



From: P01
To: Withers, Nicole
Subject: Re: Harrison OSHClub
Date: Friday, 22 March 2024 6:08:38 AM

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Apologies to add more but I recalled these overnight, other issues I fixed immediately include:

- 1 cleaning chemicals accessible to children (in the same location as the (adult nurofen and panadol)
- 2 tables, that food and activities were placed on, not cleaned before and after use
- 3 fridge and food cabinets dirty and not cleaned properly for a long time
- 4 OshClub orange vests put on preschoolers and kindys filthy and unwashed

And I would like to clarify on my comment below that "I had no reason to think he wouldn't move on". This is because while he refused to do what the other Educator, P01, said, I had actually built up a relationship with P01 and for the past two weeks he had done everything I'd asked him to do.

Thank you,
P01

On Thu, 21 Mar 2024, 9:40 pm P01 P01, <P03 > wrote:
Slight edit from 3 weeks to 4 in my final sentence.

Thankyou!.
P01

On Thu, 21 Mar 2024, 9:28 pm P01 P01, <P03 > wrote:
Hi P01,

Please excuse the poor structure and form of this long writing. Turns out I have lost the power cord to my laptop so I am writing this on my mobile which is very difficult given the content however I didn't want to delay sending it to you.

By way of my background...I worked in the P05 years ago. I wanted to "follow my heart" and work with children now that mine were older and I need less money. Since then I have tried a variety of roles in childcare, community work, and have studied as much as I could about children, child protection and so forth to build a new career supporting children. Needless to say, I had been quite disillusioned by my experiences in both childcare centres (about 1 year of work in 2 different centres, about 9 months casual OSHC with Randstat), and community organisations, and had an P05

P05

P05

I was interviewed by P01 P01 and P01 P01 on Friday 9 Feb. Towards the end of the interview P01 asked if I would be interested in a role as Lead Coordinator, where my duties would be less about the day to day running and supervising of the Harrison service than as meeting with the principle, going to P&C meetings, project managing things like getting ready for compliance assessments which was more in line with my skills base. I was told I would have either 2 Assistant Coordinators (ACs) and 1 Coordinator, or 3 ACs. However, none of these staff had been hired yet.

I said I hadn't done that type of role before but it sounded interesting. In my mind I thought this could be a way for me to help lots of children, and not just a handful through direct contact. They said they would provide support and would not just "dump" me in the role. I agreed to the role and started on P05

P01

I started the day at 12pm at the service on Friday afternoon with P01 and P01 (their "mobile coordinator") who showed me where it operates from. They showed me the Induction checklist but did not complete it. After this I did not receive any further site visits (except for one day when there was a mix up of cancelling Randstat staff and P01 and P01 had to come to make up numbers) or on-site guidance. I was not physically shown the evacuation points or run through the location of key documents or even children's medication. I spent most of the first week trying to find things. I was briefly shown Kidsoft on the Friday.

On the first day I pointed out that the children were not told to put sunscreen or hats on before going outside. P01 told the Educators to make sure this was happening. I also noted that the children were not instructed to wash their hands before eating. I said to P01 and P01 that the children looked happy but that the Educators were not engaging with the children and looked bored.

The following two weeks I was exhausted with the number of issues such as I could see such as children not being supervised correctly and misusing toys, children refusing to do what Educators said, children wandering off and staff not noticing, children walking around eating wherever they felt like, spending up to 10 minutes in the bathroom without an Educator checking on them, I found panadol and nurofen in a tub in a cupboard that children could easily access, epipens and children's medication were in the same location and so on. I was completely overwhelmed by the number of issues and lack of assistance from the Educators. I would call P01 and receive some advice but it would often take multiple phone calls to get hold of her and a text to say it was urgent.

In between this I was trying to understand all the requirements of the service paperwork wise, plan the menu and program, P01 showed me how to roster so I was trying to manage staff and their rostering system.

There are many children with special needs, including one boy P05 that no one prepared me for or gave me background on. There were no Wellbeing plans for any child such as the boy P05 multiple children with significant diagnoses such as ASD, anxiety, ADHD, and other issues. This includes P01 P01 who has P05 and apparently has been very "rough" in the past but this was not told to me. So I was trying to manage these children with unengaged staff.

I immediately found that the staff that had been there for 6 months plus, did not know who the children were. When parents would come for their child the staff or myself would ask over the radio for the child to come. Some Educators stating in full hearing of the parent "I don't know who that is". I told P01 about this and she said "tell them to ask the other kids and be careful what they say over the radio". I started a photo wall - with photos of the children and their name - and got staff to do About Me sheets to try and rectify this.

On top of this multiple Teams messages and emails would be sent from P01, P01 and other places such as the Compliance team with "mandatory" and "urgent" work including - make sure everything is ready for an audit from the regulatory authority, complete compliance self assessment checks and rectify all gaps, do the program and roster for the school holidays and so on.

I would reply "I don't know how to do this. I need support" and "I don't have time to do this".

I had an email exchange with P01 where I emailed saying there are too many demands, I can't meet all these requests coming in via email and Teams and meetings. She told me to "ask my qualified staff if I needed help". I replied "I don't have any qualified staff. None of the staff here have education training and only one is studying primary school education". She said "refer to the regulation extract P01 emailed out. You do have qualified staff". I replied " I am referring to education and care qualifications not regulatory qualified. A Bachelors in Mathematics is not the type of support I need". (They have said that one of the First Qualified for Harrison is a casual with a maths degree). P01 did not reply and I didn't receive support.

I was given 10 minutes notice that a person, P01 maybe, from the Compliance team from P01 was here and was going to visit from the compliance team. She visited and I told her that there was too much to do to get ready for the assessment, that I was working non stop and couldn't sleep from stress that something would go wrong for the kids. She said to me that it had been running ok and I'd only been there a short time so that the things that were wrong were not my fault and it'd get worked through or words to that effect.

On the phone I said to P01, there's too much, I'm working from 6:30am to 6pm. I can't sleep from worry. She told me that working those hours was not an expectation from them.

On the 14 March I emailed P01 stating that the job was not right for me, that I would finish in 4 weeks time so they had enough time to find someone else. That I felt I had been dumped out at Harrison with no support and that it was already taking a toll on my physical and mental health.

She didn't call or reply. I received a call from P01 stating that she was calling on behalf of P01 to day she'd received my message and was devastated but too busy to call.

I had to go into the office for something a day or two later, I discussed things over with P01 and P01. They said they could understand why I was stressed because I was doing the job of 3 people (P01 said, P01 said 5 people). They said more staff were coming and it would help me and then I'd be doing my actual role which tasks were nothing that I was doing now. I was then told "you have to train the new staff". Even though I had not been trained. I thought, maybe it would improve. We agreed I would stay until the end of term and revisit my decision.

Then when I was not in the office I received a call about new staff starting and that I was responsible for training them.

Regarding my lack of time, P01 started to say that I needed to divide up my 2 hour admin time to get things done "spend 15 minutes doing one thing then..." I interrupted her. I've had a successful career as a project manager, I don't need advice on time management.

A new AC started this week and she has very little experience with children and none with regulatory authorities or compliance etc. From the first few days I could see she would not be of any help at all. For example, the morning following the incident with P01 had a child come up to me crying because he had been kicked by another child...right in front of her. I dealt with the children and then asked her why she hadn't managed it, she said she "didn't notice it". They were sitting in a circle playing UNO and the kicked child was standing next to her, the kicking child sitting in front of her.

On the day of the incident I had asked the AC to audit the allergy and anaphylaxis mediation and plans. I was reviewing this and putting it into a register I created, while supervising children in the Multipurpose room, when I was asked to help move P01 P01 from the sink. He seemed to readily and politely agree to leave after finishing his drink of cold water. At that point I had no reason to think he wouldn't, and I was needed by children in the multi-purpose room.

I was also horrified to read on the the ACs piece of paper she wrote the audit on that children who had Clarytine listed on their Action Plans for anaphylaxis did not have any at the Service. And that action plans, risk mgmt and community plans, and some asthma meds for children were out of date.

This was when P01 ran in to the multi screaming that P01 had poured hot water on her.

I immediately took her to the bathroom to run water over the red/burn area which, by the time her mum arrived 10 or so minutes later, had significantly reduced in size. I felt my priority was to treat her, notify parents and P01 and get the hot water area closed off, and reassure P01 it would be ok, tahtbit ws getting better, that her mum was coming etc. Another Educator, P01, helped me get numbers, the phone etc while i treated P01 He also talked to P01 P01 asking what had happened.

As my priorities were to look after P01 and comfort her I didn't press her to tell me what happened. I felt this could come later once she was calmer and felt safer. While I called her mum and P01 etc P01 continued treating P01 and had asked her what happened.

By the time I had finished talking with P01's mum, helping them to the car, calling P01 ...P01 had been picked up by his Dad. P01 talked to his Dad and P01.

P01 asked me to complete the Incident Report and attach photos of the headcount and RP sign in book and copies of the Supervision Plan and Map. I told her I hadn't seen these documents and had never heard of them. She told me to ask the other staff. I asked P01 and he asked the other staff, one of them, P01, said they used to have one but didn't anymore. I searched the One Drive where documents are stored and looked through the printed documents and didn't find one.

I called P01 back and said there isn't one. She said "What were going to do is create one. Look on Sharepoint for the template and write one". I said ok and hung up. I did one search to find it because I wanted to know what it was - what I was actually looking for. But there was no way I was going to create one to send to the regulatory authority as this is unethical and most likely illegal. Additionally, I was never provided a supervision plan or map so if one was created now it appears as though I didn't follow it.

If you have being sent a Plan or Map along with the Incident report then it should be possible to see the created date, created by, edited date in the File Properties. I would also recommend checking the properties of any risk assessments that you are sent.

(As a side note, every afternoon I wrote down our three main areas and allocated staff to them unaware that anything such as this Plan or Map should exist.)

Following the incident, once all the children had gone, I have been unable to stop crying and feel completely overwhelmed and disappointed and saddened for P01 and her family. It has triggered some of my own P05 P05. I had told P01 this and she, plus P01 who called the following morning, were aware that I could not stop crying.

I resigned at about 7:30am or so stating that I was not coping following the incident and would finish in 1 week as per my contract.

However, as I could not stop crying, and at least 2 children saw me and were concerned (as I have built up some lovely relationships with many children amongst all this), and because of extreme anxiety and panic that something else would happen due to lack of resourcing, care, and engaged and educated staff, and due to the unethical/unsupportive behaviours of P01 and mgmt (I believe during the morning phonecall with P01 where she asked for the Plan etc that she was allowing me to believe that the incident was all my fault/responsibility and even implied this in her statements to me)...I knew I could not continue to work so I saw my doctor, told her what had happened and received support and a medical certificate to cover the 7 days before my last day (Tuesday 26 March).

On my first day I do recall been surprised that hot water was at the sink the children used but as it seemed common practice for that sink to be used and accessible for many years (they have been there 4 years or more i think) without any other Educator, Coordinator, teacher, Compliance staff visting, or parent raising it as an issue I can say it was on my radar but I was not able to address it in the 3 weeks or so I was there given all the other matters and issues.

I think this completes what I wanted to convey. In summary, I have concerns for the welfare of the children at this service. I think they are not adequately supervised by, in the main, adequately trained or engaged staff. The children with medical issues are at risk of not receiving treatment at all, or receiving inadequate treatment (only 1 person other than myself has First Aid - P01), that management are fabricating documents on an as needed basis, that support is not provided to staff who desperately need it which flows on to inadequate care of children.

I am aware from other staff that the Coordinator prior to me, P01 ..., experienced

similar treatment and concerns and left after 6 months in the role.

P01 and P01 have told me that it is the "Harrison curse". P01 herself worked there as Coordinator for a year and burnt out. She told me she had to take 3 weeks LSL to recover from her time there. Unlike me, she is not skilled in other areas and feels she cant resign. P01 told me about the curse in a laughing voice. Even the children and parents mentioned the high turnover of Coordinators to me when I introduced myself to them (as no one introduced me to families in person or electronically). This alone indicates a broken system/service which is dangerous for the children.

Unfortunately this past 4 weeks have been a blur and taken a significant toll on me so I'm not surprised if ot comes across disjointed somewhat. Thank you for receiving this additional information and please call or email if you need more clarification.

Kind regards,

P01

On Thu, 21 Mar 2024, 11:22 am Withers, Nicole, <Nicole.Withers@act.gov.au> wrote:

OFFICIAL: Sensitive - Legislative Secrecy

Thanks for your reply P01.

My pleasure

Kind Regards,

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