

View results

Respondent

62

Anonymous

54:41

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? *

Stlukes Chapman , 56 Perry drive . ACT

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

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 year

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

I am concerned about the safety of the children in the center, particularly given that some staff members are not yet qualified with a Certificate III, while others are under 18 years old or do not hold the necessary qualifications to open the room for the day. I believe it is essential for all staff to meet the required qualifications to ensure a safe and well-managed environment for the children.

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

No

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

6 months to 4.5 years olds

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

P01 P01 are the staffs under 18 years left with children in toddler rooms.
P01 and P01 are working towards cert 3 left with children. In jr pre school room and in infants room.

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?

As both P05 my primary concern is ensuring the safety and well-being of the children in our care. One of the key issues I've noticed is the importance of having qualified staff members present in the room to ensure that children are properly cared for, especially when it comes to their safety.

I feel that management must prioritize this, particularly when considering the number of children in each room. Additionally, I am confused and concerned about the practice of allowing children to come into the center with Panadol or Nurofen and requiring staff to administer the medication. My understanding is that this could potentially be unsafe, and I'm unclear on whether this practice is allowed by regulatory guidelines. It also seems troubling that children are kept in the center the entire day while on painkiller .

Another issue I am facing relates to the staffing ratios, especially in the mornings when I start my shift at 7:30 am. By 7:45 am or 8:00 am, there are four children in my room, and if there's an urgent need, such as a soiled nappy, it becomes incredibly difficult to get help. When I call for assistance, the reception doesn't answer, and when I ask for help from other staff members, the response I often receive is that they are in ratio. I find it concerning that children might have to wait for more than 20 minutes before receiving attention in such situations. This delay doesn't seem fair to the children, who should be able to receive timely care.

I have also noticed when there has been an infectious illnesses circulating within the center, and it seems that incidents are not being reported to CECA. This lack of communication is concerning, as it is unfair to both the children and the families. It is crucial for the safety of everyone involved that educators and families are informed about any illnesses or incidents that are occurring, so we can take the necessary precaution as a parent and educator. (children going in lift by themselves, educators and children being held in lift incidences , children choking incidents, staff member watching in appropriate videos while in the room with children.

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.

For your kind information, I recommend meeting with the studio leaders (room leaders) to clarify any questions you may have. They will be able to provide you with detailed information on the current practices. And staff members from last year.