

From: P01 P01 <P01 P01, P03 >

Sent: Monday, 19 June 2023 12:50 AM

To: Papilio Early Learning Turner <P01 >

Cc: P01 P01 <P01 P01, P03 >; P01 p01 <P01 >

Subject: Formal complaint - Thursday, 15 June 2023

Hi P01 ,

I hope this email finds you well. I wanted to express my deep concern about some distressing incidents that I have personally seen at the centre. We discussed these matters during our phone conversation on Thursday morning (15 June), but I feel it is necessary to formalise my complaint for the sake of my child's well-being and the overall quality of care provided at the centre.

- 1) Firstly, I would like to address the issue involving P01 , who, as you mentioned, is currently acting as the co-Lead Educator in the Junior Toddler room during P01 's absence. During drop off on Thursday morning, I was shocked to find the room over capacity, with one educator attending to six children. This put the ratio at an unsafe level, as leaving my child, P01 , in the room would result in seven children under P01 's supervision. When I approached P01 about the situation, she admitted to being over ratio for quite some time, explaining that the scheduled educator, P01 , was absent and assigned to the Nursery. However, she had not taken the initiative to call for assistance downstairs until I suggested it. It took her considerable time to make the call and inform me that someone would only be available to help in 10-15 minutes. I felt extremely uncomfortable leaving P01 in a chaotic room and had to delay my departure until another staff member finally arrived to rectify the ratio issue.

Moreover, the lack of control in the room further deepened my concern. Several children were dispersed throughout the room with no active supervision. One child was repeatedly entering and exiting the bathroom, a few children having morning tea while others played near the lockers, and a boy named P01 being subjected to harsh treatment from P01 . I was taken aback when P01 yelled across the room at P01 , saying, "P01 , crying isn't going to get you anywhere. Stop and get over here. Also, your mom isn't coming." As parents, we entrust our children to an educational setting with the expectation of empathy and quality care. I sincerely hope that it is not common practice (by P01 or any other educator) for such inappropriate and disrespectful behaviour to be

directed towards my child or any other child who might be upset during the day.

- 2) Secondly, I have noticed a change in **P01**'s demeanour during drop off in recent days. While she has always enjoyed being at the centre, there have been occasions where she becomes extremely upset during drop off, and **P01**, who is present in the room during these instances (or any casual staff), offers little to no support to comfort her. This lack of attentiveness and empathy from an educator (permanent or casual) is disheartening and raises further concerns about the emotional well-being of the children.
- 3) Furthermore, I must address the issue of inadequate hygiene practices regarding nappy changes. On numerous occasions, **P01** has come home with severe nappy rash due to the delayed changing of soiled nappies (this is not the first time we have raised this issue with educators). Even when nappies are changed, they are often not cleaned thoroughly, leaving visible traces of poo between her thighs or bottom and resulting in a strong odour that persists even after a change of clothes. It is baffling that despite providing additional clothing in **P01**'s bag, the educators seem unable to dress her in fresh clothes, subjecting her to the discomfort of wearing foul-smelling garments.

To my absolute dismay, I recently discovered dry poo in **P01**'s new nappy, pants, and winter puffer jacket when I collected her in the evening. This level of unhygienic negligence is not only unsuitable for my child but also poses a risk to the health and well-being of other children in the centre.

- 4) Lastly, I wish to address the recurring issue of missing items, such as **P01**'s dummy, beanie and water bottle. At the end of the day, when I approach the educators in the room to inquire about the missing items, I am met with responses like "we've only been here for an hour, so not sure.....sorry I haven't seen it, can you go look yourself." This lack of responsibility and accountability places an unnecessary burden on parents, as we are left to search for our children's belongings ourselves. Additionally, these incidents raise important questions about the duration for which items go missing. For example, I am concerned about how long **P01** has been without her water bottle, has she had

access to water during this time, how long has she been she may have been playing outside in the cold without her beanie etc.

[P01](#), I understand that running a daycare centre can present challenges, but these concerns I have raised are important to me as a parent. I trust that you will investigate these matters thoroughly, take appropriate action to rectify the situation, and ensure that the centre upholds the highest standards of care and professionalism. I sincerely hope that steps will be taken to address these issues promptly and effectively, providing a safe and nurturing environment for all the children attending the centre.

Thank you for your attention to this matter. I look forward to hearing from you soon.

Regards,

[P01](#)

From: P01 P01 <P01 P01 >
Sent: Tuesday, June 20, 2023 12:34 PM
To: P01 P01 <P01 P01 >
Subject: Response to Formal Complaint

Hi P01,

Thanks for the email regarding the concerns in the Junior Toddler room.

I have spoken with the educator in question and obtained the following information:

When P01 had addressed the child in the room, she wasn't intending her statement to come out as it had sounded. When we reflected on the situation, she can understand how it had come across to a parent in the room and she does feel sad for the misunderstanding that has occurred. When she had made the comment, her meaning/intention was to provide comfort. But again, she understands that it did not come across that way and in the future, she is going to be more mindful of how she comforts a child in moments when she is feeling a little overwhelmed. To support the situation & room, as P01 is also transferring to another service, P01 has stepped in to take over the lead educator role in that room alongside P01. As you may or may not be aware, P01 has spent a lot of time in that room before. We have mentioned to him about some of the comments passed on by parents, so that he can be mindful of them as he settles into the room.

I want to reassure you that the educators were not out of ratio that day, despite P01 moving over to the Junior Toddler room. Under the roof, between Tiny Toddler & Junior Toddler rooms, they were well in ratio between them. Moreover, P01 was also at the centre on an open shift that day, with myself arriving shortly at 8.30am. The mis-step in judgement, was the way that P01 had communicated the ratios to you as a parent. When we discussed it together, she could articulate to me what the issue was with the ratios and understood how it works between the rooms and what steps she needed to take. Whilst not excusing the conversation she had with you, P01 can sometimes struggle to explain situations to parents when she is feeling overwhelmed. She did also reflect on her supervision requirements and does understand that in future that she can wait to complete a nappy change round until another educator is in the room to ensure appropriate (and adequate) supervision.

I do just want to gently remind you again, that both P01 and I was at the service that day. If this was a concern in the morning, then I was available for you to come and speak to me and P01 directly. Especially if you thought the ratios were not being met, or if you felt P01 needed someone else in the room as well.

Regarding the nappy changes, I would just like to once again gently encourage you to come and speak to us sooner so that we can support with the situation. You mentioned in the email that this has occurred on numerous occasions. If after the first one or two times that you have spoken to an educator and you feel that your feedback is not being followed, I would encourage you to follow the grievance policy in place and come and speak to the Centre Managers so that we can support you and your family sooner, rather than later at the service. As we have not been provided with concrete dates/days or times, we then need to refer to the nappy change charts for further clarification (which I have attached to the email). We can see that the nappy changes are getting completed and that P01 has had up to 3-4 nappy changes throughout the day. When we refer to our documentation, we can see that the nappy changing process is being documented in a consistent and frequent timing. With all educators in the room initialing who completed the nappy change routine and what bodily movement P01 has made.

To support all families at the service further; the Tiny Toddler team will also complete another nappy round change at 5pm (inclusive of the Junior Toddler children), so that they can check if a child needs a fresh nappy before they go home. In the future, if your child has gone home with a nappy rash, you could also pop the educators a "child's note" to let them know they have a nappy rash that so that they can be aware of it in the future & throughout the day as they change their nappies. This also encourages the educators to provide comments/feedback about the child's nappy rash to the parents and whether it has progressed throughout the day, providing a more proactive & collaborative approach to the situation.

I would also gently encourage you to do the same with your child's belongings - writing a note to the educators about the missing items and what needs to be put back into the bags. The reason that I say this is, is because then it becomes evident when these types of conversations are taking place between parents and carers. As again, when we do not have specific times/dates, it then becomes a "he said/she said" situation and we want to ensure that everyone at the service is being heard, and that clear communication is taking place.

If you need any further assistance or want more clarification around what you have bought up, please do not hesitate to reach out and let me know. I just want to reemphasise again, that we appreciate when these matters are brought up closer to the time, rather than waiting for them to happen on numerous occasions so that we can address the issue sooner and ensure that we are reflecting on our quality of care and practices at the centre.

Kind regards,

P01 P01



P01 P01

Centre Manager

Papilio Early Learning Turner

t: (02) **P03**

e: **P01**

f: [facebook.com/Papilioearlylearningturner](https://www.facebook.com/Papilioearlylearningturner)

w: turner.papilio.com.au

We respectfully acknowledge the Traditional Owners of the land on which we work and pay respect to the First Nations Peoples and their elders, past, present and future.

This email and its contents are confidential. If you have received this email in error, please reply to us immediately and delete the document.