



View results

Respondent

16

Anonymous

43:24

Time to complete

1. Full name

A long, thin, rounded rectangular text input field. The text "P01 p01" is entered at the beginning of the field. The text "P01" is blue, and "p01" is black. There is a small grey cursor block at the end of the text.

2. Phone number

3. Email *

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

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 and no
Some of these have been brought to the directors attention and nothing was done. And some of them have not because of the revolt after I started being them to the directors attention.

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? *

7 months

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

From the 30th July 2024

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

I needed enough evidence.

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

When I have involving children is across multiple rooms

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

There is no one individual involved in any of this Practices not been Carried out right.

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?

Highchair/ chairs deep clean

- Floor moped
- New bottle and straw brush
- Table need deep clean
- Putting blanket over baby head while they sleeping is a safety hazard
- Heavily patting baby on head or rocking to the point of shaking baby
- New dish rack old one has mould
- infection control
- Baby locks
- New dishwasher old one not working
- More highchairs
- Hallway and reception area Floors and wall need to be cleaned
- Milk left on bench in toddlers/ baby kitchen
- Training for high needs children
- Wiping change mat between baby and toddler
- Changing gloves and washing hand between toddlers and baby's
- Broken furniture
- Constantly feeding under 2yr Cracker or biscuits everytime something happens.
- Food being sent to another centre
- Pining baby in the chair against the wall
- All at 5pm Congregating in community area
- Under staff
- Been Forced to have 30-minute lunch.
- Spoking and making fun of parents
- Staff yelling at children
- Bed swapping between children

- Not taking children outside because staff are cold.
- Not feeding a healthy range of meat and other foods
- The way parents are treated when pulling their children of centre
- trainees being left in a room by themself with children
- Under roof Ratio
- Not letting staff go home to collect sick children form school
- Not washing water bottle and milk bottles at the end of every day
- Blinds are broken in every room
- incident reports not being done
- Parents not told about children incident.

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.

Yes I have photos