



From: P01 P01 <P03 >
Sent: Thursday, 4 March 2021 4:11 PM
To: EDU Complaints CECA
Subject: Complaint and concerns - Guardian Bruce

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On Tuesday the second of march (2/03/2021) I attended the Guardian Bruce setting as an agency casual. P05

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Areas of concern were primarily lack of supervision and the general wellbeing of the children, details below.

The staff consistently disengaged from the children and each other, and on three separate occasions during the day I communicated concerns for the children's needs such as blood noses, and nappy changes, and I was consistently misheard and dismissed.

The children are given a large wide open space and encouraged to participate in indoor/outdoor play, however although the staff are concerned with documenting correct ratios it was rare to see an educator actively supervising or engaging with the children. Often they would walk around with an iPad or a clipboard obscuring their vision. I assume this was to demonstrate on paper that they were within ratio, however in practice they did very little to actually engage in the supervision process. More than once I was by myself in the large outdoor area with between 10 and 20 children in my direct care. The centre seems to employ an "under the same roof" ratio style, however they demonstrate very little skills or understanding in the safe practices of utilising these strategies safely and effectively.

The children were constantly emotionally heightened, either extremely upset or noticeably overstimulated. The staff seemed very concerned with sticking to a set routine for group times, sleep times, and meal times, but were not able to understand or respond to obvious cues for food and sleep and often made the children wait for these things outside with an educator, rather than responding to their clearly communicated needs. Many of the children showed signs of violence towards each other, to educators, and to the outdoor environment and many times I saw children tearing plants out of the ground or purposely hitting each other. The level of noise across the service was what I would consider unreasonable for an educational setting and the children responded to the general practices with complete emotional dysregulation. The staff watched the children but rarely intervened when needed and opted instead to sit down with an ipad or clipboard.

The lack of effective engagement or supervision results in the children becoming hurt often, with every child I engaged with in the senior toddler room showing clear signs of injury either from bruising or cuts. The children are given low down sinks to use for personal hygiene, but have not been taught any self help skills and are constantly dirty as a result of not receiving help with cleaning themselves, as well as often wearing a soiled nappy for an extended period of time due to the lax supervision and

engagement. Nappy changes and hygiene practices seem to be done according to a set schedule and not based on the children's individual needs, as the staff rarely engage the children on a one on one basis. Meals are simple and low in nutritional value, and transitional meal times are executed poorly with many children either missing out on a sit down meal or being given two meals by mistake. Upon attempting to communicate with staff on these wellbeing and safety issues I was unheard and dismissed.

The staff are given two breaks only. A 10 minute break for morning tea, which was very obviously not long enough of a break for the staff to sit and enjoy a snack or drink, and many seemed agitated upon returning to their rooms. Lunch breaks are also limited to between 30 and 50 minutes, and staff did not appear rested after this. I am concerned about being able to consistently keep a stable core group of staff if they are not given adequate rest breaks away from the children. The staffroom sits within the junior toddler room, so the children's play is often interrupted by staff moving in and out to take their breaks. There doesn't seem to be a culture that supports adequate rest for educators and as a result they all appear lethargic and disengaged from their work. I believe the staffing strategies are unsafe.

I am highly alarmed at the behaviour exhibited by staff at this setting, and I am concerned for the safety and wellbeing of the children in care as they do not seem to be having their basic needs met.

A report has not yet been made to CYPS, however I will be contacting the helpline to determine if it would be pertinent to extend the report to their services. I am more than happy to be contacted by phone or email to discuss my experiences and concerns further.

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