

From: P01 P01
To: EDU.Complaints.CECA
Subject: Formal complaint Edge Early Learning Ngunnawal
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To Whom it May Concern

my name is P01 P01 and

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. In that time I have seen and experienced many things that I didn't agree with or felt could be improved on and it was usually dealt with in a timely and appropriate manner "in house." Unfortunately this has not been the case now in this centre.

- The Director, Assistant Director/Ed Leader and Admin/receptionist all left at the end of last year and were replaced by one person, a young, inexperienced, easily influenced person and who now seems to be floundering
- With no Admin the phone often rings out and parents have complained about not getting their calls answered. I even had to drive to the centre once while on leave to find out what my next shift was as no one was answering the phone or answering messages and emails. The director has admitted she often ignores the phone because she is too busy.
- The Director goes home each day by about 3-3.30 and the phone and front desk are usually unmanned until close at 6. Educators in the rooms are expected to answer the phones and let visitors in, this is often impossible as we are always struggling with ratios. I went to leave once and a complete stranger was standing in the foyer waiting to talk to someone. They had been let in by a parent as they were leaving.
- We are short staffed and often out of ratio at the beginning and end of the day and have had up to 18 babies in one room that holds 12

until there are enough staff to split the rooms. We have frequently had 16 babies and 2 educators in the morning until there was enough staff to separate into 2 rooms. I understand there is a shortage of childhood educators but this centre still keeps taking new enrolments.

- Nappies, bottles and sleep often have to wait until after 9 when we have enough staff, we spend as little time as possible talking to parents on arrival as we are understaffed and need to attend to upset children. We are required to fill in ratio sheets daily and they clearly show we're understaffed but nothing has been done to correct it.
- Educators have rung the office to seek assistance, but often the phone is unanswered or they're told we have no staff, or we're in ratio "under roof".
- 2 preschool rooms and toddlers room often combine with children being shuffled from room to room across all rooms to help keep each room in ratio.
- Babies are moved across two rooms to keep in ratio, at times disrupting sleep or bottle times. I understand moving children from time to time may be acceptable but this happens many times through the day everyday, and is disruptive and upsetting for children, especially those still settling, and in turn upsetting for the educators. During these times there is often a staff member going from room to room constantly to check ratios and shuffling educators and staff around.
- Pre-school and Toddler rooms often have to combine and once again 1 educator is required to supervise 11 children all day, trying to supervise toileting, dish up meals, clean up, get children to sleep or rest, restock the bathroom, prepare experiences and clean them up. Then we are expected to conduct indoor/outdoor play and supervise 2 play areas at once. They then get messages through the centre's WhatsApp group that they are not doing enough and their rooms, bathrooms and kitchenette are untidy.
- Nurseries are often made to run with bare minimum ratio, eg 1 educator for 4 babies. This makes it impossible to change nappies, make/heat/feed bottles, attend to accidents and first aid, settle children to sleep, interact with parents as they come in for pick-up. At the same time we are supposed to keep the rooms tidy, restock bathrooms, complete checklists and clean and check sleeping babies in cots every ten minutes.

We often run out of gloves, wipes, paper towel and some nappy sizes. We have had to use blue gloves for nappies but are told we can only use blue gloves for food handling, so we raid the emergency evacuation bags until we are restocked.

- We ran out toilet paper for staff and children. The director was alerted to the fact and told a staff member she had got someone to buy more with the centre credit card but this was untrue. Another staff member ended up going out to buy more with her own money.
- The printer was out of order for weeks and we were unable to print off vital day sheets and checklists as required. We sometimes use wrong sheets for age group and use blank paper and fill in the correct sheets later. We were then told off for not having the required checklists completed.
- Educators are constantly missing out on appropriate time off the floor to attend to Programming, assessments, professional development etc, sometimes being told to do it in the room when it's quiet, however there is no quiet time when we're understaffed. We have done hours of online professional development in our own time without being paid, we were told it was mandatory.
- Because we are constantly understaffed ISS funding is being claimed but the educators are actually often included in the ratios, they're not extra and not able to provide the support to the children they are meant for.
- Last week we received an email from our director telling us that if we are on the early shift we can't call in sick. We have to turn up to work and wait until someone can replace us before we go home. A replacement is unlikely as we are always short staffed. It is in complete conflict with what an attachment of a copy of the Leave Entitlement policy states.

I had started this letter a few weeks ago and it has taken me a while to get down in words what happens daily and how we are always out of ratio. I am currently on leave but handed in my resignation last week as I can no longer work in such poor conditions and don't want to return, however, I am seriously concerned about the health and welfare of the children and remaining educators. I have since found out that four other educators and the kitchen hand have resigned this week. Edge and P01 (the director) denied being short staffed before so I think there are even more serious issues now that need to be addressed.

I am sorry for the length of this email and even more sorry that I didn't report these issues earlier. I honestly thought Edge would listen to their staff and I don't understand why they don't.

Please help those who are still there.

Regards

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Ph P03 [REDACTED]