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View results

Respondent

50 Anonymous

26:51
Time to complete



1. Full name

P01 P01

2. Phone number

P03

3. Email *

P03

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

BUDS AND BEES EARLY LEARNING PTY LTD (ABN 18 657 520 619)

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.
Less of a complaint and more of a tip-off, which would not be helpful to raise with the service.

6. What is your relationship to the Service? *

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Staff member

Other

7. How long have you had an association with the Service for? *

Approximately 2 years

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

*

13 November approximately 1645 hours and 15 November approximately 0919 hours.

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

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

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

P01 P01 ([F] DOB: Unknown)

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

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Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

On Wednesday 13 November at approximately 1645 hours, P01 P01 conveyed to my wife that on Monday, Tuesday and Wednesday (18, 19, 20 November respectively), ACT Government will be at the centre with approximately five people "walking around following children in black suits". P01 conveyed to my wife that it is "extremely stressful" for the kids and then subsequently asked that we keep our child at home for at least Monday. P01 stated that ACT Government will be there for 12 hours. P01 also stated that we would be "credited the day".

My wife asked if they are asking other parents the same thing or if it was just us. P01 stated that they are "telling other families, but it is a face to face conversation only".

On 15 November at 0919 hours, I rang the service and spoke to P01 and said that before I ask for time off I was keen to understand what is happening and why I need to keep my son at home. I was advised that ACT Government will be there for the whole day with 4-5 people in black suits following kids around. P01 advised it is stressful for the kids to have strangers around particularly in the black suits. P01 advised "they watch everything the kids do". P01 further stated kids will be very upset so it is best to keep them at home.

What I suspect is there are ratio concerns. It seems a coercive tactic to stress parents into keeping their kids home due to these alleged ratio concerns are being deployed. My general observation at pick up and drop off is that there are new staff their daily and weekly. It also appears students from Registered Training Organisations are being used as staff to fill gaps (we often have to sign student books), and may relate to student visas. The turn over rate is high, but is unknown whether these staff are on the books.

My concern with P01 offering my wife a credit day is that it would essentially require the service to mis-report student attendance to Services Australia. P01 was reluctant to put anything in writing for me and advised that they are not allowed to tell parents that ACT Government is coming.

My son's grandma picked up my son yesterday and overheard to staff saying "it is only 3 days, we will be okay". It appears the service and key staff are in a state of anxiety for what seems to be a routine performance assessment of a service. Opensource shows the owners are linked to several providers over the years, which indicates they will have been part of these routine assessments before - so it adds to suspicion as to why they are telling people ACT Gov is coming in black suits and following children around.

This isn't a complaint, I just wanted to provide this information because if there is ratio issues and I am correct (I hope I am not) it indicates mens rea - the intentional avoidance of detection. This may be nothing, but I would be remiss if I did not provide this information. Kids deserve safe and quality education.

Please feel free to contact me. I would ask that initially I am kept anonymous as I do not want my child targeted.

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.