



**213A**  
**EDU**

## C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

### Notification of Complaints

#### Provider

Provider Name	One Tree Community Services Inc
Provider Number	PR-00007250
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	ONE TREE COMMUNITY SERVICES INC
Service Trading Name	One Tree Defence Childcare Unit Russell Hill
Service Approval Number	SE-00009831
Service Approval Status	Approved

### Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	<b>P01</b> <b>P01</b> Mobile nr <b>P03</b> [REDACTED]



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

30 November 2023

From: **P01 P01** &lt;**P03 P01**> Sent: Thursday, November 30, 2023 5:16 PM To: One Tree DCU Customer Service &lt;**P03**> Subject: Day Care Educator Start Times

Good evening,

I would like to raise concerns about the start time of educators at One Tree Russell Hill.

I am unsure if it is Russell Hill policy or One Tree policy, however, educators are not paid to start work until 0730 h.

This seems completely unreasonable to me considering children start arriving at 0730 h.

It appears that One Tree is expecting staff to start work early (without pay) or to get ready for the day i.e. prepare food for trolleys and rooms, when they should be supervising children.

Furthermore, when a staff member is late for unavoidable reasons, there is no buffer, which means ratios are not met.

On a number of occasions this year I or my wife have waited until a second staff member arrives because we did not feel safe leaving our children. The worst I have seen is 14 children aged 2-5 with one educator.

At a time when children are arriving and being fed breakfast this is completely unacceptable. An allergic reaction or choking incident could easily go unnoticed with only one educator and, should that educator need to respond to an incident, the other children are left unsupervised. I understand staff should arrive a few minutes early to be ready to start at opening time, but unavoidable circumstances happen like car accidents which cause delays.

All of this could be fixed by having 1-2 staff per room start 15 minutes early.

Two staff starting 15 minutes earlier in a room of is an absolute minimal cost to the centre/One Tree and would go a long way to improve standards and morale with educators.

I request this recommendation be reviewed and a response be provided.

I would like to make it very clear that I do not blame the educators. They are wonderful, hard-working individuals and I think they should be treated accordingly by One Tree.

Many thanks in advance for your consideration.

**P01**

**P03**

Caution: This is an external email and may be malicious. Please take care when clicking links or opening attachments.

On Friday 1 December 2023 **P01 P01** Operations Manager for OTDCU Russell Hill contacted **P01 P01** telephonically to discuss concerns regarding the starting times of staff and alleging ratios were not met on Thursday the 29th of November 2023. OTDCU Russell Hill will notify staff of a change in their rostered hours as of Monday the 14th of December to start 15 min earlier for opening staff members to ensure that staff are not rushed and overwhelmed when families start arriving at 7:30am. **P01** had confirmed that it rarely occurs that when he arrives he has to wait to before leaving for the next staff member to arrive, and these occasions are mainly due to unforeseen circumstances. The service ratio checks and staff sign in and out is attached to this notification with the children sign in and out as evidence that the service was meeting ratio at all times during the day.

Please upload any relevant documentation

2023 11 30 Customer Service Feedback Russell Hill.pdf

Customer Service Feedback received from Parent **P01 P01**

Submitted By: **P01 P01**



2023 11 30 Ratio Check Russell Hill.pdf	Ratio Check and staff sign in and out
Roster 27th November 2023.pdf	Staffing Roster

## Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

## Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03