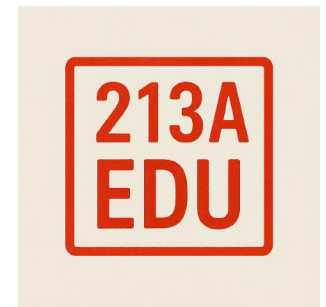


From: Williams, Jo
Sent: Thursday, 4 July 2024 4:44 PM
To: Cropper, Brian; Barbagallo, Declan; Reid, Jarrod; Lindley, OliviaX; Gray, ChristopherX; Adams, Daryl
Cc: Withers, Nicole
Subject: FW: FOR ACTION: FILE2024/107257: MIN CORRO - FOR APPROPRIATE ACTION - Complaint Wonderschool Conder - P01 P01



Hi all.

This will need to be added for the direct complaint as we will need to update after we have assessed and either closed and/ or investigated

Jo Williams | Director Regulatory Operations
Education and Care Regulation and Support
6207 1289 | jo.williams@act.gov.au

ACT Education

GPO Box 158 Canberra ACT 2601

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From: P01 P01 <P03> On Behalf Of EDUMCR
Sent: Thursday, July 4, 2024 4:37 PM
To: Williams, Jo <jo.Williams@act.gov.au>; EDUMCR <EDUMCR@act.gov.au>; EDU, Education and Care, Regulation and Support <EDU.ECRS@act.gov.au>
Cc: System Policy and Reform Office <SPROffice@act.gov.au>; Education DLO <EDUDLO@act.gov.au>
Subject: RE: FOR ACTION: FILE2024/107257: MIN CORRO - FOR APPROPRIATE ACTION - Complaint Wonderschool Conder - P01 P01

Hi Jo,

Thanks for this information. Can I please just confirm that after the assessment and further action (if any) that there will be a formal response to close this out?

Just asking because the MO has requested a copy of the response.

Thanks,

P01

POP01 | Assistant Director - Ministerial, Assembly and Cabinet
Ministerial and Corporate Reporting | Communications, Engagement and Government Support
Education Directorate | Level 4, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601

From: Williams, Jo <Jo.Williams@act.gov.au>
Sent: Thursday, July 4, 2024 11:24 AM
To: EDUMCR <EDUMCR@act.gov.au>; EDU, Education and Care, Regulation and Support <EDU.FCRS@act.gov.au>
Cc: System Policy and Reform Office <SPROffice@act.gov.au>
Subject: RE: FOR ACTION: FILE2024/107257: MIN CORRO - FOR APPROPRIATE ACTION - Complaint Wonderschool Conder - P01 P01

Good Morning

The matter has been lodged with Children's Education and Assurance and will be assessed and triaged through our normal processes. The Regulatory Authority assesses all complaints and will make a determination if any further action will be required, this may include contacting the parent for further information and/or contacting the provider for further information.

Thank you.

Jo Williams | Director Regulatory Operations
Education and Care Regulation and Support
6207 1289 | jo.williams@act.gov.au
ACT Education
GPO Box 158 Canberra ACT 2601
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From: P01 <P03> > On Behalf Of EDUMCR
Sent: Wednesday, July 3, 2024 4:33 PM
To: EDU, Education and Care, Regulation and Support <EDU.FCRS@act.gov.au>
Cc: System Policy and Reform Office <SPROffice@act.gov.au>; EDUMCR <EDUMCR@act.gov.au>
Subject: FOR ACTION: FILE2024/107257: MIN CORRO - FOR APPROPRIATE ACTION - Complaint Wonderschool Conder - P01 P01

Good afternoon

Please see below for appropriate action.

For appropriate action	
TRIM Number	FILE2024/107257
Title/Question	Complaint Wonderschool Conder - P01 P01
Action(s)	1. For CECA to review and determine if any further action is required 2. Respond with copy to MO to close the loop
Responsible Area	ECRS (CECA)

Kind regards

P01 P01 Assembly Liaison Officer
Ministerial & Corporate Reporting | Education Directorate | ACT Government
Phone: via MS Teams | Email: P03
220 London Circuit, Canberra City, ACT 2601 | GPO Box 158 Canberra ACT 2601

From: P01 P01 <P03> > On Behalf Of Education DLO
Sent: Wednesday, July 3, 2024 8:47 AM
To: EDUMCR <EDUMCR@act.gov.au>
Subject: ALLOCATION: Complaint Wonderschool Conder - P01 P01

Hi

Can you please allocate to ECRS for CECA to review and determine if any further action is required and respond with copy to MO to close loop.

Thanks

P01

P01 Directorate Liaison Officer
Ministerial & Corporate Reporting | Education Directorate | ACT Government
T: MS Teams | **E:** edudlo@act.gov.au
GPO Box 158, Canberra, ACT 2601 |

From: BERRY <BERRY@act.gov.au>
Sent: Wednesday, July 3, 2024 8:13 AM
To: Education DLO <EDUDLO@act.gov.au>; P01 P01 <P03>
Subject: FW: P01 DOB P02

Hi P01 P01

Seeking your advice on next steps for this correspondence please.

Thanks,

P01

Office Manager

Phone: P03

Office of Yvette Berry MLA | Member for Ginninderra

Deputy Chief Minister

Minister for Education and Early Childhood Development

Minister for Housing and Suburban Development

Minister for the Prevention of Domestic and Family Violence

Minister for Women

Minister for Sport and Recreation

Phone: +61 2 6205 0233 | Email: berry@act.gov.au

[Facebook](#) | [Twitter](#) | www.yvetteberry.com.au



I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to Elders both past, present and emerging.

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

Please note that from 1 January 2018 ACT Government ministerial diaries are subject to publication on the ACT Government's open access website under section 23 of the *Freedom of Information Act 2016*

From: P01 P01 <P03>

Sent: Monday, July 1, 2024 9:05 PM

To: Conder <P03>; BERRY <BERRY@act.gov.au>; CECA <CECA@act.gov.au>; P03; P03; P03

Subject: P01, DOB (P02)

Some people who received this message don't often get email from P03. [Learn why this is important](#)

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.

P01

Firstly I am extremely disappointed in your response to this situation. P01, P01 and myself have made several attempts to discuss our concerns about P01's safety at your centre for several months, leading to us becoming increasingly worried. These concerns include your lack of supervision, inadequate reporting of incidents and constant contradiction between you, your staff and us. I have had this experience myself it is not just P01. P01 was the one that brought this most recent incident to your and the educators attention and was doing what any step parent should do for a child. The information your educators, and you give regarding incidents that occur frequently changes between what gets said in the room to us compared to what gets written on legal documents such as incident reports, and it is not limited to this situation regarding the work experience educator who you say is lying. This work experience educator has no reason to lie, I believe she was trying to explain the situation as every other educator kept telling P01 they did not know how he got hurt.

On Tuesday 18th June 2024, P01 picked P01 up from Wonderschool Conder. She walked to the outdoor area and saw all the other children, besides P01, sitting down eating afternoon tea, every educator (P01 P01, P01. The work experience student & new educator we do not know the name of) where all sitting/standing around the other children. P01 was the only

child running around & despite being the closest to him, P01 was not actively supervising him, even though 4 other educators were supervising the other children. When P01 picked P01 up to give him a cuddle she noticed the red mark above P01 eyebrow. As P01 was standing next to P01 she asked her what happened to his eye. P01 ignored her at first, P01 then repeated herself and P01 said she didn't know what happened. P01 turned to the 4 other educators and asked them if they knew what happened. Every educator who replied said they did not know. P01 walked over and had a look at the mark and she said she didn't know what happened. The work experience student then said, looking back and forth between P01 and P01 "I know when it happened, he was doing zoomies and hit his head, that's when I passed him to you when he was crying" referring to and looking at P01. P01 asked when this had happened, P01 & P01 both told P01 it happened about 10-15 minutes ago when they were inside. P01 told P01 she would do an incident report. P01 then went to the office and told P01 what had happened.

The next day (19th June 2024) P01 saw that the incident report had been posted in OWNA app. This incident report had been filled out with incorrect information, P01 wrote that upon pickup educators noticed the red mark, this is untrue as P01 noticed it and brought it to the educators attention. Further down it stated that no action was taken as educators were unaware this happened, again this is untrue as other educators confirmed the work experience students recount of events by telling P01 it happened about 10-15 minutes ago.

The repeated biting incidents and other bumps and bruises that have constantly not been seen by your staff have led us to be extremely concerned about P01 safety and the care and supervision he is receiving while he is at Wonderschool Conder. As you know P01 although being 2.5yo is non-verbal and cannot communicate with us about what happens while he is in your care. We know he is extremely active and accidents happen but the fact that your educators repeatedly haven't witnessed incidents and say "I don't know what happened" when clearly he's been injured at some stage during the day and would have reacted to that by crying is extremely concerning. So often it is us bringing to your attention that something has occurred, when we notice a new mark it makes us wonder what's happened that didn't leave a mark.

You said in your email P01 that there wasn't a report made when he ran into the wall as there was no mark, this contradicts WonderSchool's incident policy which states all head injuries be taken seriously and will be reported.

When P01 picked P01 up on Monday the 17th of June she was speaking to P01, there was a little girl standing next to her absolutely distraught, bawling her eyes out saying "I want my Mum". P01 all but ignored her, offering her hand to hold but nothing else, did not speak to her, didn't pick her up for a cuddle, nothing. Is this how P01 is treated when he is crying and seeking comfort?

Your decision to limit P01's access on the app without speaking to P01 or myself first is extremely unprofessional and inappropriate. As his step-mum P01 is responsible for his care as he lives with us 50% of the time, she drops him off and picks him up every day while he is with us. I often work long days out of Canberra with minimal to no reception and P01 needs to know if he's eaten or not (as P01 is quite particular with his food he often doesn't eat much or at all in the care of your centre), if he napped and for how long and how his nappies have been, if he's got nappy rash, if he has been dry all day and dehydrated, if he's had diarrhea etc. P01 asked for access to P01 information on the app as your staff repeatedly did not communicate the above with her, and she was stuck not knowing how long to let him nap if he fell asleep in the car, why he was drinking an abnormal amount of water when offered it in the car after pick-up and whether she should offer him an early dinner or additional snack in the afternoon. Your decision to limit her access to the app was not in the best interest of P01. If your policy is that only parents can sign incident reports, why was that not brought to our attention sooner, and why is it only now being brought up as an issue after P01 raised concerns about the incident report that was written with false information. What about all the other blended families out there? How are you catering to the needs of the child if you're cutting off the people who are responsible for their health and wellbeing while in their care? For example, other step parents, grandparents, extended family and friends.

P01 and I have a very healthy co-parenting relationship, if there was an issue with P01 having access to the app that would be a discussion P01 and I would have. It's not a decision that you get to make, to decide what role P01 plays in P01 life. We feel like you're projecting your personal beliefs on how a family should be, childcares should be a safe, including space for all types of families and yours has proven not to be.

Another issue we've raised with you is your centre dog. You scoffed, smirked and had to stop yourself from laughing when I brought up the dog at our last meeting regarding P01 and I's concerns about the dog and serious bite on P01's forearm (by a child) that was not witnessed, reported or even noted by your staff. I will also attach those emails.

I have not replied until now because we have been deeply upset about the entire situation and have been reflecting on all the different issues that we have raised and considering P01's welfare. P01 has special needs, is non-verbal and you have made no attempt to address our concerns, even though we have been raising issues with you for months. This has only made us determine that not only is P01 at risk in your care, you have no ability to address our concerns sufficiently and give us confidence he is safe at Wonderschool Conder. We are deeply concerned for P01's safety in your centre and this concern has not reduced in the last few weeks. As parents we simply cannot let him go back and his last day with you was officially Tuesday 18 June 2024. We will not be paying for any fees past this date as the reason that he cannot return is because you cannot provide a safe environment for him, it was not a typical decision of cancelled enrolment.

I have copied this email to ACT Department of Education, CECA Operations, Ms Yvette Berry, ACT Deputy Chief Minister and Minister for Education and Early Childhood Development, and The Hon P01 P01 MP, Minister for Education. This is a very serious issue we have tried to resolve for months and you have not been taking us or the situation seriously.

Regards, P01

----- Forwarded message -----

From: P01 P01 P03 <P01 P01 P03>
Date: Mon, Jul 1, 2024 at 11:12 AM
Subject: RE: P01
To: P01 P01 P03 <P01 P01 P03>, P01 P01 P03 <P01 P01 P03>
Cc: P01 P01 P03 <P01 P01 P03>

Hello, P01 and P01,

I am checking on P01 as it has been a while since we've seen him. Is everything okay?

Unfortunately, as of last Tuesday, you have exceeded your allowable absences, which means you are now being charged full fees for P01. Your account has now increased to \$2,946.70.

As I haven't heard from you, I assume you wish to cease P01's care with Wonderschool. Wonderschool requires two weeks of written notice to change days or cease an enrolment. It's also vital to note that a child must attend on their last day, as if it is missed, Centrelink won't pay the CCS you're entitled to. Unfortunately, they also take back all CCS paid on any days the child has been away, which would be 42 + days in P01's case.

I hope to hear from you soon so we can work on a solution to avoid any further financial impact on you both.

Many thanks,

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P01 P01
Nominated Supervisor / Director
E P03
WONDERSCHOOL.COM.AU
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Acknowledgement of Country

In the spirit of reconciliation, Wonderschool acknowledges the traditional owners and custodians of country throughout Australia and their connections to land, waters, and community. We pay our respect to their people, cultures, and elders past, present, and emerging. Wonderschool takes an active approach to sharing Australia's Indigenous cultures with our children and families at our centres in consultation with local elders.

At Wonderschool Early Learning Centres, we have a commitment to social justice. We respect the uniqueness of all members of our community, their values, and diverse abilities. We always act with integrity to empower everyone to reach their full potential, so that they can experience fully the wonder of being.

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From: P01 P01
Sent: Tuesday, June 25, 2024 11:32 AM
To: P01 P01 P03 <P01 P01 P03>, P01 P01 P03 <P01 P01 P03>
Cc: P01 P01 P03 <P01 P01 P03>
Subject: RE: P01

Hello, P01 and P01,

I hope this email finds you well.

I want to check in as we haven't seen P01 for a few days. Is everything okay?

Please let me know if there is anything I can do to help.

Many thanks,

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P01 P01
Nominated Supervisor / Director
P03
WONDERSCHOOL.COM.AU
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From: P01 P01
Sent: Thursday, June 20, 2024 1:25 PM
To: P01 P01 <P03>; P01 P01 <P03>
Cc: P01 P01 <P03>
Subject: P01

Hello, P01 and P01,

I am reaching out to check in on P01 and you both, as I understand you have some concerns.

I have spoken with P01 and P01, and I want to discuss the recent incident involving P01 and provide you with clear and correct information about the situation. It is evident that there has been some miscommunication.

As part of our commitment to transparency, I have thoroughly reviewed the incidents with the team. I have requested that two separate Incident, Injury, Trauma, and Illness forms be written to reflect the events accurately. I will publish these shortly.

However, after speaking with the team, the incident regarding the wall wouldn't usually require documentation as it doesn't meet our reporting threshold. However, I have asked the team to do so because of the incorrect information provided to P01 at the time.

After conducting an investigation, it is clear that the team didn't witness the incident that resulted in the mark above P01's eyebrow. I apologise for this and will work closely with the team to ensure they actively and appropriately supervise the children in their care.

For your understanding, the educator who spoke up when P01 was seeking information is a young school-based apprentice with no experience in the Early Childhood Sector. She felt she was doing the right thing by mentioning that P01 had run at the wall. P01, who was with P01 at the time, didn't disagree with her statement to avoid undermining or humiliating her publicly. This is why we have a mix of information about the incident.

Prior to P01's lunch break, she engaged with him solely while other children were sleeping. Although P01 ran at the wall, he put his arms out like usual. We expect that children will be frightened by something like this, but he did not receive an injury or bump in his head or become distressed.

I want to reiterate that we take head injuries incredibly seriously, as we know that an injury may be more severe than outward signs show, but that is not the case in this instant.

Although P01 was upset during the rest period, it was not related to the wall incident, and P01 states that he was tired, as he was showing signs of being so.

As Incident Forms are legal documents, it is essential that we have the correct information, and I apologise that it wasn't documented correctly in the first instance. Due to this, I will also be limiting P01's access to P01 on OWNA, as his Incident forms need to be signed by you as his parents. This is in no way to be malicious but to ensure we have appropriate and clear boundaries that meet our legislative requirements.

If you feel a meeting would be beneficial, I can meet with you on Tuesday, 25 June, at 4:00 p.m. The meeting will be an opportunity for you to share your concerns and for us to re-establish a positive, harmonious, and safe relationship moving forward.

Many thanks,

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P01 P01
Nominated Supervisor / Director
P03
WONDERSCHOOL.COM.AU
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----- Forwarded message -----

From:
To:
Cc:
Bcc:
Date:
Subject: FW: P01

On Mon, Feb 19, 2024 at 2:05 PM Conder <P03> wrote:

Hi P01,

Thank you for getting back to me so quickly.

I look forward to seeing you on Wednesday.

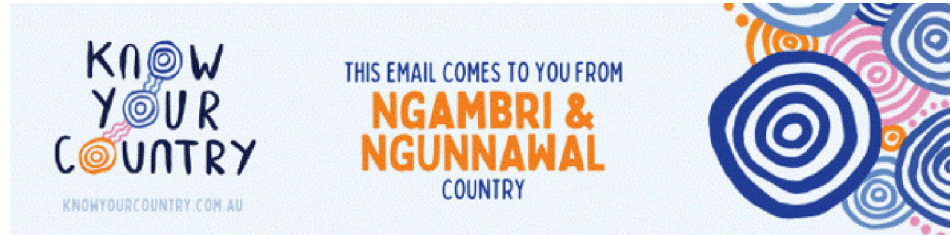
Many thanks,



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From: P01 P01 <P03>
Sent: Monday, February 19, 2024 1:11 PM
To: Conder <P03>
Subject: Re: P01

Hello thank you for your response
Wednesday 4.30 would work great for me
Thanks P01

On Mon, 19 Feb 2024 at 1:09 pm, Conder <P03> wrote:

Hello P01,

Thank you for your email and raising your concerns with me.

I take them very seriously and will report your concerns to our regulatory body, Children's Education and Care Assurance (CECA), to ensure we take appropriate compliance measures.

I have spoken with the team, and they have written an unwitnessed incident form for P01's bite mark. I will publish it now, so you should receive it shortly.

I am available to meet in person Wednesday afternoon. Does 4:30 pm work for you?

Many thanks,

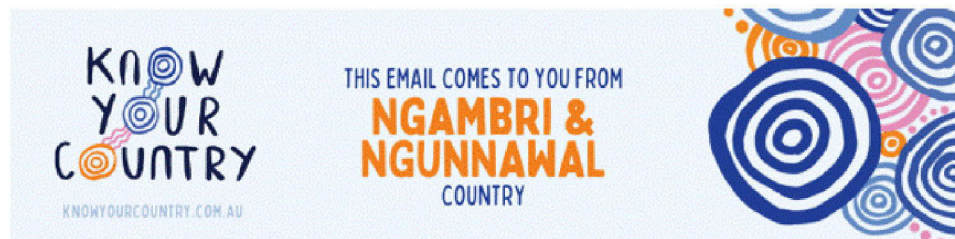


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From: P03 <P03>
Sent: Saturday, February 17, 2024 3:26 PM
To: Conder <P03>
Cc: P03; P03
Subject: P01

Hello,

I am emailing because I am very frustrated and angry with how you guys seem to think it is okay to look after P01. I have spoken to you and your educators many times about checking him for bruises, cuts, bites and scratches as he comes home pretty much every day with a new mark that is not reported to me or P01 verbally or as an incident report. It is very rare for a incident report to be made and I find that very concerning for multiple reasons.

This afternoon when I entered the room I asked one of your educators where P01 was as I couldn't see him, she didn't know where he was and told me to check outside. He was in the new fenced off area with 7 other children and only 1 educator. His water was also in the main outdoor area, with the gate shut so he had no way of getting a drink if he needed it. This is again something I have brought up with your staff as he drinks an abnormal amount of water when offered it in the car after pickup, so I can only assume he's not offered water much throughout the day.

After picking P01 up today I noticed quite a bad bite mark on his lower right arm. This was not communicated to me during pickup and there is no incident report, this clearly has been overlooked/not noticed by your staff and I don't know how. I have expressed my concerns multiple times previously about him being bitten. I am so disappointed & upset he has been bitten badly again and it went unnoticed. This is unacceptable.

Given the fact that P01 has P05 and is non-verbal I'd expect your educators to support him better.

I would also like to express my concerns about the "Centre Dog" you're thinking about. This is extremely concerning to me and I'm sure many other parents, I do not give permission for a dog to be anywhere near P01 at anytime while he is at daycare during my time with him.

Putting a dog/puppy in such a highly stimulating & stressful environment such as a daycare will lead to serious issues, how do you intend to teach young children to respect the dogs space? Clearly your staff aren't able to/don't supervise the children properly, how are they meant to safely supervise a dog/puppy on top of that? All it takes is a child pulling/tugging/falling and hurting the dog for the dog to turn around and seriously injure the child.

This has extremely upset me as a parent, I should be able to trust that he is being taken care of properly when in the care of your daycare.

I request a meeting with P01 to discuss this further, I am available most afternoons after 4:30pm.

P01

P04