

**From:** P01 P01  
**To:** EDU Complaints CECA  
**Subject:** Edge Early Learning Higgins  
**Date:** Thursday, 15 August 2024 1:30:50 PM  
**Attachments:** [image001.png](#)  
[image002.jpg](#)

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OFFICIAL

To whom it may concern,

My name is P01 P01. My child currently attends daycare at Edge Early Learning in Higgins. As a family we have been part of the service for nearly 2 and a half years. In this time, we have had no problems until up until 3 months ago when it went under new management. I received an email the day after a public holiday that I had reached my 42 days and then did not include that the public holiday then made me go over and I had to pay for a full day. When I addressed the centre about this the lack of support to help was dumbfounding. I refused to pay until I could sort the matter out. When going back through the absences I noticed that the two weeks over Christmas were counted. I was not told that the 2 weeks at 30% off for holidays during Christmas was added to my absent days, even though they asked me, so they could staff the centre. They ended up capping the amount for that week while I worked it out. They left the cap on without telling me so what I owed kept accumulating. The next bill I got was for \$400 and I thought, okay things are evening out. They did not inform me at all that they had sent out wrong information in the customer statement and so when I received my next bill it was over \$800 dollars. They told me to work it out with centrelink it was not their problem. After a long time on centrelink there did not seem to be any red flags as to why my bill was so high. Just that I still owed for the day I went over, which did not match my bill. When I went into the centre and we went over the bill, daycare prices had gone up and subsidy down by 3%. I said that is okay I will pay the full amount this fortnight and then we can go back to normal. Today I received a daycare bill of \$1144. They had not listened when I asked them to cap it to the amount, I owed therefore the difference was added to my next bill as well as extra. When I rang again they were unhelpful and couldn't explain just throwing out a few dates where it looked different without any explanation or solution.

The lack of communication and management of this centre is concerning and my mental health declining as we are also dealing with a family loss this week. I believe through conversations with other parents and some carers that there is a problem within the centre and its treatment of others.

I once worked under poor management where everyone was too afraid to address the issues. I hope you take this complaint seriously and that you investigate further. I will be looking at sending my child to a different centre and encouraging others who are experiencing similar issues to do the same.

Regards,

P01 P01  
P05

Fraser Primary School, Tillyard Drive, Fraser ACT 2615

Phone: (02) P03 | Email: P01



*I acknowledge the traditional custodians of the lands and waters where we live and work, and pay my respects to elders past, present, and future.*