

From: Coutin, Delphine
Sent: Tuesday, 19 December 2023 10:51 AM
To: Withers, Nicole
Subject: FW: Taylor Child Care



OFFICIAL: Sensitive - Legislative Secrecy

Hi Nicole,

FYI

Kind regards,

Delphine Coutin | Assistant Director | Audit and Risk Management
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I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Coutin, Delphine
Sent: Tuesday, December 19, 2023 10:34 AM
To: Fairburn, Janine <Janine.Fairburn@act.gov.au>
Cc: Williams, Jo <Jo.Williams@act.gov.au>
Subject: Taylor Child Care

OFFICIAL: Sensitive - Legislative Secrecy

Good morning Janine,

Just letting you know that it is likely we will receive a direct complaint form about Taylor Child Care following a call I received this morning from Ms **P01** raising concerns about the service. Here is a summary of the concerns:

- No director at service they walked out last Wednesday.
- No 2IC
- No details of provider displayed to contact them.
- No details of CECA displayed to contact us.
- Service is dirty very dusty. Ms **P01** was told that professional cleaners come every day, however, staff members have said it is not true and they have to clean at the end of the day and during the day.
- No ECT at service (they do have a waiver in place for second ECT)
- Not enough staff for the number of children (complainant could not give numbers)
- Staff members not being able to meet children's needs.
- Staff members telling parents they cannot handle their children as they are difficult.
- Staff members not talking respectfully to children or parents.

- No educational program.
- Also complained about fees but I let her know we do not handle this issue and mentioned who to raise concern with about that.
- Complainant mentioned that they are now left with finding another service for their children yet again as they already have had bad experience with other services. They can't find a service that suits their needs.

Following Jo's advice, I contacted the provider rep **P01** to see what is happening at the service. Here is a summary:

- **P01** was waiting for our call as she knew the parent would contact us to complain following a conversation she had with the parent last night.
- Parent has a debt with the service and unhappy about that.
- Parent has been yelling at staff members and slamming doors at the service.
- **P01** mentioned that the Director (who is also NS) has gone on leave for a few weeks to go overseas and visit her family. She will be back early January.
- The director of the other Taylor service (Taylor ELC) is looking after Taylor Child Care.
- The service has currently 2 ECTs and don't even need their waiver.
- The service has sufficient staff members, but **P01** admits that quality of staff is an issue.
- **P01** is the educational leader and ensures that there is an educational program. However, **P01** mentioned that once again the quality is not there they need to train staff to do observations, to link their program to the EYLF and to do it meaningfully.
- The service currently does not have any professional cleaners as they are only operating at 25% of capacity. The service has enough extra staff members to do the cleaning tasks.
- The service has enough staff members to cover breaks.
- The service does family grouping until about 9.15am depending on the day and depending on the ages of the children present.
- **P01** mentioned that we will probably get more complaints at least from one other family who also has a debt with the service. The complainant placed a post on the service community hub through story park calling on other families to get behind her to complain about the service.
- **P01** mentioned that the complainant when they first enrolled their children mentioned that they had a very bad experience at another service.
- **P01** ascertained that all prescribed documents required to be displayed are displayed. She is happy to send photos.
- **P01** mentioned that one family is unhappy about the security at the service that they have to buzz a buzzer to get in.
- **P01** will submit notification of complaint through portal.

I think we can wait until tomorrow to see if we need to take actions this week or not.

Kind regards,

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