213A EDU

From: EDU Complaints CECA
To: P01 P01
Subject: RE: Milestones Macquarie: lost medication/safety procedures not being followed
Date: Monday, 21 August 2023 2:06:00 PM
Attachments: Direct Complaint Form.doc

OFFICIAL: Sensitive - Legislative Secrecy

Dear P01 P01 ,
By way of background, education and care services in the ACT are regulated by the Education and Care Services National Law (ACT) (National Law). The Children's Education and Care Assurance (CECA) is the ACT's Regulatory Authority for the education and care sector.

Please be aware that CECA do not investigate matters on behalf of individuals, but as the regulatory body for education and care services in the ACT. Please find relevant links, for your convenience: http://www.acecqa.gov.au/national-law, and http://www.legislation.nsw.gov.au/#/view/regulation/2011/653.

Please find attached a Direct Complaint Form if you wish to submit a formal complaint to CECA. If choosing to complete the form, it would be appreciated if you could include as much detail as possible in your account, inclusive of dates (or date ranges), other persons present, and any conversations you may have had with specific persons at the Service regarding your concerns. Please feel free to complete the form multiple times for multiple incidents/complaints.

This form is for internal use and contains prompts for important information to enable an assessment to be carried out. Please also attach any emails or written correspondence that you may have had with the Service related to your concerns.

Once completed, can you please return the form to complaintsCECA@act.gov.au.

Regards
Brian Cropper | Senior Investigator
Phone 02 62071104 | Email : brian.cropper@act.gov.au
Education and Care Regulation and Support| Education Directorate | ACT Government
Hedley Beare Centre for Teaching and Learning, Stirling 2611 | PO Box 158, Canberra City 2601
www.act.gov.au
Kind Regards,

From: P01 P01 <P03 >
Sent: Saturday, 19 August 2023 6:37 AM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Fwd: Milestones Macquarie: lost medication/safety procedures not being followed

You don't often get email from P03 . Learn why this is important

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Hi CECA complaints team
Re: Milestones Macquarie safety issues
Please see below an email from myself to my daughter's daycare centre regional manager setting out some significant safety issues I've found with the centre in July.
To date, these concerns have not been fully addressed - the basic policy of calling parents at 10am when a child is not present at the service, but is not there, is still not being actioned. I also thought an early childhood teacher was meant to be employed at the centre and at this stage I don't believe this is the case.
The centre did respond saying the affinity compliance team would be working with the centre, but there has been no additional communication about the policies or procedures since I've

raised these issues.
Kind regards
P01 P01
P03

From: P01 P01 <P03>
Sent: Wednesday, July 5, 2023 4:13 pm
To: P03 <P03>; P03 <P03>; P01 P01 <P03>
Subject: Milestones Macquarie: lost medication/safety procedures not being followed

Hi P01
My daughter P01 P01 goes to Milestones Early Learning Macquarie.
Just over the past couple of days, I've noticed some really alarming things at the centre that are concerning me about the safety and wellbeing of my child.

Lost medication

My daughter has P05 is exacerbated. I provided the updated medication forms and medication to P01 in April (because it had been one year since previous forms submitted). Subsequently, checking yesterday morning and this morning with educators as to where her medication was located, it was discovered that it was lost. It was found at some point this afternoon by P01.
When I started looking for the lost medication myself this morning, I was told by multiple educators that they are not shown which kids have medical conditions and where the medications are.
I note in 2-P4: Medical Conditions Procedure: *It is the responsibility of the family to update this plan as necessary and at least annually and to provide updated plans to the Centre Manager to add to the child's enrolment file and for display.*
I provided: asthma action plan, FRM 2-F2 Long Term Medication Form and 2-F5 Medical Management, Risk Minimisation and Communication Plan.
When I was in the room this morning, there is one child up on the wall displayed with a medical condition and all other children were in a folder.
Prior to Affinity taking over, all the medication plans were displayed in the office as well as in the rooms.

Arrival, Departure and Collection Procedure not being followed

I note in: 6-P2: Arrival, Departure and Collection Procedure: *Centre Manager duties include the centre manager visiting each room by 10am and marking the rolls on Storypark Manage recording attendances and absences to ensure attendance matched the electronic booking records. If by 10am, children are absent and the centre has not been notified, the Centre Manager or a person delegated by them, will contact the family to confirm their child's absence and to check on their wellbeing.*
Policies and procedures like this ensure something awful hasn't happened to a child.
This did not occur on Monday 3 July when P01 did not attend the centre, and I got caught up and forgot to tell the service. Both myself and my ex-husband did not receive a phone call at all. I wonder how long this procedure has been overlooked.

Calling the wrong parents of a sick child

My ex-husband was called yesterday 4 July 2023, and told that our daughter was sick and needed to be picked up, this was followed with but her mother was going to pick her up. Being my ex-husband's day to pick her up, that caused great confusion and as it turned out, it

wasn't our daughter who was sick, it was another child.

Lockdown drill - scaring children

There are a number of things I am hearing on the parent grapevine. The most concerning one that I have heard last week is that an educator told the preschool kids during the lockdown drill that there were people outside that were going to shoot them.

Lack of communication about staffing arrangements.

While new staff to the centre are being introduced on storypark, I've noticed consistent changing of staff between rooms which is not being communicated. I don't believe there is a staff member who has been there since the beginning of the year in senior preschool. P01 was moved, P01 left, now P01 has been temporarily moved to JPS as well. This is really concerning as a parent of nervous child.

A not so important issue

Yesterday a "reminder" message went out from the ACM that the centre's policy says outside food cannot be brought into the centre following me taking in cupcakes for P01 's birthday yesterday. This is not included in 2-P20: Food Handling, Safety and Nutrition Procedure, it states: *For centres that do provide food, families are able to provide food and drink for their child if they prefer.* I was told by P01 this morning it is at the discretion of the centre management. That's fine, but parents need to be told about the change in policy before they receive a "reminder". This does make me wonder why a medication audit did not happen when new centre management staff were started and safety procedures aren't being followed, but we're getting messages about food. I don't believe there is any signage in the centre about children being on site with anaphylaxis or allergies – I would have thought that would be a priority, but forgive me if I'm wrong about the signage.

My subsidy is going up 13% but daycare fees are going up 14.8% at the centre, meaning I'm even more out of pocket. How can you justify this fee increase when these types of incidents are happening at the daycare?

I have now received emails from both P01 and P01 about these issues, but I really question the safety and wellbeing procedures in place, even with new staff, for incidents like this to occur.

I would appreciate a written response to these concerns in a timely matter.

P01 P01

Parent of P01 P01

P03