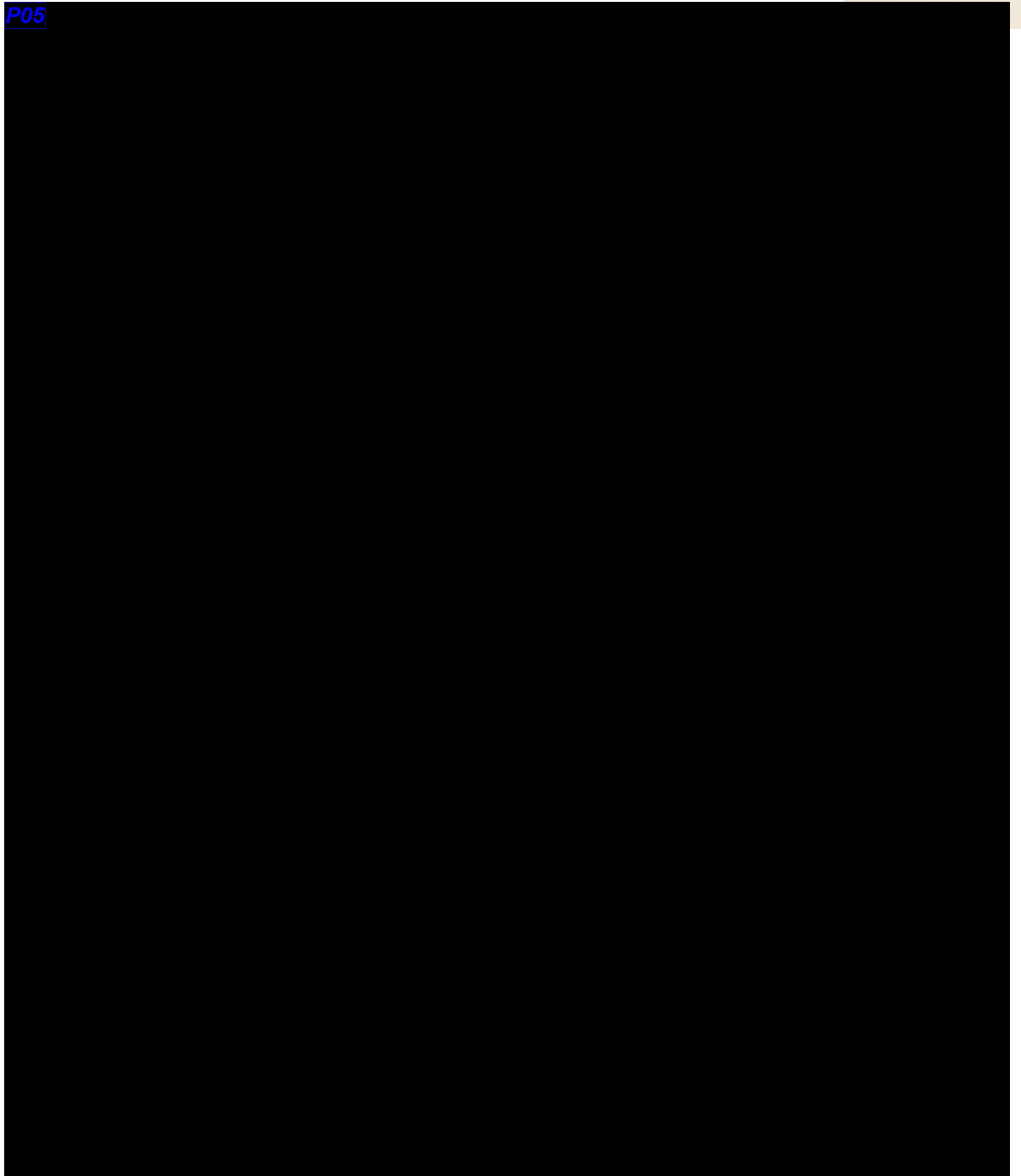




P05



To: CECA <[CECA@act.gov.au](mailto:CECA@act.gov.au)>

Cc: **P01****P01** <**P03**>

Subject: FOR APPROPRIATE RESPONSE AND ACTION -- OSH Club, Nicholls

Importance: High

Good morning,

As a parent, and also as the **P05** I wish to draw to your attention to ongoing significant concerns that I have with the standard of care and safety being provided by OSH Club at the Holy Spirit Primary School Nicholls and Gold Creek Primary School shared campus out of school hours care service.

My children have both been casual attendees of the service for approximately 2 years. At various times over this period both of my children have raised their concerns and worries regarding their feelings of not feeling safe, cared for, or adequately supervised.

The service is often chaotic in appearance with no or minimal planned activities visible to parents, there is often no adults available to greet or farewell upon arrival or departure from the service, and certainly no one that can provide an update on the activities of the day or how the children went. My children come home sharing stories of yelling and screaming children that are clearly enraged and uncontrollable, physical fighting, and the extensive use of profanities as the norm amongst the older kids at the service.

In relation to food provision at the service, my eldest daughter has been told she is only allowed three small pizza shapes or biscuits for afternoon tea, otherwise there isn't enough for others, so I have had to send her with additional food on her after school care days or during holiday care, and this is despite clearly stating they are provided with afternoon tea.

Neither of my children now will attend OSH Club. It leads to tears and visible distress, and as a result I am left without out of school hours care which is crucial for both my husband and I as ACT Government employees.

I draw your attention to the below chain of emails following an incident that occurred to my daughter on Monday, 15 April, while in attendance at the OSH Club Holiday Care program. Immediately upon her arrival home, **P01** was crying and relaying a distressing series of incidents to me. She was assaulted from behind by a male attendee and was left covered in a series of marks and bruises as a result.

I immediately phoned the service, left a voice mail, and then sent a text. Following an hour of no reply I sent an email which originates this chain of emails. None of my correspondence or attempt to contact the service were ever responded too. It was only after they re-opened the service and invited parents to reach out to learn more about the changes they have put in place, when I emailed again did I receive a response. But again, no follow up until more senior interstate managers become involved.

The service is in such a state that there is a lack of trust with the organisation's ability to even run a safe, coordinated and secure service for our children. I hold such concerns, that I believe a significant injury or incident will arise due to the current operations.

The concerns and sentiments I have shared with you are not held in isolation, and I can only hope that further action will be taken to consider a review of the operator, and for the benefit of both schools, its students, and parents, that a new operator is selected to run the service.

I am more than happy to discuss further or elaborate on any of the information above, or within my emails. I have copied in P01 the Principal of Holy Spirit Primary School, as I have shared my ongoing concerns and frustrations with her, and will continue to do so until further action is taken.

I look forward to hearing from you.

Kind regards,

P01 P01

P01 P01 P01 P05  
Pronouns: she/her

Email: P01 P01 P01 @act.gov.au | Phone P03 | [Call or chat with me on Teams!](#)



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**From:** P01, P01 P01 (Health) <P03 >  
**Sent:** Monday, May 6, 2024 7:27 PM  
**To:** P01 P01 <P01 P01 >  
**Cc:** P01 P01 <P03 >; P03 <P03 >; P01 P01 P01 P05 <P03 P01 P01 >; P01 P01 <P03 P01 >; P01 P01 <P03 P01 >  
**Subject:** RE: FOR URGENT FOLLOW-UP // Incident at OSH Club today (Monday 15/4)

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**OFFICIAL**

Hi **P01**,

Thank you, I appreciate the time you've taken to email me following the meetings and discussions that have been had.

I very much appreciate your offer and will consider it closer to the time for **P01**. I need to ensure she is comfortable at the service and will feel safe.

I am pleased to hear about the changes that have been made and the approach being taken to lift the quality of the service. It is still significantly disappointing though that it has taken so many months and complaints for any tangible action to take place by senior management to improve the service, especially given the number of children within its care on any given day. Some of the stories and reflections I have heard in recent weeks from parents and students alike, are truly alarming and horrible, and I would be mortified if I was responsible for such a service.

I would appreciate the opportunity to work with **P01** on how to help settle **P01** back into the service in the coming weeks once I feel comfortable that real change has occurred at the service, and that students causing significant harm and disruption are being dealt with and managed appropriately.

I am not surprised that the investigation will not provide any clarity or resolution for me especially given it took over two weeks for anyone at the service to respond to an email, text message or phone call, despite me raising the matter within 2 hours of it occurring. And no, I have not received an incident report from **P01** or any further correspondence since her last email on Friday afternoon.

Thank you again for your email,

**P01P01**

**P01P01P01P05**  
Pronouns: she/her

Email: **P01P01P01** [act.gov.au](mailto:act.gov.au) | Phone **P03** | [Call or chat with me on Teams!](#)





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**From:** P01 P01 <P01 P01 >  
**Sent:** Monday, May 6, 2024 6:35 PM  
**To:** P01, P01 P01 (Health) <P03 >  
**Cc:** P03 P03 ; P03 P01 P01 ;  
P01 P01 <P03 P01 >; P01 P01  
<P03 P01 >  
**Subject:** RE: FOR URGENT FOLLOW-UP // Incident at OSH Club today (Monday 15/4)

**OFFICIAL**

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Hi P01 P01

I wish to extend my sincere concern for what happened to P01 while she was in our care.

I am working with accounts now to ensure that you are not charged for the bookings identified. I wish to also extend to you two days holiday program free of charge during the winter school holidays as a small token of our acknowledgement of the impact that this incident has had on your family.

I suspect that the investigation may not provide any clarification given staff contacted to date were not aware of the matter.

The national CEO and I were at the centre last Friday and subsequently instigated some changes to assure the required standard of care and engagement. This includes a change in leadership, the restructuring of the team and the introduction of assistant coordinator roles. For the interim P01 P01 is leading the service and we will be announcing some short-term changes to lift the quality of the service. I've copied P01 into this email so that you connect to support P01 in the future.

Have you received the incident report from P01? If not, please let me know and I will follow up.

Regards

P01 P01 | General Manager NSW & ACT

P03  
junioradventuresgroup.com.au

P03



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From: P01, P01 P01 (Health) <P03 >  
Sent: Friday, May 3, 2024 4:48 PM  
To: P01 P01 <P01 P01 >  
Cc: P01 P01 P01 P01 <P03 P01 >; P03 ;  
P03  
Subject: RE: FOR URGENT FOLLOW-UP // Incident at OSH Club today (Monday 15/4)

OFFICIAL

Thanks, P01, I look forward to hearing the outcomes of the investigation. P01 can provide further details if needed.

I note the matter of accounts remains outstanding, but I will leave that to you to follow-up also.

P01 P01

From: P01 P01 <P01 P01 >  
Sent: Friday, May 3, 2024 3:56 PM  
To: P01, P01 P01 (Health) <P03 >  
Cc: P03 ; P01 P01  
<P01 P01 >; P03 ; P01

P03

**Subject:** RE: FOR URGENT FOLLOW-UP // Incident at OSH Club today (Monday 15/4)

You don't often get email from P03. [Learn why this is important](#)

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Hi P01 P01,

Thank you for your phone call on Wednesday 1 May at 4:30pm and our conversation today at 12:30pm.

I advise we are progressing an investigation into the incident you raised below. To date the staff rostered on the day of the incident have no knowledge of the incident.

I have taken the decision to report the incident, based on the information you have provided. This will be reported to the regulatory authority CECA, and an internal incident report will be raised which I will forward to you shortly.

As requested, please find attached our Incident Management Framework this includes various links to our policy, procedures, feedback, complaints, and compliments documents. Please don't hesitate to reach out if you would like me to send any of these documents through.

Kind Regards,

P01 P01 Regional Director

P03  
junioradventuresgroup.com.au

P03



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From: P01, P01 P01 (Health) <P03 >  
 Sent: 01 May 2024 16:10  
 To: OSHClub Nicholls <P03 >; P03 <P03 >  
 Cc: P01 P01 <P03 >; P01 P01 P01 <P03 >; P03 <P03 >  
 Subject: FOR URGENT FOLLOW-UP // Incident at OSH Club today (Monday 15/4)

OFFICIAL

Good afternoon,

Following the re-opening of your service this week, and your email on Monday providing parents with an update, I am emailing to request an urgent response to my email below which remains unaddressed or responded too.

The matters raised below, and since heightened by the shutdown of the service, warrant further consideration to the ongoing operations of the service and the genuine concern for OSH's ability to offer a safe, secure and compliant service that meets the needs of both schools.

There are clearly significant issues with the operation of the service, and specifically the manner in which incidents involving students are managed and addressed.

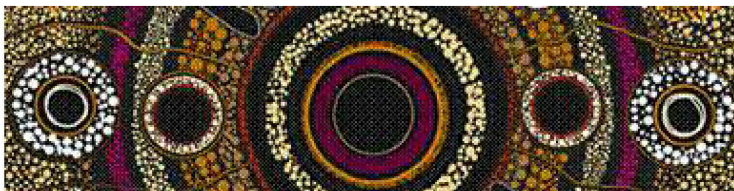
Should I not receive a response to my email by COB tomorrow I will be seeking further legal advice regarding the matters raised to ensure they are adequately addressed going forward.

Regards

P01 P01

P01 P01 P01 P05  
Pronouns: she/her

Email: P03 | Phone P03 | [Call or chat with me on Teams!](#)



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**From:** P01 P01 P01 <P03 >  
**Date:** 15 April 2024 at 4:25:57 PM GMT+10  
**To:** OSHClub Nicholls <P03 >  
**Cc:** P01 P01 <P03 >  
**Subject:** Incident at OSH Club today (Monday 15/4)

Good afternoon, P01

I've text messaged and called and left a voicemail to no avail so now I'm putting my concerns in writing.

My daughter P01 P01 (P01) was in attendance today and my husband collected her this afternoon just before 3pm. She's come home extremely distressed regarding two incidents that have occurred today:

1. She had fallen during a game and hit her face on a chair and show now has a bruise the length of her cheek.
2. She has been assaulted from behind being hit and then punched in the back of the head and then the back by P01. This incident apparently occurred after P01 caused a serious disturbance in the Hall.

The second incident was apparently witnessed by P0 P01 ?

It is unacceptable that such serious incidents are occurring without an incident form, a phone call to a parent or information provided to attendees.

The regularity of serious incidents and violent outbursts by children against other children is of significant concern, and scenes of the space being unmanaged, unsupervised and chaotic are regular occurrences on drop off and pick up.

It is unacceptable for a service where you pay so much money and where a duty of care should be had for children in your care.

P01 is also booked in to attend tomorrow but I will be cancelling this booking as I hold significant concerns for her safety and the lack of supervision that is occurring. I will not be charged for tomorrow's cancellation. I'm sure you can appreciate this request.

I've copied in P01 P01 for her awareness given the ongoing concerns with the OSH Club service at Nicholls that are now so serious that they warrant further action by the Community Council.

I would appreciate acknowledgment of my email addressing my concerns and request

for no fee to be incurred tomorrow.

Kind regards

**P01** **P01** **P01**

Ph: **P03** [REDACTED]

Sent from my iPhone

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