

Instructions

This form should be used to lodge a complaint to the ACT Regulatory Authority in circumstances where your complaint alleges possible offences and/or engage a risk to the safety, health and wellbeing of children or a child attending an education and care service.

The completed form should be forwarded to complaintsCECA@act.gov.au

The Authority is obligated to protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Information provided in this form would only be shared subject to the information sharing provisions under the relevant Legislation.

Direct Complaint Form - Online

Date completing form:	12/3/2020
Time completing form:	
Your full name:	P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Nans childcare
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, they stated that they use under the roof ratio and that it is legal to go over the ratio in a specific room.
Complainant's relationship to the service (how long have you had an association parent/educator for)?	previous employee for 10 months.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	
If delay in reporting, reasons for delay?	I wanted to get a new job and settle down in my new job before I felt secure enough to make a complaint.

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	N/A
Age of Children (DOB if possible and relevant?)	4-6 (Gumnuts Room)
Name of educator(s), staff member(s) or other persons involved?	P01, P01, P01, P01
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i> <i>What happened?</i> <i>Where did it happen?</i> <i>Has it ever happened before?</i> <i>Has it happened to anyone else?</i> <i>Who was present?</i> <i>Who was involved?</i> <i>Have you discussed the incident/issue with anyone else?</i> <i>Has any action been taken?</i></p>	<p>In Nan's childcare, they very often go over ratio in the possum (3-4) and especially in Gumnuts room (4-6). While I was working there, very often they will have 12, 13 children in my room and I would be by myself all day except for lunch break cover. Sometimes both Possum and Gumnuts will be 13, 14 each. They even told me it is okay to go over ratio during rest time (1 to 20 children). Everytime they would come to me telling me it is "Under the roof ratio", so it is okay to go over the ratio, because they can count back to Baby's room. In reality Baby's room is in another building. The staff named P01 is holding a diploma degree currently. I resigned on 12th February 2020, they decided not to get a teacher and used educator P01 as the ECT to meet the requirement of additional ECT. Apparently P01 just started her bachelor's degree and not even 10% finished her degree. I don't think it is legal that she can be an ECT.</p> <p>One time I got really sick and got Conjunctivitis and Influenza A at the same time, my eyes were red and swollen. They still force me to work even though I requested that I should go home. Because they couldn't find staff to cover me .</p> <p>Programming time almost doesn't exist. We have been through no programming time for a few months. Children's learning are not documented because there is not enough staff and programming time. They were telling me i should sit down do my programming in the classroom, how can i supervise children and doing programming on my own?? Last year around October, Nans had a compliance check, they were so scared that they were forcing staff to take work home and tried to make up all the programming. It is so far back that the director would even ask me to make up the story for the programming so that they can pass the compliance check. They put extra staff on that day, however that is all fake.</p> <p>The other incident I would like to report is that one of the children from the toddler room called P01's finger was chopped off when an educator called Sabiha closed the door without seeing her finger.</p>

	<p>In summary, Nans childcare is abusing the policy “Under the roof ratio” to cut every end to make profit. They don’t care about children's wellbeing, instead the owner's bank account. They hired unqualified tennagers to save money as well.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>I am prepared</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>Rosters, chat history.</p>