



View results

Respondent
75 Anonymous

29:02
Time to complete

1. Full name

Anonymous

2. Phone number

I wish to remain anonymous

3. Email *

P03

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

Guardian Barton

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. In fact I was told by the Manager how they failed to comply with parents preference record while the child was enrolled in the centre.

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? *

Almost a years

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

Form June last year until now.

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

I just came to know recently through the manager.

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

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

POP01 (Manager)

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?

During the enrolment of the child, the parent wrote that her child can't eat pork and don't want male gender to change her nappy. However due to miscellaneous circumstances the management lost the enrolment form and had no idea about the child's preference. It's been over these past months that the child was feed pork and her nappy was changed by male educator. The mom was so upset to find out recently and she broke down after knowing the truth. However the management seemed quite relaxed about the whole situation and the parent said she could never trust them. I don't think any actions were taken against the management.

On most occasions, the centre is not on ratio. They often combine children or move between rooms to accommodate ratio. I have seen the staffs are always tired and burnt out. And children do not receive proper care and attention.

On the days where there are visits from government or regulatory departments, the manager make sure to call in extra staff, only on those days. However, it is known to all the staff and they play along with it. The fact is there is big complacency and compromises on child's safety and security.

The current manager seems to divert all the responsibility and wrongdoings to the ex manager who resigned just before the new year.

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.