

View results

Respondent

32 Anonymous

19:59

Time to complete

1. Full name

P0 P01

2. Phone number

P03

3. Email *

P03

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

Taylor ELC & Taylor Child Care

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? *

I had complaint about mishandling of my duties. I was hired as a administration staff member, but from the very begining, I am being asked by the Director of the ELC & child care to go into the rooms as a team leader and as an educator, because there was not enough staff to ensure the ratios. I was also asked to sign in as the responsible person, but I declined. There was not even a full time director for the Centre. The Director does not even have the proper qualifications related to child care work.

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? *

about 3 weeks

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

roughly between 26th Aug to 12th Sep,2024.

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

I had sent an email earlier on 30th Sep, but just filling up this form now.

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?

Director : P01P01
Other Staff:
1> P01P01
2> P01 P01
3> P01 P01

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. First of all, the Centre Director does not have any proper qualifications related to Child Education and is just fully aware of the rules, regulations, working of the Centre and the children's needs and requirements. The Director of this Centre is also the Director of Taylor Child Care, so she is essentially the Director of two Centers and splitting the time between them. Without any understanding of rules and guidelines, the Centre Director just makes very poor decisions and gives directions which are opposite to taking proper care of children.

II. The Centre hire staff by misinforming and misleading them of the roles and responsibilities and make them do other duties.

III. The Centre does not have a Room Leader.

IV. There are no updated dietary requirement sheets displayed on the walls of the rooms.

V. There are not sufficient chairs for the staff in the nursery room, while children have their meals, all staff stand around them and are unable to sit with them.

VI. The staff has to sit down on the floor to do the activities with children and hence they get body aches while doing these activities. The center does not even have cushions in the nursery room. This issue was also raised with the Centre director, however their concerns were not being addressed, and as a result, they are experiencing significant physical discomfort from sitting on the floor with the children due to the absence of cushions and chairs in the room.

VII. The Centre does not have proper craft material for conducting activities.

VIII. They don't make or follow any strategies for wellbeing of the children. One incident that I like to bring your attention to: In the Centre, there is a child who has been continuously crying for days, nobody tried to understand why the child is crying for days and do make any strategy to calm down the child.

IX. The Centre does not have sunscreen stations for children in all the rooms.

X. The Centre does not have any table with tissues where the staff can wipe the runny nose of children, or the children could do it themselves. The children have to wipe their noses with their clothes as a result of that. Noone from the centre bothers to take care of that.

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.