

From: [EDU Complaints CECA](#)
To: [Cropper, Brian](#)
Subject: FW: complaints regarding staff needs.
Date: Friday, 1 September 2023 8:10:48 AM

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From: [p01](#) [p01](#) [P01](#) [P01](#) <[P03](#)>
Sent: Thursday, 31 August 2023 1:33 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: complaints regarding staff needs.

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Hello, the reason for this email is to request increment of staff number well trained for the job. My daughter (2 years old) currently goes 3 days per week in Kids Club Rivett. I will just recount that 2 weeks ago my daughter was bitten by another child on her right cheek after she pushed the other child. This event can be easily prevented if at the end of the day the child care still has enough staff to look after the children. When I arrived to pick up my daughter I noticed that she was with other children older than her or litterier than her. This recurrent situation increases the risk of accidents if there are not enough staff. In addition, the increment in the payments (17 dollars per hour) needs to be reflected in the good care that our children deserve. Several studies suggest that low staff levels increase not only child accidents levels but also staff sick leave.

Furthermore, it is understandable that staff call in sick, but I have noticed lately that frequent agency staff are working which increases the risk of accidents because they do not know the children's behaviours and particularities. For instance, when the regular staff is not present, [p01](#)'s bottom is red and she requests water as soon as she sees me (she requests [P05](#) Regular staff are aware of this situation. In addition, recurrent new staff or agencies instead of regular staff increase children's level of anxiety and it is reflected in children's behaviours and increments in accident levels.

As a mother, I would like to see my little one happy and well looked after by the place that is her second home. I think that quality of care would improve enormously if the number of staff increased at least in the last hours of the day (meaning until 6 pm) where it is well demonstrated that children's behaviors increase due to several factors: tireneedss, willing to go home, hungry, thirsty or missing mommy.

Kind regards,

[p01](#) [p01](#) [P01](#)'s mother

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