



Ms [REDACTED]  
[REDACTED]  
[REDACTED]

Email: [REDACTED]@icloud.com

Dear Ms [REDACTED]

**Outcome of CECA investigation**

1. Thank you for engaging with the ACT Regulatory Authority (the Authority), also known as Children's Education and Care Assurance (CECA) regarding the education and care of your child, [REDACTED], whilst attending a service formerly known as Blinky Bill Early Childhood Centre, then operated by G8 Education Limited (the Provider).
2. On 22 November 2023, the Authority received notification from the Provider advising of your complaint relating to [REDACTED] being stood over and yelled at by the Centre Director.
3. Due to the seriousness of the allegation of children being exposed to inappropriate interactions amounting to discipline, CECA determined to investigate.
4. CECA has undertaken extensive enquiries and engaged with the Provider regarding this incident, inclusive of obtaining relevant records, child attendance, CCTV video recordings, policy/procedures and statements obtained using powers under the *Education and Care Services National Law (the National Law)*.
5. On 12 January 2024, you provided a voluntary statement to Authorised Officers as part of the investigation process. It is noted that you advised Authorised Officers that you wanted your statement to be considered by CECA as a direct complaint. Please find a copy of your statement at Attachment A.
6. CECA's enquiries have now been completed and this letter is to advise you of the outcome.
7. The investigation and the resultant show cause process have now concluded. CECA has carefully considered all available evidence and determined that provisions of the *National Law* have not been complied with.
8. Specific non-compliance identified to failing to ensure no child is subject to discipline unreasonable in the circumstances, failing to ensure reasonable precautions were taken to protect children from harm and hazard likely to cause injury and not keep accurate records.

9. CECA was satisfied, on balance of probabilities, that your son, [REDACTED] was subject of inappropriate interactions amounting to discipline unreasonable in the circumstances on 17 November 2023.
10. Although details of regulatory enforcement cannot be shared due to privacy, CECA can confirm that appropriate action has been taken regarding the substantiated non compliances, to enable the best outcomes for children and continual improvement of practice at the Service.
11. CECA will continue to regularly monitor the Service in respect of compliance with the *National Law*, noting the Service, Blinky Bill has ceased and is now Genius Gowrie (the Service) operated by TAK Operations PTY LTD (the Provider).
12. I thank you for your patience and cooperation whilst enquiries were being made. If you have any questions in relation to this letter, please contact me by email at [brian.cropper@act.gov.au](mailto:brian.cropper@act.gov.au).

Yours sincerely

[REDACTED]

Nicole Withers  
Assistant Director  
Children's Education and Case Assurance  
Education and Care Regulation and Support

12 June 2024