

P05

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**From:** P01 <P03>  
**Sent:** Thursday, 10 June 2021 7:16 PM  
**To:** Atherton, Nicola <Nicola.Atherton@act.gov.au>  
**Cc:** CECA <CECA@act.gov.au>  
**Subject:** Re: Children Education and Care Assurance (Regulatory Authority) - Complaint form

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

Sorry as I have not had time to complete the provided complaint form I haven't had the time to access email or open it so I have typed this up ready to send instead. I have got a summary of my complaint below. I also do not have any copy of the original complain I sent directly through G8education website contact form. I did not receive any response. I first emailed G8education on 26/5/21 and again on 28/5/21 and today is 10/6/21 and I have not heard back. G8education will have a copy of both complaints which I anonymously sent in through the website and will have to have copy which you should be able to ask them for I would think?

There have without a doubt been center ratio breaches. On paper you may or may not find these breaches as documents were factually incorrect in order to make it appear there was no breaches. I only have a few specific dates where I can verify this occurred but I know it has been happening since early may 2021.

The summary of concerns are:

From estimated May 11 the NS P01 asked staff to count 2 year olds as 3 year olds to make ratio work. These children were still approximately 1 month away from being 3 years. Their parents were not informed or asked. They were not counted up every day but only when ratio needed. These children were two female children from junior preschool room not yet 3. One is now just turned 3 and the other they left the centre unhappy.

NS P01 has made staff write her on the paperwork to say she is in the room helping and counted as ratio when she is not. Staff are scared. They are scared of being in trouble from her and from doing the wrong thing but feel they have no other choice. Staff are now scared to tell her when they need help incase they get asked to illegally document her in the room. She is falsifying documents regardless if there is or isn't a breach. This is either counting children up an age group or saying she is in the rooms when she isn't. She has barely spent 5 minutes in a room.

NS P01 said it counts under the roof even when she is not helping in rooms with children or doesn't even check on them

NS P01 says it is counted as under the roof ratio even when there was no capacity for children to count back into other ratios as they were at educator to child capacity already.

NS P01 pushes the cook beyond limits expecting her to cover all break and count in morning ratio when P01 doesn't help. Some days the cook barely has 1 hour in the kitchen to get meals out nearly impossible and puts excessive stress on staff.

NS P01 tell staff it is too bad they can't finish on time or just have to come in early because they will be at fault if ratio is breached when she just goes home and doesn't care. Puts excessive stress on staff.

First occasion I have documented without a doubt: May 14. P01 had toddler staff document her into the room from estimated 12-1.40 as lunch cover and did not once go into the room she was working in the office the whole time and possibly left the centre in this time. There were 12 toddler for some of this time and 11 for the rest between drop off and pick ups with only 2 staff physically but 3 on paper as she lied about being in there.. No room for the children to count under the roof and most likely staff had probably been made to count the 2, 2 year olds in the 3 year old ratio this day as it was. Even if there was room under the roof its still a massive issue about the lying documentation?

Second May 28 P01 had toddler document her in the room 12-2 when she didn't once go in the room. ratio was ok again at 2.00 as a toddler child went home however she still covered up a breach by falsifying documents for the 2 hours and left the centre twice in the time she had staff write her in ratio. Once for a smoke and coffee, and once to go over to another centre.

Third Jun 2 at 8.15 P01 was in the office. Two staff alone in Nursery with far too many children whole centre family grouped. Staff advised P01 they needed help. She had staff write her in to the Nursery 8.15am. She didn't come in to the room until 8.35am so left the two alone for 20 minutes whilst she claimed to be in ratio and wasn't and staff were struggling with families arriving. Even once she was physically in the room the three of them were still in ratio breach until 9am. P01 said oh well I don't have to count them until 9.00 anyway so we will be ok on paper.

The centre continued to breach ratio most of the day as staff were waiting for some help to cover ratio, they took breaks under P01 directive which continued to breach ratio. Later this same day 2/6/21 There were 15 toddlers in the room P01 wrote herself into the toddler from approximately 11-1.30 and again was never in the room and was reported to have left the centre. She did this so ratio didn't breach on paper and so that a toddler team member could go on her lunch break uncovered and then cover breaks in other rooms uncovered. So technically there were 15 toddlers in the room from estimated 11-1.30 with only 2 staff. P01 was there on paper only. Under the room ratio only allowed for 1 of those toddlers to count back before all ratios were full to the amount of educators / age appropriate. Which was a breach of 4 toddlers. And that day I am not even sure if the 2, 2 year olds from junior preschool were counted in a 3 year old ratio or not. If they were this breach I even more significant.

Emailed G8education with no reply 26/5/21 and 28/5/21

Made anonymous call to you 2/6/21

You have to look into a deeper reason why 5 staffs have quit since she started in March and many families also.

I have noticed there is CCTV in the centre that could be used to assist with evidence of this. And Surely the centre should have other records available and maybe staff who are willing to come forward in a safe manner. I suggest to ensure the centre provides birth dates for these children as that is a big issue here where the two were counted into an older ratio. The staff are all very concerned on what they have been implicated into.

I have since been advised that P01 is further lying on documents that have now been asked to be sent to the regulatory support offices of G8education. She has further falsified the documents for June 2 preschool room 10.30am. On June 10 she has now wrote her name into the ratio and completed a new log to say that she was in there for a ratio breach when she wasn't. I have been advised the G8education asked P01 to check these documents to report if there were any breaches before they decide if they should report to you or not, Breaches have been found and they are being covered up yet again. I have been advised that a concerned staff member has original copies of these logs prior to her making false alterations. And don't forget, there are breaches you won't see on paper for the specific dates mentioned earlier because P01 lied about being in the room. This requires investigation with the team members who are now scared of what she will expect of them and want to be heard but no one feels safe to speak up.

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**From:** Atherton, Nicola <[Nicola.Atherton@act.gov.au](mailto:Nicola.Atherton@act.gov.au)>  
**Sent:** Wednesday, June 2, 2021 3:15 PM  
**To:** P03 <P03>  
**Cc:** CECA <[CECA@act.gov.au](mailto:CECA@act.gov.au)>; Atherton, Nicola <[Nicola.Atherton@act.gov.au](mailto:Nicola.Atherton@act.gov.au)>  
**Subject:** Children Education and Care Assurance (Regulatory Authority) - Complaint form

Dear Complainant

Regarding Conder Early Learning Centre

I am writing to you today as you have recently raised concerns with me, in regards to an education and care service Conder Early Learning Centre. I have attached a Direct Complaint Form, please provide as much detail and specifics as possible, including any additional information so that the ACT Regulatory Authority can perform an informed assessment of your concerns. Once completed please email: [ceca@act.gov.au](mailto:ceca@act.gov.au).

I appreciate the time you have taken to contact the ACT Regulatory Authority.

Kind regards

Nicola

**Nicola Atherton** | Authorised Officer | Children Education and Care Assurance  
Ph: 02 6205 0375 | Email: [nicola.atherton@ACT.gov.au](mailto:nicola.atherton@ACT.gov.au)  
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[www.education.act.gov.au](http://www.education.act.gov.au) | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#)

*Please call between 9am and 2pm Monday to Friday, if I'm unavailable, please leave a message and I will return your call as soon as possible. Alternately, for urgent matters please call the general enquiries line on 02 6207 1114.*

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