



View results

Respondent

93

Anonymous

22:57

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? *

Anglicare Franklin ELC

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? *

I have not raised the complaint directly with the service due to the fact I have a close family member working at the ELC and I do not want this complain to affect their career. I wish to remain anonymous if possible, however more than happy to provide more information to the authorities.

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? *

None, only done a tour

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

Wednesday the 30th April between 10am-10.45am

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

I needed to talk to the family member regarding this to make sure this would not affect their career in any way before I proceed with the complaint.

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

Not known to me.
Two babies, approx age 6months and 9months (just a guess)

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

The tour was conducted by the Admin Officer P01 there was also another staff present in the same room P05 in the adjacent room was the room leader P01 and other staffs (names unknown).

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?

We had a tour organised on that day as we are looking to enrol our toddler in to daycare. The tour was done by the admin officer P01 she took us to the nursery room where there was a baby lying under the activity mobile and another baby sitting right next to her. The baby that was lying down was crying and P01 was touring us and she walked past the crying baby and was asking the other staff P05 who was looking after a disabled toddler. She asked her 'why is x crying? She's not like this usually. Was she just dropped off?' Etc we did not hear any response from the other staff. P01 did not approach the crying baby, in stead opened the cot room that was just behind the baby and showed it to us and explaining us the routine. Both myself and my husband were very uncomfortable to be doing the tour in the midst of a distressed baby. After showing us the cot rooms as we were about to pass by, the baby who was sitting started to cry. P01 again asked the other staff the same questions, for which there were no response (didn't seem like the staff even paid attention?). P01 then approached and picked up the sitting baby (at this point the one who was lying down was still crying and had not been consoled).

They have an interconnecting gap between this said room and the next room. The room leader P01 came through and P01 told her that we are there for the tour and to keep the baby, and handed over the baby. The other baby was still crying behind us. Me walked out of the door through the back to see their play area and walked back in to the second room.

All the staff were there and it was surprising how no one attended to either of the crying babies. In this room, the iPad was playing songs loud (only audio), and there were disco lights set up in two corners that were working throughout with no engage with the kids. The room was overly stimulated and it didn't seem like they were set up for a sensory activity as the kids were playing on their own and the educators minding their own business.

As we have a family member who works there and P01 aware that we are related to the family member, we couldn't speak much about what we saw. However this is purely child negligence that we'd like to report. The staff ignoring the crying babies is one thing, and the admin officer walking past and not doing anything about it is another thing. The two babies were in a corner of the room with no educators engaging with them; it was almost as if the two babies were looking after each other?

Please kindly look in to this. Happy to provide any information if you contact us.
We chose not to enrol our daughter at this centre for obvious reasons.

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.

I only have the email from P01 confirming the tour appointment and unfortunately nothing else, as recording anything we've seen that day would be illegal.