

To Whom It May Concern

Regarding the audit results of Communities at Work Taylor Child Care and Education Centre

This centre received an "Exceeding" rating in the recent assessment. However, this evaluation is far from accurate, and I feel frustrated, especially seeing how delighted the managers and others in the organisation are about it. What pains me most is seeing the families of the children celebrating this rating.

Firstly, the submitted documents, such as educators' rosters and the child-to-educator ratio, have been manipulated to align with the required standards. On most days, the Jr Preschool and Preschool are combined due to educator shortages caused by illness, work (mainly chores), and programming needs. Additionally, the manager believes that the ratio should be considered as combined when the children are outside, so even if the correct number of educators is not outside from each room, it is deemed acceptable. As a result, the supervision of the children and the quality of the programs provided to each child are extremely lacking. Several safety incidents occurred due to insufficient supervision.

Despite the constant shortage of educators, they are required to deliver programs aligned with the learning cycle, which has left the educators exhausted. As a result, some educators have raised their voices or used unnecessary reprimands, leading to difficult situations for the children. Regarding the learning cycle observations, the manager demands that they meet quotas (three observations per child over a two-month period), as this is aimed at securing an "Exceeding" rating for the audit. Moreover, the materials prepared for the audit are meticulously organised, and any missing items are hastily created. In some rooms, a single educator is required to conduct 39 observation stories for 13 children over two months. The allotted program time is only one hour per week, and if this time cannot be taken, the educators are forced to work on it during regular duties on the floor. Supervision of the children cannot be maintained under these conditions.

The living environment at the centre is also haphazard. For example, furniture and toys were hastily arranged just before the audit, making them seem inadequate and temporary. The educational materials that cater to the children's interests or the educators' needs are not purchased, and many educators must purchase them at their own expense. The yard checks, which should be conducted every morning, are not always carried out thoroughly in certain classes, and even if hazards are reported to the manager, they are not dealt with promptly. A leaking toilet has been out of service for over a year, and despite there being only four children's toilets, one of them has been unusable for over a year due to the leak, making it very difficult to maintain cleanliness. This was only fixed just before the audit.

There are also significant issues with the meals provided. The morning and afternoon tea offerings do not match the menu published to families, and the lunch is greasy, heavily spiced, and high in salt, which is not suitable for children (especially toddlers). Parents are unaware of the lunch issues. There are serious doubts and concerns about the evaluation of all the Quality Areas. I have great anxiety about entrusting children to a centre that operates in such a deceitful environment, even though it has been rated as "Exceeding."

I hope you understand my decision to report this anonymously. I have seen numerous cases where people who have spoken up have been treated poorly and even lost their jobs. I have also sent this same report to other relevant organisations.

Kind regards,