



## View results

Respondent

70

Anonymous

41:39

Time to complete

### 1. Full name

P01 P01

### 2. Phone number

P03

### 3. Email \*

P03

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

Cubs Corner

### 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? \*

Yes, P01 (center Director) explains to me that they are never out of ratio. Staff explain that they'll let management know, or the other staff members are on a break and will be back soon.

### 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? \*

just over 2 years

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

This is happening most mornings however, this is what I have just recorded - 11.02.2025, 17.02.2025, 24.02.2025, 25.02.2025, 28.02.2025, 03.03.2025 and 04.03.2025.

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

I had given them time to fix this issue

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

All children in the tigers room (2years old) and other rooms Seals and Bears rooms from (3years to 4 years)

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

Director and all staff in the above-mentioned rooms

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?*

I have been noticing while I am dropping off my daughter into tigers room that when I am walking through the meals area upstairs, Seals and/or Bears rooms and Tigers room are not always meeting their ratio.

When I noticed this happening quite a lot, I started to take note of how often. I then brought this to the attention of staff and the director. I have giving them time to fix this however, I have not seen any improvement. I have spoken to staff and the director again and I have had staff say things like " I'll let management know", " The other staff member is on a break ", and not even aware of how many children are in their care at that time. Just to name a few. The director P01 response on Tuesday 25.02.23 was " Oh no, this is not true, we always meet ratio". Despite me explaining that I am a witness to this happening almost every day and I have already mentioned this.

11.02.2025 at 9.18am - 10 children - 1 staff in the room.

17.02.2025 at 9.13am - 10 children - 1 staff

24.02.2025 at 9.20am - 11 children - 2 staff

25.02.2025 at 9.20am - 13 children - 2 staff - (tigers - another parent raised this with the staff in the room)

28.02.2025 at 9.12am - 8 children - 1 staff - (tigers in meals area)

03.03.2025 at 9.23am - 12 children - 2 staff (tigers eating in meals area)

03.03.2025 at 9.30am ish - approx 15 children -1 staff (seals and/or bears room in meals area)

04.03.2025 at 9.32am - 7 children - 1 staff (tigers - eating in meals area)

I also want to bring to you attention that on multiple occasions not only just myself, but other parents have also witnessed children to be left on their own in the bathrooms and in the upstairs outside area.

A Parent witnessed a child in the bathroom on their own and mentioned to the tigers room staff that one of their children were out in the bathroom on their own. The staff were not aware that the child had even left the room.

There have been cases where children are playing/splashing water from the basins, children standing on toilet seats and children including my own left there on their own with no supervision.

another example was on the 11.02.2025. While dropping my daughter off to Tigers room I walked through the upstairs/outdoor area and noticed a child on her own looking sad. Once I dropped my daughter off and walked out of the room, I saw the same child still standing there. I approached the child and asked her a few questions (to check in on her) and a short time later I was noticed from an educator talking to this child, the staff member then walked into the room. I asked if this child should be here on her own and the response was "no".

I am now extremely concerned for the safety of the children and staff. I believe that perhaps they don't have enough staff let alone extra staff to cover while on breaks. I am aware the management have cut down some staff shifts and hours to only a day or two a week. I can also see that the management are not supporting their staff at all in this case.

I would appreciate any help in this matter as this is now affecting my health and well-being, and my work commitments as there has been a few times I have delayed from leaving the Centre because I can see that they are not in ratio.

If you would like to discuss this matter further or require further evidence, I would be more than happy to provide this to you.

Thank you for your time.

Kind regards,

P01

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](mailto:complaintsCECA@act.gov.au).

Yes, I will send these to you as soon as I can