

P01

Subject: FW: Anonymous Complaint received: Child Care | Other, please specify: staff out of ratio ETKN:092000001845 [SEC=OFFICIAL]

From: Education - CCS Helpdesk <P03>

Sent: Thursday, February 15, 2024 3:33 PM

To: CECA <CECA@act.gov.au>

Subject: FW: Anonymous Complaint received: Child Care | Other, please specify:staff out of ratio ETKN:092000001845 [SEC=OFFICIAL]

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Good morning team

For your information or action if needed:

The Department of Education has received the following anonymous complaint about the: ratio and treatment of children at a service.

Please review and action accordingly.

The service is Nido Early School Franklin - CRN: 190055551K (Service Approval SE-40015950)

Address is 2 MAVIS LATHAM ST FRANKLIN ACT 2913.

The provider is Nest Early Education Services Pty Ltd - CRN: 190052713K (Provider Approval PR-40026948)

Please let us know if there is any further information you need.

Kind regards,

P01

CCS Provider Helpdesk and Departmental Contact Centre

Child Care Division

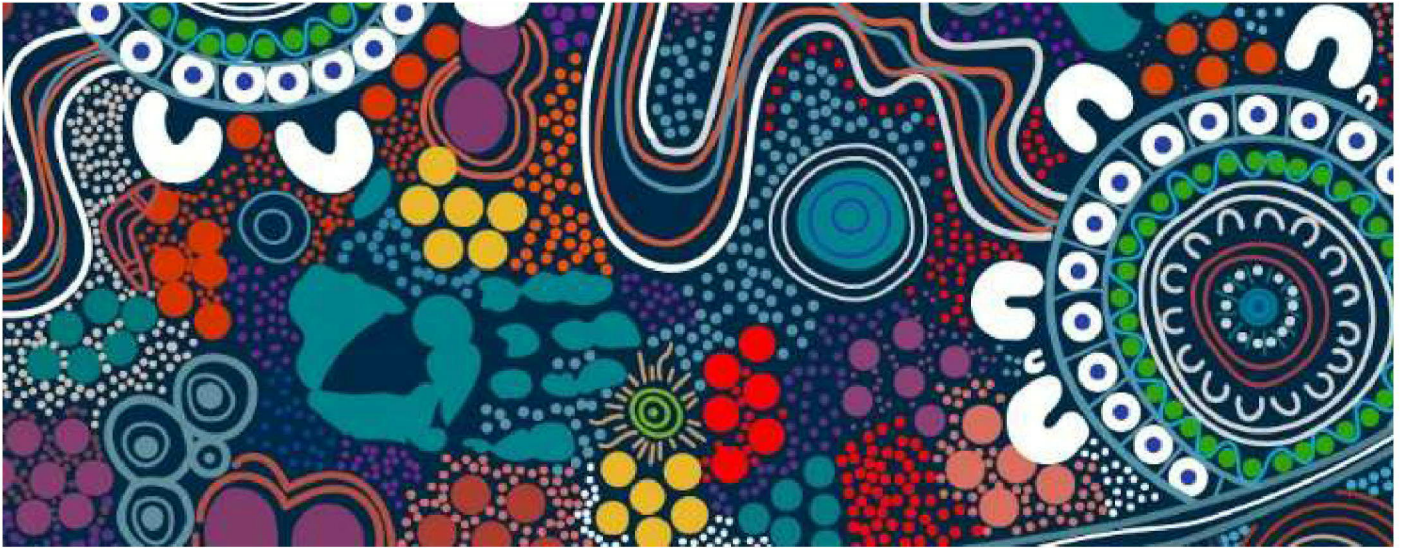
[Facebook group for ECEC providers and services](#)

CCS Provider Helpdesk and Departmental Contact Centre | Child Care Subsidy Policy and Program Branch | Child Care Division

Australian Government Department of Education

Working on Ngunnawal Country

[Website](#) | [LinkedIn](#) | [Instagram](#) | [Facebook](#) | [X](#) | [Newsroom](#)



The Department of Education acknowledges the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past and present. The artwork *Guwanyi wingara yirabana* is our story. It means 'learning journey' in Dharug/Darug language. Designed by Trevor Eastwood from Dalmarri with our people, the artwork was made by many hands in a powerful gesture showcasing reconciliation in action.

----- Original Message -----

From: Department of Education <P03 [redacted]>;
Received: Thu Feb 15 2024 09:15:42 GMT+1100 (Australian Eastern Daylight Time)
To: Education - CCS Helpdesk <P03 [redacted]>; CC - Unassigned <P03 [redacted]>;
Subject: Anonymous Complaint received: Child Care | Other, please specify:staff out of ratio

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A complaint submission has been received from <https://www.education.gov.au/about-department/contact-us/complaints>

Please see the details of your enquiry below.

Submitted: February 15, 2024 9:15 AM

Privacy Statement: Consent and acknowledgment

I confirm that I have read and understood the privacy statement above and agree to the department handling my personal information in accordance with this privacy statement.

Complaint Category:

Child Care | Other, please specify:staff out of ratio

Name (First name, Last name) *:

Phone:

Email *:

Home Address:

Service ID (for CCCF and general enquiries) : SE-40015950 Nido Early School Franklin

Please provide details of your complaint:

I tried to dropped my daughter off this morning in a 2-2.5 year old room and saw the educator with 7 children by herself and 3 children scream crying - I waited around 5 mins for another staff member to arrive for them to be in ratio

Attachment (if any):

Notice:

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