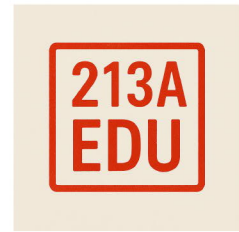


**From:** Cropper, Brian  
**Sent:** Monday, 12 December 2022 8:52 AM  
**To:** P01 P01  
**Subject:** RE: Complaint - Taylor ELC  
**Attachments:** Direct Complaint Form.doc



**OFFICIAL: Sensitive - Legislative Secrecy**

Dear Ms P01,

Thank you for your email.

To progress your concerns, it would be appreciated if you could complete the attached Direct Complaint form with as much detail as possible and return it to [ComplaintsCECA@act.gov.au](mailto:ComplaintsCECA@act.gov.au).

#### Regards

**Brian Cropper** | Senior Investigator  
Phone 02 62071104 | Email : [brian.cropper@act.gov.au](mailto:brian.cropper@act.gov.au)  
Education and Care Regulation and Support | Education Directorate | ACT Government  
Hedley Beare Centre for Teaching and Learning, Stirling 2611 | PO Box 158, Canberra City 2601  
[www.act.gov.au](http://www.act.gov.au)

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**From:** P01 P01 <P03 >  
**Sent:** Friday, 9 December 2022 3:31 PM  
**To:** EDU Complaints CECA <[ComplaintsCECA@act.gov.au](mailto:ComplaintsCECA@act.gov.au)>  
**Subject:** Complaint - Taylor ELC

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Good afternoon,

I am wanting to make a complaint about a long day care centre that my daughter, as of Monday, no longer attends. The centre is Taylor ELC, in Taylor, ACT 2913.

The centre is quite new, having opened in September 2022. Since commencing care there, we have had ongoing concerns that I would like to raise. The most prominent being that they are consistently over ratio. This morning, I was unable to leave my daughter for the day as there was only one educator in the building and she was

over ratio with 6 other children. My daughter is under 2, as were some of the other children there. We have been forced to make different arrangements at both of our workplaces as we strongly felt it was not in the best interest of my daughter's wellbeing or safety to leave her at the centre this morning. This is not the first time we have not felt comfortable to leave her. It has been quite stressful for us, not knowing what to expect as we enter the building each morning.

As this has been an ongoing concern, we have made the decision to pull our daughter out of this centre, hence her last day being today. We not only feel uncomfortable with the consistent presence of just one educator in the morning, but we are paying for a service and we are not receiving that. The Director is quite new with limited experience and we are concerned that she is not aware of the legal ratio and staffing requirements to operate a service. When advising her that we were ceasing care, she didn't ask any questions. I have tried to seek more information, I asked the educator this morning where the other educators were and she informed me that the Director wasn't coming in today and she wasn't sure when the next educators would start their shifts. I have previously asked the Director when she will be employing more staff and she said from a business perspective, they want much higher numbers first. I believe this is unacceptable and families should never be in a position to not feel ok to leave their child because of these circumstances.

Having worked in early learning, I know the legal ratio requirements and it is concerning that a new centre can't meet these on a day to day basis, but they are still able to operate and charge for a service that they are barely providing. On other mornings, as there has only been one educator, I have had to step in and take choking hazards out of children's mouths as they ran around the room unsupervised because the one and only educator in the centre at the time, again over ratio, was in the bathroom changing a nappy.

Although we have now left the service, I wanted to express my concerns of this centre in the hope that it can help current and future families.

If you require any more information, please do reach out to me.

Kind regards,

**P01** **P01**