

p01

From: P01 <P03 >
Sent: Monday, 1 August 2022 3:37 PM
To: EDU Complaints CECA
Subject: CRCS Complaint

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Whoever it may concern,

My name is P01 P01. I am a mother of a 2-year 9-month-old toddler who have been attending the Capital Region Community Services Childcare, specifically in Belconnen, since he was 9 months old, until Friday the 29th, July 2022.

Before the 29th of July incident, early in his care with the CRCS, my son came home one day with a busted lip. I went to the centre the next morning as any mother would to find out what had happened the day before. Speaking to P01 (the acting director then), she said that there was no record of the incident, no one saw it happening, and no first aid was applied. I tried to explain to her that it was scary and unacceptable.

Being a first-time mum, I was worried that my son wasn't being looked after or cared for well by those who said they would. Instead, P01 accused me of being an "irresponsible parent" then because I didn't know the names of some of the staff members at the centre. She further stated that they wouldn't be able to "bubble wrap" my son because they have other children to look after as well. I left the centre that day in tears. I waited for the director to resume work. I explained this to her. She handled it in a very professional manner, and therefore, we let it go, and P01 and I got on well after that, before she left the organisation.

Although I still noticed a few scratches on P01 here and there, including around his private area, which I brought to the attention of the then director again with a picture as evidence.

In the lead up to Friday the 29th, P01 from the Children's Services Admin Team has never been very caring in her ways of handling issues. She never followed through on her promises to ring back. But when we do follow up when she doesn't (after the damage has occurred, such as dishonored fee charged), she will make it feel as though we're bothering her or that we are not taking time to read or understand before calling her. She said, "I have 1,000 clients I look after. I can't follow through with everyone. "

Anyway, the reason for this complaint is as follows:

I sent an email after receiving an invoice for \$504 instead of the normal \$100 per fortnight on Wednesday the 27th to find out why the increased amount since they had changed the times with four days' notice from 7:45am–6pm to 8:30am–4:30pm. I thought that they might have made an error. I received a reply stating that it was a system error indeed and that they were going to reissue a new statement.

On Thursday night, my son's dad told me that \$504 had been deducted from his account. So on Friday morning, I rang to get more information regarding it. P01 told me that it was my responsibility as a parent to follow through with Centrenlink as my subsidy had changed. I tried to explain to her that I had sent an email and was waiting for their response as I wasn't aware of any problems with Centrelink. She said that's not their job and accused me of being "an irresponsible parent" as well as yelling at her.

She hung up on me. I rang back again. This time, someone named P01 introduced herself as an executive. She backed P01's statement and said that she was in the room with her and had been listening to our conversation. She said that I was yelling despite me telling the both of them that I was expressing myself out of frustration and not yelling. She responded, "Expressing yourself out of anger is yelling."

I told them that I have the right to make inquiries about my son's care as well as to make an informed choice about him staying there or removing him. P01 then said that the relationship wasn't working and therefore she agreed to terminate my son's care effective immediately on that day. They took my inquiry personally and forgot that it wasn't about me or them. This was about P01. Therefore, they didn't take into account the many friends my son has made over the last two years, the impact that will have on him having him removed there, as well as the fact that he didn't get the chance to say good bye to them. This has impacted him, me, and even his 10-month-old brother. P01 followed their verbal termination conversation with a written one. She used the message I sent to the director of the centre, which was a courtesy message, a personal one, so she knew what had been happened between myself and her seniors, as a way to action the termination. She cancelled the government funding I was receiving for P01. She further stated that she was going to use my bond to pay for the two days P01 was in their care for.

This is what I have more of a problem with. The audacity to treat my son so badly, not caring for him as they claimed their centre could so well. Then use my bond after the \$504 charges to pay for the days he used is actually confidence that they can do what they want with no consequences. I need an apology from them for treating my son the way they have. I also need them to refund me my full bond of \$467.

Thank you so much for taking your time to read and understand p01's situation.

P01 P01

P03

Message sent from my Samsung Galaxy