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Respondent

4 Anonymous

13:39

Time to complete

1. Full name

P01 [redacted]

2. Phone number

P03 [redacted]

3. Email \*

P03 [redacted]

4. What is the name of the Service you wish to complain about? \*

Guardian Childcare Forrest

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? \*

Yes, I have raised my complaint with the educators, the feedback email and I have called and left a message from the General Manager NSW & ACT [redacted] who has not responded to my complaints.

6. What is your relationship to the Service? \*

Parent or Guardian

Staff Member

Other

7. How long have you had an association with the Service for? \*

18 months

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). \*

This week.

9. If there has been a delay in reporting, please state the reasons for the delay.

No delay, it has been a building progression over the last few months and the staff members have dwindled down considerably.

10. What are the names and date of birth of the children involved in the incident?

P01 P02 (my son), I don't have the names of the other children.

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01 was the educator that reported to me her concerns for herself, P01 and the other children. I spoke with P01 well about what is going on. She informed me that the management side are not properly supporting the centre.

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

*What happened?*

*Where did it happen?*

*Has it ever happened before?*

*Who was present?*

*Who was involved?*

*Have you discussed the incident with anyone else?*

*Has any action been taken?*

This week it was brought to my attention by other parents and the educator in the Toddler room that there is not enough staff working in the rooms. She informed me that she was with 9 toddlers on her own, and that the nursery room has 2 staff to 15 babies. She informed me of how tired and run down she herself is and the other staff. The staff have been resigning in large numbers since the Centre Manager resigned end of last year. I was informed this week by another parent that a child had been left outside on their own (forgotten) for 30 mins. I am also concerned about the standard of the food that is being feed to them as the chef left late last year as well. Often of late I have collected my son from outside and he is not wearing his hat or shoes. The hat is of big concern to me as he has fair skin and a family history of skin cancers. I have also not noticed oily skin from sunscreen. I am concerned that the casual staff are not doing as required. Often I now need to change him when I collect him because his nappy is incredibly heavy and hanging down with urine to his legs. I have raised this issue with the educators directly previously. In the last few weeks he has noticeably had more scratches, bruises, cuts. He is an active toddler however, I am concerned about the ratio that means he is not getting the attention or direction he needs and accidents occur.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes, please email a copy of these documents to [complaintsCECA@act.gov.au](mailto:complaintsCECA@act.gov.au).**

I have pictures of his bruises and scratches, if you require these I can send them through.