



View results

Respondent

81

Anonymous

04:01

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 I have in multiple occasions and staff ensured this will not happen again.

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? *

5 years

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

13th march 2025

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

I raised my concern directly with the centre and staff in hope I'd see improvement.

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

P01 P02
P01 P01 P02

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

P01 (supervisor)
P01 (manager)
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?

On multiple occasions at pickup P01 has not had access to his water bottle. I have found his bottle to be inside his bag in the cot in the meals room or in the leopards room downstairs while my son has been upstairs in the courtyard. P01's father picked him up on Thursday the 13th of March and witnessed P01 in the courtyard sooking and reaching for another child's bottle which prompted his father to look for P01's water bottle to find it in his bag in the cot in the dining room. P01's father approached staff on duty and questioned why his bottle was packed in his bag in a different room. His father asked the staff to make sure he's water bottle is with him at all times To which they assured him that they will. I sent an email to the centre that evening raising my concerns again (email attached) as I had previously brought this issue to their attention to no avail.

This afternoon 20.03.25 I arrived at the centre to find that again P01's plus other childrens water bottles were in the the cot In the dining room. As im standing at the glass door about to entre the courtyard I can see the bathroom acroos from me wide open with an unsupervised child in supervised and P01's walk in grab a toilet brush and walk back out the bathroom.

As I walk in towards my son an educator carrying a baby then approaches P01 to take the toilet brush off him. I immediately requested to speak to the supervisor (P01) which was on duty and questioned:

- why P01's bottle was not with him.

- why there was an unsupervised child in the toilet/bathroom

-why P01 was holding a toilet brush

For her to reply ' the leopards room just came upstairs now' as this is the same excuse I get.

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.

Yes, I will send the emails I have through.