

**From:** P01 P01  
**To:** EDU Complaints CECA  
**Subject:** P01 P01  
**Date:** Tuesday, 11 August 2020 10:24:17 AM  
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Outlook-qtwpvn5m.png

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Good morning,

P01 P01 Mother of P01 P01 who attended Good start Early Childcare Centre Issacs ACT.

On Wednesday the 19th July 2020 at approximately 4pm . P01 walked from her home to collect her son from care. As she approached the Centre she could her her son screaming and crying.

As P01 approached she caught eye on her son seemingly stuck in a tree. P01 was screaming and P01 begun to run to her son. P01 jumped two fences and pulled her son who was stuck two feet in the folk of a tree.

P01 pulled her son out as he begun to sob on her shoulder. It was at this time an Educator approached P01 and P01 . P01 took her son inside checked him over and and left extremely distressed.

An email was sent to the childcare the following day, but the childcare Centre denied the seriousness and what had happened.

The morning of this incident I supported my Client P01 with a meeting at the Centre as P01 had become afraid and angry and didn't want to attend childcare any more. This behavior was unusual and had happened suddenly. The meeting went well and the Childcare Centre seemed happy to support the family find a reason why through observation and building positive relationships.

However now this incident has occurred P01 is afraid to send her child to care.

We would like an investigation into what happened and reasoning as to why P01 was left for so long crying. Also why no Staff were in attendance.

Also please advice what supports or exemptions can be given in relation to P01 attending the last day of Care the 14th of August and CCR? P01 feels this is a safety concern.

I am the family Case Manager and provide support and assistants for this family.

P01 P01 contact is P03

Sincerely

P01 P01

Case Manager PCYC

E: P03

PH: P03

Canberra PCYC would like to take this opportunity to Acknowledge the Traditional Custodians of the lands and waters on and in which we work – the Ngunnawal and Ngambri people of the Canberra and surrounding regions. We would like to pay our respects to Elders past, present and emerging and acknowledge their continuing contribution to the Canberra community.”



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