



From: EDU Complaints CECA
Sent: Wednesday, 4 November 2020 9:23 AM
To: P01 - P01 P01
Subject: RE: Erindale Guardian Childcare
Attachments: Direct Complaint Form - Online Submission.doc

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Dear P01 - P01

Thank you for your email. I have attached our Direct Complaint form and would be grateful if you could please fill that out with any additional detail you are able to provide, such as date, times, any further information regarding staffing levels etc. I note that you mentioned that "there seemed to be an excessive amount of kids and only several carers. I sincerely believe there was not a proper staff to child ratio being adhered to." If you are able to estimate the number and age of children and staff, that would be helpful.

Once the Direct Complaint form is complete, please return it by email to the address on the form.

Your complaint will proceed through our triage process and an Authorised Officer will be in contact with you.

Yours sincerely

Tanya Masterman | Senior Investigator

Phone P03 | Email P03
Early Childhood Policy and Regulation | Education | ACT Government

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From: P01 - P01 P01 <P03 >
Sent: Tuesday, 3 November 2020 7:24 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Erindale Guardian Childcare

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To whom it may concern.

I am hoping someone could please inspect the Erindale Canberra site for Guardian Childcare.

I recently had a tour to enroll my children in childcare for 2021 and I was appalled by the state of the site.

The entrance to the centre foyer itself seems safe enough, there's a gate before the front door and another door between the foyer and the centre. However the 0-2 year old room is straight off the door to the foyer, which has an open door into the centres front office. My toddler would go straight for this! The office was extremely messy and unorganised. It took the front office lady 5+ minutes to find the thermometer to take our temperature before we could sign in to enter. It had been on the desk the whole time amongst piles of paperwork etc.

We entered to the first room. As mentioned there was an open door between the babies/toddlers to the front office. There was no barrier between the corridor and the office and the entry to the 2-5 yr old room. This toddler room was also open to the kitchen, there was no barrier to the toilets/baby change and I could directly see a baby getting its nappy changed.

The floor was disgusting. There was a pile of laundry in one corner. A safety hazard in itself. Then there was another area in the open room with "barriers" to keep the children in a play area... three toddlers managed to escape this area and come up to us, complete strangers. All the toys were dirty. There's chips in the walls, we almost walked out then and there.

We were then told about the menu. According to our tour guide, Dietary requirements were only catered for if we had a diagnosed allergy. Intolerance and allergies are completely different things, but basically my sons lactose intolerance would be disregarded without a proper diagnosis and paperwork from our doctor.

Which bring me to my next point. Our son also has undiagnosed sensory processing disorder and high functioning autism, we are however in the process of diagnosis with reports from various sources. We were basically met with response that the carers would do a 'google' search on how to deal with these issues and we'd have to provide other therapy to come to the centre. Many other centres we have toured already provide this service and have basic education in these issues.

Move onto the 2-5 year old room... all of which is combined together. We actually didn't mind that fact since our current centre allows mingling between all ages. However we also noted the filth, clutter and unorganisation.

Then a staff member came through an unlocked 'staff only' door which we saw inside was packed floor to ceiling (except for a little walkway) of junk, boxes, toys, clutter. My son knows how to open doors. Heaven forbid he ended up in there and the clutter fell on top of him. He'd be crushed to death. But this example only demonstrates the general clutter and filth of the centre.

Then through to the yard. Which was fine. We did note though that there was a child far off in the corner by himself eating sand, apparently it was an 'out of bounds' area as several kids dobbed him in, which the carer shrugged off and said something like 'oh again?!'. I also noted all the kids drink bottles on a trolley in the direct sun and kids just going up and grabbing whatever drink bottle for a drink.. no supervision.

There seemed to be an excessive amount of kids and only several carers. I sincerely believe there was not a proper staff to child ratio being adhered to.

I sincerely appreciate if you can inspect this site. Having viewed more than our fair share trying to find a suitable centre, this is by far the most unacceptable and unhygienic service we've seen.

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