



From: [Fairburn, Janine](#)
To: [P03](#)
Subject: FW: Complaints about education and care services in childcare centre by anonymously
Date: Tuesday, 10 August 2021 12:24:00 PM
Attachments: [~WRD0000.jpg](#)
[Direct Complaint Form - Online Submission.doc](#)
[image001.png](#)

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Dear [P01](#)

Thank you for forwarding your concern in relation to Bruce Early Childhood Centre in Canberra.

In order to further progress enquiries, the ACT Regulatory Authority requests that you please complete the attached Direct Complaint form with as much detail, and specifics as possible i.e. dates, times, people involved.

Once complete, can you please forward the document back to the email address noted on the form.

Your assistance is greatly appreciated.

Kind Regards,

Janine Fairburn | Assistant Director
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Children's Education and Care Assurance
Education and Care Regulation and Support | Education | ACT Government
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From: P01 <P03 >

Sent: Saturday, 31 July 2021 7:21 PM

To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>

Subject: Complaints about education and care services in childcare centre by anonymously

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For this purpose, informing complainants of the services in the child care centre which is Bruce Early Childhood Centre in Canberra.

- Child ratios do not meet every few days of week(specially nursery and toddler rooms).
- Educators made complaints about ratios but no action.
- One educator yelled at one child and the child cried around the other educator and child but no action from the director.
- Some staff talked behind the other staff(gossiping) but no action from the director.
- Director asks the staff to sign a document (training/inform/allergy letter) with different days and times(not actual day).
- Some incidents report written by the director not by educators.
- Staff have a training paper while with children's within the room.
- Staff does not get the afternoon tea break(15mins) at all.
- Children have runny noses most of the time(hygiene).
- Sometimes no hat in summer and no jumper in winter.
- Some babies cry more than 30mins in the same spot but no action.
- Some of the staff do not let the child do things and eat because they do not want to clean.
- Some of the staff were informed about complaints(above and more) to the director but no action.

It allows for the opportunity to improve practices and relationships and expect that action will be taken immediately to rectify this situation.

