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Respondent
13 Anonymous

11:39
Time to complete

1. Full name

2. Phone number

P03

3. Email *

P03

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

Bright Future Early Learning Kambah

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? *

Yes, I have sent 3 emails outlining our concerns - two on Friday 09/08/24 when we became aware of the issues and again today 12/08/24.

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? *

Our son moved there 07/08/2024

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

07/08/2024 - 09/08/2024

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

Waiting for a response from the Centre

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

P01 P01 P01

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

P01 - Room Leader

P01 - Centre Manager

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?

When we did a tour of the Centre we asked the Centre Manager if they were able to accommodate our sons sleep schedule (provided the times of his naps) and were told they would accommodate as best as possible, noting the importance of keeping to the same schedule at daycare as at home. On his first 2 days (07/08 and 08/08) he did not have his morning nap. When I dropped him off on 09/08 and asked why he hasn't been napping I was advised by the room leader that they family group all the kids in one room every morning until about 930am/10am and there is no cot room. I emailed the Centre Manager about this soon after I left, as she wasn't there at the time.

When we attended to pick him up in the afternoon, we entered his room and found him strapped into a highchair with no educator in sight, with a toddler also in the room. We soon realised the educator was in the bathroom changing the nappy of another child. Our son was in the highchair at the bathroom door, with the door being closed (glass door). When speaking with the educator we were told she had been on her own all day with the children (4 in total) and only had a staff member cover her lunch break. When we did the tour the Centre Manager had told us they have a pool of their own casual staff to cover staff leave, so when I asked the educator why someone hadn't been called to cover she said she didn't know. I again emailed the Centre Manager with these concerns when we left as she wasn't at her desk at the time.

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.

I can provide a copy of the emails sent to the Centre Manager, if required.