



213A
EDU

C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	CAERUS CHILD CARE PTY LTD
Provider Number	PR-40003575
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Springbank Rise by Busy Bees
Service Approval Number	SE-40004390
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Name: P01 P01 Phone: P03 Email: P03



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

21st September 2023 at approximately 7:55am

Verbal complaint with acting area manager, P01 P01.

The 2ic notified the Service Manager that there were only 3 educators to open the service. A Storypark post was put out to all families at 7:20am, requesting for later drop offs in possible.

The Service Manager first contacted the acting Area Manager at 7:37am, informing her that there was only 3 educators from 7:30am, to open the service. The AM contacted another SM to go to Springbank Rise to assist, as well as the Educational Leader from Springbank Rise. At 7:39am, a group text message was sent to all educators requesting for everyone to start as soon as possible.

At 7:40am, the Educational Leader was contacted and requested to start immediately.

At 7:56am, SM called AM to updated of the ratio and AM was on the way to Springbank Rise already and had arrived at 8:00am, along with the other SM who arrived at 8.09a.m

From 7:50am, there were 7 children under 2yrs, 4 children 2yrs and 10 children from 3-5yrs. At this point we were out of ratio by 4 children.

We had the 3 opening educators from 7:30am and then 1 educator arrive at 7:55am, 2 educators at 8:10am, 2 educators at 8:15am, 2 educators at 8:30am, 5 educators at 8:45am and 5 educators at 9:00am. This was in addition to the 2 service managers and educational leader

At 9:58am, the educator on her day off was contacted for a shift, who declined.

At 9:57am, our casual educator was contacted for a shift, who declined.

We had additional 2 educators sent from another service who arrived at 11:25am.

On this day, we had 2 educators on planned annual leave and 4 educators on unplanned personal leave. We also have 1 educator who does not work Thursdays.

We have reviewed our roster and have put out a request to have Randstad educators tomorrow and again for each day next week to mitigate the chance of this happening again. We have also changed our rostering times for the next fortnight to have educators starting earlier.

P01 contacted the Area managers phone at 7.57am and spoke to the acting AM who informed her that she was on her way to Springbank Rise to assist. The Acting area manager contacted P01 at 9.47 as she had contacted head office.

We currently have 2 job requisitions advertised on seek and 2 more going out shortly.

Please upload any relevant documentation

Documents to be submitted later.



Child Details

Child's Name	P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03