

From: [King, Meg](#)
To: [Masterman, Tanya](#)
Subject: Phone Call
Date: Thursday, 12 November 2020 10:50:26 AM



OFFICIAL

Hi Tanya,

As discussed on the phone this morning I received a phone call this morning at 9:30am on the enquiry line from an Educator who works at Snow gum Nicholls. He was not prepared to provide any personal details as he was afraid of retribution from the provider of the service. He expressed concern around ratios at the service. He explained that the service has three rooms – Babies, Toddlers and Preschool. The Toddlers room has been closed and just the babies and preschool room operating. The service has more enrolments and now has toddlers attending. They are merging all three rooms into one and he expressed concern that they only had one educator in the room and there were too many children. He also told me that he had been reprimanded by the provider for the way he interacted with a child when removing the child from standing on a chair. He said that the provider told him “we don’t speak to children like that here”. He was quite upset by this as he believed he had not interacted unprofessionally with the child.

He questioned how he should respond if the provider targets him for contacting us, should we respond to this complaint. I explained to him that he would be best to talk with someone from your team about this as you could provide him with more information that I could. I explained that if he wished to provide a contact number I could give this to you to follow up. He declined.

Thank you,

Kind regards,

Meg King | Authorised Officer

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