

View results

Respondent

33

Anonymous

12:38

Time to complete

1. Full name

P0 P01

2. Phone number

P03

3. Email *

P03

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

Goodstart Early Learning Kambah

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? *

Yes, the staff within the centre are still awaiting answers from upper management.

6. What is your relationship to the Service? *

☒ Parent or Guardian

☐ Staff Member

☐ Other

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

1.5 years

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

The last four weeks and ongoing

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

The 2IC is going on maternity leave 18/10 which leaves no management within the centre.

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

No children directly involved

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

All higher up management at Goodstart kambah (not local staff within the centre)

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

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

The last four weeks the centre have left parents in the dark about what is happening with the director (we were told she's on leave and that's it). They then announced last week the director would not be returning and our assistant director would take over. She goes on maternity leave tomorrow (18/10) which leaves no director and no assistant director. There's been no communication about a replacement for either roles. This leaves no leadership within the centre, let alone a nominated supervisor. The educational leader also goes on maternity leave next month (November) which leaves another higher up position within the centre, vacant. I'm concerned about the service breaching staffing regulations related to the leadership team and within the daily ratios. I constantly drop off and feel like there's more children than there should be with the number of educators within the room. The local educators within the centre are wonderful, this complaint is aimed at anybody who works at Goodstart early learning (state leader for example) that is not directly working at the kambah centre on a daily basis.

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.

Yes, will send via email.