



We acknowledge the Traditional Custodians of the ACT, the Ngunnawal people
We acknowledge and respect their continuing culture and the contribution they make
to the life of this city and this region

Artwork by Ngarrindjeri artist P01

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From: P01 P01 <P03 >
Sent: Friday, 17 February 2023 10:30 AM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Ongoing incidents

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Good morning to whom it may concern,

I am writing in regards of my two sons - P01 P01 & P01 P01

Both P01 and P01 attend Guardian Early Learning in Bruce ACT.

This week we have had a number of ongoing issues I wish to report as I have spoken to the director and had nothing in response.

Monday 13th Feb - I received a phone call regarding P01 had fallen over and smashed his face on concrete causing a bruise under his left eye. When I arrived at the service there was no incident report for me to sign and I was advised I was able to sign it the next day.

when I picked up P01 I noticed his water bottle was completely dry and he hasn't received water at all that day.

Tuesday 14th feb - I emailed the service and the administrator advised me that this would be rectified.

Thursday 16th feb when I arrived at the service I noticed that P01 had scratch marks on his nose and on the left side of his face. The educator present had no idea what happened and did not provide first aid. I asked for an incident report which I was then told I would receive the next day. I advised the educator I would like one now and I was happy to wait. I wait for 15 minutes and was advised that the incident report was done but I could not sign until the next day.

As I got home and got P01 ready for his evening bath I noticed that he had a bite wound on his back near his shoulder. I was not advised that P01 had been bitten.

I am still waiting for both incident reports for P01 and I have raised the bite wound to the service but have not had any contact from them.

I have always had great communication with the service up until this week. My children's safety is extremely important to me as a mother and I don't feel that they are being cared for at a level that is satisfactory.

I have attached the photos of both incidents for your records.

I worked in early childhood and education for 6 years and I'm extremely disappointed in the lack of care and communication that I am receiving.

I look forward to hearing from you.

Kind regards,

P01 P01