

From: [EDU Complaints CECA](#)
To: [Colosimo, Vittorio](#)
Subject: FW: Anonymous Complaint received: Child Care | Other, please specify: Management ETKN:057000001581
Date: Tuesday, 3 October 2023 11:08:07 AM
Attachments: [image.jpeg](#)

OFFICIAL: Sensitive - Legislative Secrecy

From: Damjanovska, Meri <Meri.Damjanovska@act.gov.au> **On Behalf Of** CECA
Sent: Tuesday, 3 October 2023 10:49 AM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: FW: Anonymous Complaint received: Child Care | Other, please specify: Management ETKN: P03

OFFICIAL: Sensitive

From: Education - CCS Helpdesk <P03>
Sent: Tuesday, October 3, 2023 9:06 AM
To: CECA <CECA@act.gov.au>
Subject: FW: Anonymous Complaint received: Child Care | Other, please specify: Management ETKN: P03

You don't often get email from P03. [Learn why this is important](#)

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Good morning

For your information/action as you see fit.

We have received the below complaint via an anonymous through the department of education.

If you have any further queries, please respond via this email or call the CCS Helpdesk on 1300 667 276 and quote reference number

P03

Kind regards,

P01

CCS Helpdesk Operator
CCS Helpdesk | Child Care Subsidy Policy and Program Branch
Child Care Division
Australian Government Department of Education
Phone 1300 667 276 | P03
www.education.gov.au
[Facebook group for ECCE providers and services](#)



The Department of Education acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, P01 and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

----- Original Message -----

From: Department of Education <noreply@gemailserver.com>;
Received: Tue Oct 03 2023 07:39:33 GMT+1100 (Australian Eastern Daylight Time)
To: Education - CCS Helpdesk <ccshelpdesk@education.gov.au>; CC - Unassigned
<ccshelpdesk@education.gov.au>;
Subject: Anonymous Complaint received: Child Care | Other, please specify: Management

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

A complaint submission has been received from <https://www.education.gov.au/about-department/contact-us/complaints>

Please see the details of your enquiry below.

Submitted: October 3, 2023 7:39 AM

Privacy Statement: Consent and acknowledgment

I confirm that I have read and understood the privacy statement above and agree to the department handling my personal information in accordance with this privacy statement.

Complaint Category:

Child Care | Other, please specify: Management

Name (First name, Last name) *:

Phone:

Email *:

Home Address:

Service ID (for CCCF and general enquiries) : Springbank rise by busybees

Please provide details of your complaint:

We are staff members of this centre. The management is not helping us. Every day we have short staff, some time we are out of ratio. If we call them we need your help, they never come to the room or they just do sign in in the ratio room and they left the room. Every day they have party at the front or sometime in the nursery room . They have friend circle there. We are not happy with our management, they are not helpful in any position. If we have any problem and ask them, they just say we don't know, you need to contact head office. Anything they don't know. We don't know why they are sitting at the front, if they don't have any knowledge. We don't have staff in preschool, kids whole day they just play outside, no rest for them, no resources for them anywhere. Management just sitting outside having burgers and coffee, party everyday. You can come to the centre and ask the staff especially in preschool rooms.

Attachment (if any):

Notice:

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