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Respondent

5 Anonymous

18:17

Time to complete

1. Full name

P01

2. Phone number

P03

3. Email *

P03

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

Edge Early Learning Higgins

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, email was sent on 16 May 2024. They cannot find any regulation regarding the car park and my concerns have been sent to head office for "reflection".

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? *

3 years

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

Always been present and still ongoing.

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

My concerns increased now that my child is located in the play area adjacent to the driveway.

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

No specific child - all children are at risk

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

No specific educator or staff. It's a building safety concern

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?

I'm seeking to highlight / express some concerns I hold regarding inadequate fencing protection.

My concern is primarily focused on the fence separating the children and the driveway. My key concerns are:

The fence provides no protection from vehicles;

Vehicles are moving / navigating the driveway / other vehicles;

Large delivery trucks (which by design have poor visibility from the cabin) use the driveway;

Driveway is narrow meaning vehicles travel closer to the fence line when passing other vehicles;

Children have access to fence line;

The fence line is only a light weigh pool style fence;

Vehicle travelling within one metre of children with no safety measures prevent an accident which could result in a vehicle entering the daycare yards;

Vehicle are travelling in an elevated position.

Its clear consideration have been given to the carpark bays with large posts positioned at the end of each bay however the same safety consideration haven't extended to the driveway.

Unfortunately a quick Google search highlights the frequency in which vehicles collide with day-care centres.

It seems sensible that a simple solution could ultimately mitigate if not eliminate the risk the driveway access poses to children at the day care

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, images.