care at the time.
13. The *Law* outlines a range of statutory actions which may be taken by the Authority in response to non-compliance. The Authority has the flexibility to choose the most appropriate action to support you to achieve compliance and improve outcomes for children.
14. Considering the evidence, the objectives and guiding principles of the *Law*, the compliance history of the Service, and the advised of steps taken by the Provider to mitigate risk of a similar occurrence, the Authority has decided to issue this administrative action rather than statutory compliance actions to address the non-compliance.
15. This decision services to remind the Provider of their obligations and responsibilities under the *Law*, and to ensure that staffing and supervisory processes and educator practice is monitored regularly to ensure ongoing compliance with the *Law* and encourage continual improvements for outcomes for children.
16. This Decision will be recorded on the Service's file and may be considered in any future applications for approvals, amendments, or waivers. It may also be considered in determining the action to be taken, should further breaches of the Law or associated Regulations be found.

Legislation

17. The *Law* applies to you as a provider and any service you operate. The *Law* is applied in the ACT by the *Education and Care Services National Law (ACT) Act 2011* <http://www.legislation.act.gov.au/a/2011-42/default.asp> . The *Law* and *Regulations* can be viewed at: <http://www.acecqa.gov.au/national-law> , and <http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>.
18. Should you have any questions about this Decision please contact me at vittorio.colosimo@act.gov.au.

Yours Sincerely,



Vittorio Colosimo
A/g Assistant Director Investigations
Regulation and Compliance
Education Directorate

27 September 2024