

I, [p01] [p01], residing in [P03] [P03], am lodging a formal complaint against Gungahlin Kinder Haven Childcare Centre( G8 Education groups), where my child, [p01] [p01], has been under their care for the past nine months. The primary motivation for reaching out to the Ministry is due to the negligence observed towards my child and the concerning behaviour exhibited by the staff towards parents.

Several incidents have occurred involving my child, where proper care and attention were lacking. Furthermore, the staff's conduct towards parents has been unsatisfactory.

It is evident that the centre is not adhering to the required documentation standards and is not following the guidelines set forth by the National Quality Framework and the Australian Children's Education & Care Quality Authority (ACECQA).

Staff members [p01] [p01], and the Centre Manager, along with the Area Manager, are not adhering to the Education and Care Services National Regulations. Chapter 4, **specifically 4.1 and 4.2**, Division 1 and Division 2, clearly outline the operational requirements regarding the recording of injuries or incidents, as per the guidelines of the National Regulations, which Gungahlin Kinder Haven fails to follow. **Sections 4.2 (Division 1, Regulation 84) and 4.2 (Division 2, Regulations 85, 86, 87)** emphasize the importance of child protection laws and the obligation to inform parents about any injuries, yet in my child's case, they have consistently neglected to do so, often offering excuses with no real improvement promised.

**In Part 4.3 - Physical Environment, Division 1 (Regulation 103)** underscores the necessity for premises, furniture, and equipment to be safe, clean, and in good repair. I am compelled to raise this point due to the unclean carpets inside the toddler room, which contribute significantly to health issues stemming from the unsanitary environment. Additionally, Division 2 (Regulation 112) regarding nappy change facilities, highlights the need for staff to change nappies before children leave during pickup time, a task I often find myself reminding them to do.

**Part 4.5 - Relationship with Children, particularly Regulations 155 and 156**, emphasizes the importance of staff showing interest and encouragement in children's activities. However, Staff members [p01] [p01] and [p01] [p01] have shown no interest in fostering such interactions.

**In Part 4.6 - Collaboration Partnerships with Families and Communities, Regulation 157** stresses the importance of providing access for parents. However, recent incidents involving Staff [p01] [p01] and [p01] [p01] have demonstrated a blatant disregard for NQF guidelines, communication with parents, and explaining the day's activities involving their child. They have directly refused to communicate and even asked parents to leave the Centre.

**Lastly, in Part 4.7 - Leadership and Service Management, Division 2 (Regulation 168)**, it is mandated that education and care services have policies and procedures in place. However, the Centre management has failed to implement any framework for addressing injuries and incidents. Furthermore, incidents have occurred to my child despite the presence of an adequate staff-to-child ratio for supervision.

Additionally, the lack of communication regarding children's learning, as highlighted in the **NQS PLP e-Newsletter No.682013**, further compounds the issue. Whenever I attempt to engage with staff members, they consistently evade the situation. Moreover, despite the importance of the Room leader ([p01] [p01]) being knowledgeable about my child, they have never taken the

initiative to explain or communicate with me. When approached, they have accused me of "moving into personal space," hindering any meaningful communication between myself and the staff. It's evident that Staff members [p01] and [p01] are at the forefront of creating obstacles whenever I inquire about my child's well-being.

When I inquire about my child's well-being and daily activities, I am met with accusations of "moving into personal space," suggesting that parents should refrain from asking questions to staff members. I requested the Centre manager to provide me with written confirmation that I should not ask anything about my child to staff members, but there has been no response to this request.

### **Incidents are detailed as follows:**

**First Incident:** On January 18, 2024, my child suffered a deep bite on his arm.

Regarding this incident, the Centre took nearly a month to provide me with an incident report upon my request. Following this incident, I, as a concerned parent, began inquiring about my child's daily routines in accordance with the National Quality Framework (NQF). However, none of the staff members were forthcoming in providing explanations. Despite verbal notifications to the manager, and an email sent to the Centre manager on February 14, 2024, I received no response. In further attempts to address the issue, I emailed [p01] [p01], Senior Operations Manager at G8 Education, on February 15, 2024. [p01] responded with a call on February 16<sup>th</sup> to discuss the matter and referred me to Area Manager [p01] [p01].

On February 20, 2024, [p01] and I discussed the first incident. Two days later, she responded via email without reviewing any footage, solely relying on staff accounts. [p01]'s proposed solution mirrored the email below, which included false allegations against me. Despite my request for a thorough investigation, including reviewing video footage, [p01] dismissed the idea, insisting she would rely solely on staff testimony. Furthermore, she failed to provide clear explanations, instead attributing blame to me for intruding on staff members' personal space.

Additionally, when expressing concerns to the Area Manager about staff behaviour towards parents, they deflected blame onto the parents without providing any evidence. When I questioned [p01] about this, she suggested it would be better for me to find another childcare centre where I felt more comfortable, insinuating they were unwilling to provide adequate care for the community.

Despite my efforts to communicate with [p01], the Senior Operations Manager, through voicemail messages, I have received no response. This lack of communication is deeply concerning given the seriousness of the issues raised.

**Second Incident:** On March 7, 2024, my child sustained a nail scratch on the forehead, **no incident report recorded.**

During the pick-up time on March 7, 2024, the staff at Gungahlin Kinder Haven failed to notify us of the incident, and no incident report was provided when requested. Upon reaching out to the Area Manager via email, the following response was received on March 14, 2024:

In this instance, once again, my child was neglected. As an Area Manager, it is within her capability to review all video footage to ensure appropriate action is taken to prevent such

incidents from recurring. Despite my trust in the facility's ability to provide adequate care for my child, negligence occurred once more when my child fell sick on March 13, 2024.

**Third Incident:** On March 13, 2024, my child experienced coughing and fever, yet the centre did not send him home.

During this period, I called the centre to check on my child's well-being. However, I was assured that everything was fine, despite the reality being different. Interestingly, although my partner P05 [REDACTED] she was informed about our child's condition but was not permitted to leave work to attend to him. Shockingly, I was not even contacted to come and collect my sick child. During pick-up time, I questioned the staff about why my child had not been sent home when unwell. Their response was that they had already informed the Manager and Area Manager, leaving the decision to them. Once again, my child was neglected in this situation.

As a consequence of this neglect, my child's illness persisted for nearly two weeks. If he had been sent home promptly, we could have provided him with the necessary care during the initial stages of his illness, potentially preventing it from worsening and reducing the recovery time significantly.

The following day, I contacted the centre again to inquire about my child's condition and spoke with the Area Manager. I expressed my dissatisfaction with their neglectful handling of my child's illness. However, the Area Manager's response was dismissive, suggesting that I could change centres if I was unhappy with their approach.

**Fourth Incident:** On March 27, 2024, there was a lack of communication with parents, and my child suffered a forehead bump between his eyebrows, **no incident report recorded**.

During pickup at approximately 17:30 hours, I attempted to inquire about my child's activities from staff member p01 [REDACTED]. However, her response was unexpectedly **rude, accusing me of being too rude to ask questions**. This response shocked me, and I promptly informed p01 [REDACTED] that I would be reporting her behaviour to her manager for speaking to parents inappropriately and being confrontational. I questioned why parents needed to constantly ask questions and expressed concerns about the centre's compliance with the National Quality Framework (NQF). Instead of addressing my concerns, p01 [REDACTED] **accused me of invading her personal space**.

Upon leaving the toddler's room, I noticed a **significant bump on my child's forehead**. Concerned, I returned to inquire about what had happened. However, staff member p01 [REDACTED] **in charge** for that evening refused to provide any explanation or engage in conversation, instructing **me to leave the centre immediately**. This further shocked me, as these staff members are neither the parents of my child nor responsible for his care outside the centre.

Immediately following the incident, I contacted the Area Manager, P01 [REDACTED] p01 [REDACTED], and subsequently the Centre Manager, P01 [REDACTED] p01 [REDACTED], to report the inappropriate behaviour of the staff during pickup times. P01 [REDACTED] assured me that such incidents should not occur in the centre and advised against involving the police. However, on March 28, 2024, the Centre Manager called me and instructed me not to return to the centre, citing a breach of the code of conduct, when I ask the question they are saying code of conduct etc..

It is deeply concerning that the managers are supporting staff members who are not compliant with Working with Vulnerable People (WWVP) requirements, health, and safety protocols, and who have shown disrespect towards both my child and me as a parent. This lack of accountability and disregard for the well-being of children and parents is unacceptable and requires immediate attention. The staff are also not adhering to the G8 code of conduct and the NQF.

During my conversation with P01 on 20<sup>th</sup> February 2024, I brought up additional concerns regarding the centre. Firstly, I inquired about the frequency of sand changes in the outdoor play area's sandpit. P01 indicated that the responsibility for this decision lies with the management, and it was revealed that no sand changes had occurred in the past nine months. Secondly, I raised concerns about the frequency of changing eating dishes for the children, but I did not receive a satisfactory response.

Navigating through the bustling front foyer area of the centre poses numerous hazards for children, particularly in the pathway leading to the toddler room. Inside the toddler room, the carpets are not routinely cleaned, contributing to a significant portion of health concerns stemming from unhygienic conditions.

On the Xplore app, centre staff are documenting my child's activities inaccurately, often posting unrelated information alongside pictures. When I inquire about my child's whereabouts and activities, my comments are routinely deleted by managers, along with the entire activity log from the account. This incident of negligence occurred on March 28, 2024.

Despite my repeated verbal notifications and a meeting with manager P01 and area manager P01 p01, there has been no improvement in this matter. Additionally, they fail to meet the requirements of the National Quality Framework (NQF) and other national laws regarding childcare and family welfare. When I confront them about these issues, they dismiss my concerns by accusing me of intruding into personal space.

Feeling overwhelmed by uncertainty about my child's well-being at Gungahlin Kinder Haven Childcare Centre, I've reached out to the Minister and relevant authorities, urging them to take action against staff members p01, p01, and the Centre Management. It's evident that they are not adhering to NQF guidelines, national laws. which is concerning for both my child and ourselves.

Authorities can visit the centre without any prior notification.

Thank you for taking the time to review my complaint regarding Gungahlin Kinder Haven. I sincerely hope that the appropriate actions will be taken to address the centre's failure to adhere to regulations, codes of conduct, policies, and procedures. Your attention to this matter is greatly appreciated.

Your Sincerely

p01 p01 Parents of p01 p01

Resident of Canberra, Taylor ACT 2913

Contact: P03

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