

P01

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EDU

From: EDU Complaints CECA
Sent: Wednesday, 29 July 2020 6:28 AM
To: Masterman, Tanya
Subject: FW: CONFIDENTIAL: Report a service not meeting requirement(Ratio)
Attachments: 1.jpeg; 2.jpeg

UNCLASSIFIED

From: P01 <P03>
Sent: Tuesday, 28 July 2020 9:14 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>; EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: CONFIDENTIAL: Report a service not meeting requirement(Ratio)

I wish this email stays confidential and anonymous.

To whom it may concern:

Greetings and I hope this letter find you well!

I wrote this email to report a two-educator left on the floor over-ratio with 44 children in Preschool Room at Springbank Rise Early Learning By Busy Bees. (25 Andersch Street, Casey 2913 ACT)

Preschool 1 and two always combine in the morning until each room have two staff, and split between 8:30 to 9 depends on the ratio and staffing.

However, the week of 20 of July, the educators have been over-ratio extremely.

On 21.07 Tuesday

1 educator, P01, started at 7:24am, and another educator, P01, started her shift at 7:54am.

At 8:30am, P01 and P01 were with 25 children. No educator came at 8:30am (Usually P01 starts her shift at 8:24am). I have called the reception to inform that we are over and we are still waiting on P01 to come. Few minutes later, P01 came to cover the ratio and I was informed that P01 has been moved to closing shift due to short staffing. However, none of the educator were informed that their shift s has been changed, and no educator was provided to cover P01's usual shift until I called and informed P01 at the reception. Two children P01, P01 and P01 in Preschool 1 were under three. Their ratio should be 1:5 but no educator was provided to cover that for a month.

On 22.07 Wednesday.

P01 started at 7:24am, and P01 at 7:54am.

At 8:15, We had 22 children.

At 8:30, we had 28 children.

At 8:45, we had 39 children.

At 8:50, we had 42 children with 2 educators. P01 and P01.

At 9:00, we had 44 children and 4 educators started their shift at 9am. Which were 44 children with 6 educators (P01, P01, P01, P01)

Two children in Preschool 1 were under three as mentioned above.

The director, P01 and Assistant director P01 were not at the reception.

The educators are not allowed to have their personal mobile on the floor, which I understand due to privacy and confidential reason, so I could not contact them through their personal number.

In my understanding the ratio in Preschool is 11 children with 1 educator, children who are under 3 ratio is 1:5.

Somehow this has not been met at this service constantly and caused a situation mentioned above.

It was not the first-time educators were left on the floor with children without meeting the basic requirement ratio.

The centre has been running the breaks without a cover, short-staff over the period, and barely getting support from the director and the head office.

The educators have raised their concerns regarding this matter but are mostly responded by “we are extremely short staffed” or “Suck it up” according to the director P01 P01.

Due to short staffing, P01 have been extremely strict with educator calling in sick. That they still need to come and work until he finds a cover.

I do understand that it could be frustrating and hard for him to find a replacement early in the morning but it is not an excuse to threaten educators calling in sick. Many of our educators have been threatened that they will get investigated by HR, or better find another place to work or telling other educators that that person is faking it to take a day off.

With regards to the ratio, someone has already reported it to the department before, two weeks ago, and investigators came to check the service on Thursday 24.07.

Please consider this matter seriously as this matter is related to children’s safety and wellbeing as well as our own whilst they are at the service. Thank you and have a good day.

I have attached a ratio chart as evidence.

I wish this email stays confidential and anonymous.

Kind Regards

P01

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