



213A
EDU

Incident details

Subject: CECA matter
Date Created: 06/01/2021 10:10:14
Category: Education & Learning

Customer details

First Name: P01
Last Name: P01
Home Phone: P03

Correspondence

Discussion Thread

Auto Response (Administrator -) 06/01/2021 01.40 PM

Please see below response in relation to your feedback submitted to the ACT Government.

Response (Subject Matter Expert) 06/01/2021 01.40 PM

Good afternoon.

You concerns have been received by the ACT's Children's Education and Care Assurance (the Regulatory Authority). Please find attached a Direct Complaint form that the Authority request you complete and return to ComplaintsCECA@act.gov.au in order for further enquires to be made. The information will remain anonymous. If the Direct Complaint form does not reach you via this portal response, please contact me at jeffrey.beaver@act.gov.au and I will send through via email reply.

Download attachment here (<https://www.accesscanberra.act.gov.au/cgi-bin/accesscanberra.cfg/php/custom/getattach.php?iid=9852832&fid=0&t=MDg5ZTVkZTIzZDY3ZDU3Y2E2MjdiYjdhMzMxM2UxNmIzYzBhMjcxA%3D%3D>)

Note (Subject Matter Expert) 06/01/2021 01.40 PM

Updated by SME (ceca@act.gov.au)

Note P01 06/01/2021 11.22 AM

Assistant Director, Families & Students, Complaints & Feedback Unit/Enquiries Ma forwarded this Enquiry to ceca@act.gov.au

Please see below.

Are you able to assist the writer with their query? If so, please action and respond to the writer. I have advised the writer that a business area in the Directorate will reply to them directly.

If you are unable to provide a response, please advise me to whom the matter should be directed.

If you have any queries, please contact me.

Thanks & regards

P01
Assistant Director
Families and Students, Complaints and Feedback Unit

internal ext: 58487
email: **P01**@act.gov.au
Education Directorate | ACT Government
www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Pinterest](#) | [LinkedIn](#) | [Google+](#)

Response **P01**

06/01/2021 11.21 AM

Thank you for contacting the ACT Education Directorate.

I have referred your query to the appropriate business area and asked them to respond to you directly.

If you have any further queries please respond using the link at the bottom of this email.

Thanks & regards

P01

Assistant Director
Families and Students, Complaints and Feedback Unit

Education Directorate | ACT Government

GPO Box 158 Canberra ACT 2601

www.education.act.gov.au (<http://www.education.act.gov.au>) | [Facebook](http://www.facebook.com/pages/ACT-Public-Schools/94038489456?ref=ts) (<http://www.facebook.com/pages/ACT-Public-Schools/94038489456?ref=ts>) | [Twitter](https://twitter.com/ACTEducation) (<https://twitter.com/ACTEducation>) | [Pinterest](http://pinterest.com/acteducation/) (<http://pinterest.com/acteducation/>) | [LinkedIn](http://www.linkedin.com/company/706896?trk=tyah) (<http://www.linkedin.com/company/706896?trk=tyah>) | [Google+](https://plus.google.com/103779771541941617837/posts#103779771541941617837/posts) (<https://plus.google.com/103779771541941617837/posts#103779771541941617837/posts>)

Auto Response (Administrator -)

06/01/2021 10.10 AM

Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: #210106-000715

I wish to put in a complaint about the child care "Cubs Corner located 216 Cowlishaw St, Greenway 2900."

I am concerned for a number of reasons a few of the select rooms do not have adequate amount of teachers with qualifications, one certain room the toddlers room had two staff this morning with 8 children however both of these staff members are only cert 3 holders. Which concerns me, one is 19 fresh out of highschool, she lingers in the back while the other staff member tries to control all 8 of the children, if she is lucky that other staff member will have one child sitting on their lap.

I have approached the centre about what would be happening with staff they assured me another staff member who is also cert 3 and 19 will be running this room. This does concern me.

The other room seems to have children aged 2 and a half up till 6. With the children aged 2 and a half with special needs. I do not see how this benefits the children with special needs or even the other children. I can see this is taking a toll on the staff members as it is creating a lot of unnecessary stress. They have gone from not needing nappies and bottles in their room, to having them as a necessity and also including nap time.

I also witnessed a staff member being harshly spoken to and yelled out by one of the administrations, I feel that if they wished to reprimand a staff member, a hall way where other staff, the children and parents walk is not the place to do so.

I believe this child care is poorly run, unfortunately due to my circumstances I am unable to leave. I believe some investigation is needed. However I am concerned if you do speak with the administration or head of the centre you will most likely here stories of how we are making the centre a better place, and new staffing will be starting soon. Which always seems to be the case.

I have spoken with a few parents and they seem to be concerned, there seem to be parents who are also bullied within this facility by the administration ladies.

I wish for this email NOT to be forwarded or linked to me in any way shape or form to the centre.

I am hoping this centre is restructured. I believe with caring and kind administrators and correct policies and procedures this day care could thrive but as it stands parents feel trapped within this day care and do not wish to uproot their child.

I would love to see the administrators retrained on how to run a facility. I believe with the right mind set and adjustments they could achieve a happy work environment for staff and for children to learn.

Attachments

direct_complaint_form_-_online_submission.doc (https://www.accesscanberra.act.gov.au/cgi-bin/accesscanberra.cfg/php/admin/console_util/fa_get.php?p_parms=eux3tajc9hlyunzuydpdq~piw5ihtbwx6u5oim4wmiafx_yk7v6nuq1aqz7q2aqd4lwkn5rw7aagnz3576qtt3f4klxkq1y2dxbyxmoxijjgxfnutp8y7c_7rark8c)

Respond

The Staff Member has requested that you respond directly to the customer regarding this enquiry.

- Reply to Customer
 Reply to Staff Member

Your response will be sent to the Customer.

Response

Send attachments