ACT Government
Education

213A EDU

Instructions

This form should be used to lodge a complaint to the ACT Regulatory Authority in circumstances where your complaint alleges possible offences and/or engage a risk to the safety, health and wellbeing of children or a child attending an education and care service.

The completed form should be forwarded to complaintsCECA@act.gov.au

The Authority is obligated to protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Information provided in this form would only be shared subject to the information sharing provisions under the relevant Legislation.

## Direct Complaint Form - Online

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| Date completing form: | 17th October 2023 |
| Time completing form: | 9pm |
| Your full name: | P01P01 |
| Contact details:<br><br>(phone and email) | P03 , P03 |
| Service to which the complaint relates? | Milestones Macquarie |
| Has the compliant been raised directly with the service? If *yes* what was the response? If *not* why? | Yes, they first admitted they had reduced the food provided to children ("we are more than happy to continue with the happy snack , we had some concerns before reaging they werent eating their dinner when going home."), then tried to pretend they hadn't reduced the food. They reinstated a proper happy snack only for my two children (and fed them in front of the rest of the kids who just had to watch only my kids being given sufficient food), then stopped reporting what the kids were eating as apparently it's a "privacy issue" if other parents were to find out how many serves of lunch another kid ate (but apparently not a privacy concern for parents to see photos of other peoples' children each day). Tried to lie and tell me that "even hospitals now aren't allowed to record the name of the patient anywhere because privacy requirements are so strict". |
| Complainant's relationship to the service (how long have you had an association | My eldest has been attending since mid-2020 |

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| *parent/educator* for)? | |
| Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes? | Ongoing over the past several months |
| If delay in reporting, reasons for delay? | I'd been given assurances things would get better, but my youngest son's educator suddenly not coming back (after having disclosed to me how bad things were there) was the final straw. I also wanted to try and find another centre first. |
| Name of children (in full if possible) involved in the incident/ issue to which the complaint relates? | P01 P01 , P01 P01 |
| Age of Children (DOB if possible and relevant?) | 4 years (Senior Preschool), 2.5 years (Toddlers 2) |
| Name of educator(s), staff member(s) or other persons involved? | Issue has mostly been with the centre manager P01 P01 (and the previous centre manager who disappeared after I started raising concerns about the children being fed) |
| Details of the incident/issue:<br><br>*Consider details such as:*<br>*What happened?*<br>*Where did it happen?*<br>*Has it ever happened before?*<br>*Has it happened to anyone else?*<br>*Who was present?*<br>*Who was involved?*<br>*Have you discussed the incident/issue with anyone else?*<br>*Has any action been taken?* | As per the email chain, they stopped feeding children happy snacks and didn't tell parents. Distressed educators also confided in me that they were no longer allowed to offer the kids a sandwich or something if they didn't eat one of the meals (they just had to let them go hungry). The meals they claim to be feeding the kids on the menu board doesn't align with what I can see in the photos (the photos are usually missing at least part of what is listed on the menu). Management tore the nice educators apart for speaking to me (the educators were terrified to speak out and wanted to call me outside of hours on my mobile to explain more about what was happening, but they suddenly disappeared from the centre before that occurred). The email chain contains the details. I have no doubt that if you looked at the food bill from before the private equity buyout, and then over recent months, there would be a big drop. During one in person chat about the issue, P01 suggested that I keep P01 home with me rather than sending him to daycare until he started gaining weight again (rather than just agreeing to start feeding him properly). She wanted to see a medical plan from a doctor saying P01 needed more food before agreeing to reinstate proper happy snacks, but I forced her to give my kids more food (though I think they've stopped doing this again as the kids are starting to complain again about being hungry).<br><br>Also, they used to wash the kids water bottles daily, then |

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| | started making parents do this. Which is fine, but the water bottles would be locked outside Senior Preschool by the time I got there for pick-up so I couldn't take it home. In the mornings I would see they were coated in dust. I raised this issue, but they lied and said they always put the water bottles through the dishwashing first thing in the morning. As per the attached photo, that clearly wasn't happening.<br><br>They haven't been maintaining appropriate staffing levels, with staff leaving every week. I was often walking into a room full of kids with only one educator (stressed and yelling). My sons' educators changes so frequently I can't keep up (and they don't tell me there's been a change in educator until well after it has occurred). The new educators yell a lot at the kids (and my eldest has been crying that he doesn't want to go there anymore because they get too angry at him (the previous educators were great, they have mostly all gone to McKella Hearts and Minds now because of how badly they were being treated).<br><br>My sons had a fight with each other at home the other day (as little kids do). P01 hit P01 and P01 started telling me I needed to grab P01's arm and pull him down to the ground like they do at daycare when a child starts hitting. I haven't seen this happen, but there is one child in Toddlers 2 who is always attacking my children.<br><br>They emailed us today asking parents to pick up their kids because they didn't have enough staff working (as attached).<br><br>I've seen people in there assessing children, which management explained as being "affinity quality advisors" (as attached), which I thought meant Affinity staff, but now I'm guessing that was ACT Govt. Are they allowed to not disclose this to parents? |
| Did you make any notes at the time, or send any emails? Are you prepared to provide a copy? | Yes, as attached |
| If necessary would you be prepared to make a statement? | Yes |
| Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)? | Key items attached |

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