

From: P01
To: Coutin, Delphine
Subject: Concerns Taylor Child Centre from P01
Date: Tuesday, 19 December 2023 5:56:24 PM

You don't often get email from P03. [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi Delphine

Please see below of my concerns I sent to Taylor childcare first one was on the 30/11/23 second one sent on 18 December 23

Nothing ever came about it, or spoken to or replied they have just kicked my family out and other families.

Thanks P01

P03

Sent from my iPhone

Begin forwarded message:

From: P01 <P03>
Date: 18 December 2023 at 10:27:35 am AEDT
To: P03
Subject: Concerns Taylor Child Care

Hi to whom may concern

First Email was sent on the 30/11/2023

Can you please see below my dot points of concerns at the centre.

- Food is the same every week we have had the same food from last week for this week. I'm concerned that it may of been frozen and reheated for Monday.
- I see the staff struggling with trying to do breakfast in the morning for the children. Could we see if the chef can do breakfast to help the floor staff so they can help the children then taking one off the floor to do food. The menu has been updated, what it says we are meant to have we don't have because family do plans meals around day care.
- Got told when we started the preschool room would be open by late November with a teacher
- Rooms are not split til late i under stand it's when staff start but needs to be more consistent. Not have baby's with older children in the afternoon and if a baby's hand got stood on who would be at fault and in the baby's room they don't wear shoes (well not meant to)
- Preschool don't have a teacher or routine for the ones that are starting school next year. It is affecting all the children

Child is disliking coming as she says it's boring I can do what I do at school at home.

- We haven't seen a program for any of the rooms for 6 weeks. We do get daily updates but we don't see what they will be doing for the week or fortnight ahead.
- Child is meant to be toilet training we have been in the same spot for 4 weeks I have asked for update on if we move to next step I haven't had anything from room leader. Child is OT and speech delayed and no one has addressed this and nothing has been added to help the child. We got told when moving to the centre that they will help child with speech and OT, child can't handle stuff change for an example like today different staff in the morning that he is not used to the staff that is used to from his room it makes drop-off a lot harder. It's not easy for me to leave my child there when he can't be settled by the staff that are meant to be in that room to the point that I have to go to the next in charge at the moment. We are waiting to get child into a paediatrician so we can have him tested for autism and separation anxiety. It would be great to see a staff member for a familiar face in the room overnight day for in the morning so makes drop off a lot easier for my family.
- I and other family's have been advised by staff in the centre that we have no cleaners. Before we were moved over we got told that we had cleans go through the centre everyday. The rooms look absolutely disgusting, especially the babies room that we do not wear shoes in the floor is black, In the babies room there is thick lot of dust in all the rooms, especially the babies room. I wonder why children are getting sick, even with Covid still around children should not be at school if they have a green runny nose. I think this is unfair other parents that make sure they do not send their children sick to childcare.
- Family's should have contact information of the area manager or next in charge, we have no updates on who the new staff members and what rooms they will be in We do not have any information about what's happening in the centre no updates on anything and it's very upsetting for families.
- the room environments look empty and there are not many resources for children to keep them busy learning.
- Also that educators need to have more training on people's skills to how to relate and interact with families.
- Safety about children, Flyscreens, broken in all the rooms. no phone calls when incidents happen. Children been put in the wrong nappies when parents supply them saying it's too hard to have children because they've injured themselves at home with a medical clearance saying that they fit for childcare.
- Educators need to listen to parents' inputs and advice to how to manage their children's behaviors and not to assume.
- adding that smoking is okay if you have that habit. as long you don't come to the centre with that smell of smoke in your clothes. Because it affects educators, children, and parents dealing with asthma.
- There was no appreciation for families what worker had to do stuff for the Christmas party and graduation.
- It was so hard for families to see their children graduate from childcare as other families from other centres were pushing shoving and it was overcrowded at Taylor childcare. We have high needs children. There was not enough food for families and children to eat. It was a very unorganised evening next year. I hope it would improve by not having

two centres together as it was overcrowded.

Thanks P01

Sent from my iPhone

Begin forwarded message:

From: P01 P01 <P03 >
Date: 30 November 2023 at 10:28:23 am AEDT
To: P03
Subject: Concerns P01 family

Hi P01

Can you please see below my dot points of concerns at the centre.

- Food is the same every week we have had the same food from last week for this week. I'm concerned that it may of been frozen and reheated for Monday.
- I see the staff struggling with trying to do breakfast in the morning for the children. Could we see if the chef can do breakfast to help the floor staff so they can help the children then taking one off the floor to do food
- Got told when we started the preschool room would be open by late November with a teacher
- Rooms are not split til late i under stand it's when staff start but needs to be more consistent
- Preschool don't have a teacher or routine for the ones that are starting school next year. It is affecting all the children
- P01 is disliking coming as she says it's boring I can do what I do at school at home.
- P01 is meant to be toilet training we have been in the same spot for 4 weeks I have asked for update on if we move to next step I haven't had anything from room leader. P01 is ot and speech delayed and no one has addressed this and nothing as been added to help the child. We got told when moving to the centre that they will help P01 with speech n ot
- I have been advised by staff in the centre that we have no cleaners. Before we were moved over we got told that we had cleans go through the centre everyday
- Family's should have contact information of the area manager or next in charge
- the room environments look empty and there are not many resources for children to keep them busy learning.
- Also that educators need to have more training on people's skills to how to related and interact with families.
- Educators need to listen to parents' imputs n advice to how to manage their children habaviors n not to assume.
- adding that smoking is okay if you have that habit. as long you don't come to the centre with that smell of smoke in

your clothes. Because it affects educators, children, and
parents dealing with asthma.

Thanks **P01**

P03

Sent from my iPhone