

## View results

Respondent

6 Anonymous

28:33

Time to complete

## 1. Full name

## 2. Phone number

## 3. Email \*

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

## 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? \*

## 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? \*

Only that one visit

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

13 June 2024 10.10am-11.15am

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

I consulted with some Educators outside of the service to ensure my concerns were valid, and then I was thinking about the right thing to do - speak to the centre directly or contact CECA.

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

Unknown - I was visiting to observe a child that attends there, they are part of the toddler group, aged 2 years old. I don't wish to disclose his name as my concerns are about centre practices that impact all the children.

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

I only knew the Director's name - I introduced myself to the other staff but they did not share their names with me.

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?*

Concerns:

- sign in and ID procedures
- health and safety of children
- supervision and interaction with children
- nutritional needs of children

Sign in and ID procedures:

I was attending the centre to observe a child as part of a family support service - Family Foundations at Capital Region Community Services. The family had consented to the visit in writing, and had let the centre know I was coming. I phoned to make the appointment and told the Director I would provide my WWVP at the visit. She said not to worry. I was buzzed in to the centre and greeted by the Director. I offered her my WWVP card and she declined. I asked if I needed to sign in and she said I could. She then took me to the toddler room and left me in there. I introduced myself to the adults I could see. When leaving, I could not locate the Director so signed myself out and let myself out.

Health and safety of children:

All the children were outside and the doors to inside were locked, accessible only with a swipe card.

Several children were knocking on doors and windows to go inside - it was about 5 degrees with an icy wind and not all children had coats and hats.

As expected at this time of year, there were many runny noses. I did not observe any adult wipe a child's nose or provide them with a tissue to wipe their nose. After about 30 minutes I asked an Educator for gloves and tissues - she gestured to a table with wipes and gloves. I wiped several children's noses. I could not locate hand sanitiser or hand washing facilities outside and the door to inside was locked. I had hand sanitiser in my pocket so used that.

I observed several children with red cheeks and rough, wet coughs, looking and sounding quite unwell.

I observed an Educator show another Educator an injury on a child's mouth that they had done by falling over. She shrugged and said "do an incident report later if you think of it. Maybe phone parents."

Supervision and Interaction with children:

I did not see any Educators interact with children at their level, only talking down to them from standing, shouting directions at them, and pulling them by their hands to go where they wanted them.

One child was crying with no attention from Educators. I sat near him and started talking with him. He was able to tell me that he missed his Mum. He calmed down and started to play in the sand with me. I mentioned him to an Educator and she said "oh he cries everyday".

After the child I was there to observe had been kicking the door and calling to come inside for about 20 minutes, he was able to go inside. He and I sat on a mat and were joined by two other children. We played together for several minutes, then an Educator asked me if I could stay there with them while she went outside. I refused, saying that I was a visitor and could not be responsible for supervising children. She said it would be okay, and walked away. I said no again but she left.

Nutritional needs of children (and interactions/supervision):

Lunch time involved Educators shouting at children to sit at a table and then putting paper plates and bamboo spoons in front of them, with pasta with chickpeas and capsicum. No drinks were provided until I asked for them. I sat at a table with children four children, including one who had come inside with no shoes on and very cold feet and one child with her coat still on. Several children got up after a couple of spoonfuls and Educators removed their plates - i do not believe the children had enough to eat and no one supported them to make a choice.

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).

No