



View results

Respondent

35 Anonymous

15:55
Time to complete

1. Full name

P01 P01

2. Phone number

3. Email *

P03

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

Galileo, Red Hill, Canberra

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? *

No because I am not an employee there. I went there P05 and left feeling concerned about the children's well-being and quality of care. Director is quite loud and strong minded, did not feel comfortable going back to raise complaint with her.

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? *

P05 [REDACTED]

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

P05 [REDACTED] from 8:00 am to 8:30 am yesterday morning 24/10/2024

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

Was unsure whether was serious enough to report. But couldnt sleep thinking about it so thought better to be safe and have someone check the children are ok there

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

[REDACTED]

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

P01 is the director and one I had interview with. P05 [REDACTED] with the children when I went for interview

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?

Had an interview at this centre yesterday and am concerned for the children's well-being and safety with the information I was told/ what I observed:

- upon arrival was informed interview would be held in foyer, staff room was off limits as the director had her two dogs in there
- director told me the last diploma educator (male) was fired recently as he was left alone with two children and peed in the toilet in front of them
- Staff are left alone with children often
- Staff have qualifications that they fast tracked paid for. "Current staff have paid two thousand dollars to receive an online qualification and don't know what they are doing, so I am looking for authentic educators" - quote from director.
- No set menu/ meal times. When I questioned this was told children eat whatever they have at the centre at whatever time - when educators see fit.
- Preschool and dining area filthy.
- Children just sitting quietly, no laughing, no playing, no activities. Staff sitting also. One staff had child in his lap, staff member staring into space and stroking child's hair.

I have been working in early childhood for 6 years and this is the first time I have felt the need to report a centre. Please do a random in person check to make sure these children are being looked after properly.

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.