

## View results

Respondent

77

Anonymous

06:49

Time to complete

## 1. Full name

P01

## 2. Phone number

P03

## 3. Email \*

P03

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

Roar and Explore ELC Nicholls

## 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? \*

No. I was visiting the service in a professional capacity.

On arrival, there were no staff members at the desk and waited alone in the foyer. Upon leaving 40 minutes later, there were no staff members at the desk.

## 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? \*

I have never been to this service before.

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

11/3/25 - 9.30am - 10.20am

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

No delay

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

This is a comment on the service. I am not involved with the service.

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

p01 was the team leader she was on a break for the majority of the time whilst I was visiting.

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?*

I would like to address some concerns I noted whilst visiting Roar and Explore Early Learning Centre Nicholls this morning regarding the children's health and safety. I was there as an Early Years Specialist observing a child whose family I am working with regarding Early Intervention.

1. In the outdoor environment there was a large spiked weed that was in the playground which measured approximately 30-40cm in diameter. This is of concern as a child could easily hurt themselves on the thorns that were on the plant.
2. There were animal faeces in the outdoor area. When I brought this to the educators attention, she shuffled the children away from the area however the faeces continued to sit on the artificial grass till after I left 30 minutes later. The yard was the toddler yard and 2 year olds are very interested in poop. This concerns me that it was not cleaned immediately after being brought to their attention.

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](mailto:complaintsCECA@act.gov.au).

No.