

213A
EDU

C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	Capital Region Community Service Limited
Provider Number	PR-00005807
Provider Approval Status	Approved

Service

Service Legal Entity Name	Belconnen Community Services Inc
Service Trading Name	Bruce Early Childhood Centre
Service Approval Number	SE-00009754
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	We received an email yesterday (21/08) from a parent that would like to unenroll her child at the Centre. In her email she raised concerns around child to educator ratio potentially not being met and was concerned for her child's well-being. I gave the mother a call today (22/08) at 1pm and spoke with her. She raised concerns about a number of occasions where she felt the Nursery room was out of ratio, and generally wasn't happy with the level of communication she was receiving from the room. I will attach the email received.
Please supply the following information: - Date complaint received - Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc) - Steps taken/actions planned by approved provider in response to the complaint	Sent: Monday, 21 August 2023 3:39 PM To: Children's Services Admin Team P03 Subject: Re: 2 weeks notice To Whom it May Concern, I am writing as I wish to request the fees over this 2 week notice period be waived. I was not going to bring forward the following information initially as I was prepared to pay the gap left after CCS however I cannot afford the full amount and I don't feel comfortable leaving my son at the centre for safety reasons. There have been multiple times now that I have dropped off or picked up my son from the centre where ratios were not being adhered to. On 4th August P01 was outside with 6 babies by herself while P01

Submitted By: **P01P01**



put another child to sleep in the cot room. I stayed for approximately 10 minutes to see if another educator would come to support her but then I had to leave as I had other commitments.

Other times there have been 5 babies in the room with only P01. P01 is a fantastic educator however it is my understanding that P01 is still completing her Cert III and should have appropriate supervision with the children especially 5 as this is out of ratio. Again I stayed for approximately 15 minutes that day and no other staff came to support her.

These are two specific times that I can recall however there have been multiple times this has happened and I have written conversations with people about exactly when they happened, who was involved and how I felt about it that are dated.

My son is unable to talk to me and tell me what happens that day, however his level of distress after daycare and at drop off has been increasing. The only permanent educator I get any meaningful feedback from or seems to have a meaningful connection with my son in that room is P01. I found out she is no longer working in that room after I noticed. I asked about it after my son had a distressing day there last Friday, however I was not informed of this staff change prior and am unsure when it happened. The posts on story park have been limited and infrequent and as such I am not confident of how his days are while he is there. I have noticed however that he does not sleep well and he struggles to cope afterwards. He has been increasingly distressed at the centre of late and potentially because he does not have a meaningful connection with the educators in the room now that P01 is not there yet I wasn't told.

I don't feel as though there is adequate communication for my child who cannot yet talk and given that the legal requirements are not always met in the room I don't feel safe leaving him there anymore.

As my decision is based on the risks that these breaches of regulation pose to my child (rather than a change of mind) I feel like it is reasonable that the two week notice fees be waived. I don't wish to blame any individuals as I understand the issue is probably complex however I do know that I don't feel comfortable with my son returning.

Regards,

P01 P01

Actions taken: Email was escalated to our Executive Manager- P01 P01 who emailed the parent to acknowledge her email and to state that the Senior Manager for EAC will make contact the next day. I rang P01 at 12:59pm and left a voice mail, then within 5mins P01 returned my call. I acknowledged her concerns and unpacked her concerns which were mainly around the lack of communication she was receiving from the Nursery lead educator about P01 days and that he wasn't settled in the Centre and wasn't sleeping well there. P01 raised that she felt there were multiple times that the Nursery wasn't in ratio that she said she took note of, but during our phone call she only spoke about the 4th of August.

I have waived her two-weeks notice period and suggested she tour some of our sister Centres that are in close proximity to the Bruce Centre.

Please upload any relevant documentation

WDWC Nursery August 2023.pdf

WDWC Nursery Room August 2023

Submitted By: P01P01



Child Details

Child's Name	P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01P01
Phone Number	P03
Email Address	P03