



From: P01, P01 <P01 P01>
Sent: Wednesday, 18 October 2023 3:32 PM
To: EDU Complaints CECA
Cc: P01 P01 P03
Subject: Complaint to papilio bruce : concern from issues noticed on 11 Oct Tiny tod room
[SEC=UNOFFICIAL]

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Good afternoon,

I would like to lodge a complaint to childcare centre – Papilo Bruce and here is the letter I sent to the childcare centre to address the matter. My son, P01 P01 17 months at the moment, started to go to tiny toddler room since September this year. I am very concerned he would be treated differently as the response this childcare centre have is very concerning. I would like to raise notice and awareness from department level for review and interference.

Many thanks,

P01
From: P01, P01
Sent: Wednesday, October 18, 2023 3:22 PM
To: P01 <P01>
Cc: P01 P01 P03 >; P03
Subject: concern from issues noticed on 11 Oct Tiny tod room

Good afternoon

I am sending this email to express concerns on caring in tiny tod room for the issue noticed on 11 October 2023 and other management concerns, and request a formal review and response on below mentioned matter.

On 11 October 2023, around 8:30 am, which is after the centre open time and beginning of childcare responsibility of caring, I dropped my son P01 P01 in tiny toddler room. At that time, two educators from P01's room were outside and I was instructed to leave P01 there. I noticed P01 had a poo at that time and told the educator that he would need a nappy change now as he had been experienced nappy rash consistently. The first educator looked a bit hesitant and did not respond anything. I subsequently asked the second educator to change the nappy for him. The second educator, who held a book/record of attendance or ratio record, advised me as below “ Oh sorry we cannot change the nappy for him now because we are not allowed to go inside the room. It will break the ratio and we will be in trouble for that.” I was shocked to hear that, I asked “ so when will you be able to change the nappy for him?” The second educator advised, “ we need to wait for another staff member to come so one of us can come inside to change nappy for him.” I asked, “ when will another staff member come?” The educator responded, “ not sure, in 10 mins maybe, or maybe 20 mins, we are just not sure.” I said “in this case, I am not going to leave my son have dirty nappy until your extra staff turned up without a clear timeline.” I took my son and changed his nappy myself and left for work. I was almost late due to this unexpected delay and did not get a chance to talk to anyone on this matter.

It raises great concerns on whether suffice care has been provided for such young kids who cannot talk

and express their feelings. And even as a parent, after I have raised it in front of the educators, my reasonable request still get rejected. I have no doubt that the kids whoever experienced this, will have to wait for a “scheduled” nappy change depending on ratio or any other management arrangement rather than on “need”, which is the basic requirement for a qualified childcare centre, who charges 182/day which is way over the average charge of Australian childcares(“ The national day care average cost is \$118.36.- referenced on Yellow pages, “how many childcare charged in 2023?”
<https://www.yellowpages.com.au/articles/child-care-centres/how-much-does-child-care-cost#:~:text=How%20much%20does%20child%20care%20cost%3F,you%20could%20pay%20substantially%20less.>)

Another matter I want to raise is poor communication amongst the centre. On 12 October, one day after I notice this incident, I was rejected when dropping P01 off in the morning because I did not lodge the casual booking through. It is understandable even it did not cause any drama previously but I fully understand the situation. I was advised by centre manager P01, “ sorry about today, but please send me an email to book him in for tomorrow.” I took P01 back and sent an email to book P01 in for the next day 13 October, Friday to this address as advised. On the next day, I made a phone call in the morning to check if the casual booking is confirmed. And I was advised by reception, “oh sorry P01 cannot attend it today as he is not booked in.” I said ,”why? I sent an email as instructed.” And then reception advised, “it was advised by P01 and she is next to me, Can I get her to speak with you?” I said “yes”. P01 suggested, “ sorry I don’t know why we did not get the email and apologies we cannot take P01 today as it is full.” At 11:49am on that day, I got phone call from P01 in Papilio childcare centre, saying “ I am sorry P01, I forgot to respond to your email but I did book P01 in for today and it is all done in the system, he can come anytime.” I said I called this morning and was advised by P01 saying there is no booking for him and he cannot come today. P01 responded surprisingly,” oh I have no idea why she said that, I definitely booked him in and sorry about that.” I said “that’s ok but please making sure she knows about it.” As full time working mom, I have to make contingency plans within one hour thanks to the flexibility I have at work which lots of parents do not have when facing this scenario. It is very disappointing and I really hope these two incidents are not connecting to each other to indicate we are treated personally because I expressed disagreement.

Your prompt response will be greatly appreciated. And I would like to confirm P01’s casual booking for tomorrow and Friday (19 October and 20 October 2023) again, which was advised last week and got confirmation from P01 over the phone.

Many thanks and kind regards,

P01

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