

Beaver, Jeffrey

From: Masterman, Tanya
Sent: Wednesday, 12 August 2020 9:10 AM
To: Beaver, Jeffrey
Subject: FW: Majura Park Childcare Centre - Urgent action required [SEC=UNOFFICIAL]
Attachments: Pic 1.PNG; pic 2.jpg; pic 3.jpg; pic 4.jpg; pic 5.jpg; pic 6.jpg; pic 7.jpg; pic 8.jpg; pic 9.jpg

OFFICIAL: Sensitive



Hi Jeff

Can you please put this one in the Portal and monitor that the provider notifies?

Thanks 😊

Tanya Masterman | A/g Assistant Director
Phone 02 6205 2012 | Email tanya.masterman@act.gov.au
Early Childhood Policy and Regulation | Education | ACT Government
Level 3, Hedley Beare Centre for Teaching and Learning, 51 Fremantle Drive, Stirling 2611
GPO Box 158 Canberra ACT 2601
www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) | [CECA Facebook](#)

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient:
- please notify the sender and delete all copies of this transmission along with any attachments immediately.
- you should not copy or use it for any purpose, nor disclose its contents to any other person.

From: King, Meg <Meg.King@act.gov.au> **On Behalf Of** CECA
Sent: Wednesday, 12 August 2020 9:00 AM
To: Masterman, Tanya <Tanya.Masterman@act.gov.au>
Subject: FW: Majura Park Childcare Centre - Urgent action required [SEC=UNOFFICIAL]

OFFICIAL: Sensitive

Hi Tanya,

And another one your way.

Kind regards,

Meg King | Business Manager /Scholarships Coordinator
Phone: 6207 4690 | Email: meg.king@act.gov.au
Children's Education and Care Assurance
Early Childhood Policy and Regulation | Education | **ACT Government**
Level 3 Hedley Beare Centre for Teaching & Learning | 51 Fremantle Drive, Stirling ACT 2611
GPO BOX 158 CANBERRA ACT 2601 |
www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [LinkedIn](#) | [Instagram](#) | [CECA Facebook](#)

From: P01 <P03>
Sent: Wednesday, 12 August 2020 1:50 AM
To: Director Majura <P03>; P03; CECA
<CECA@act.gov.au>
Cc: P01 <P03>
Subject: Majura Park Childcare Centre - Urgent action required [SEC=UNOFFICIAL]

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

UNOFFICIAL

UNOFFICIAL

To:

- P01 - Director Majura Park Childcare
- P01 - Director/Educational Leader Torrens Early Learning Centre
- Children's Education and Care Assurance, Early Childhood Policy and Regulation, Education Directorate (CECA)

CECA - Please see the information below in regard to serious concerns, that I would like addressed in regard to Majura Park Childcare Centre, where my daughter attends

Tue 11th (PM)

In regard to P01's hair being ruined yesterday. P01 and another girl were using scissors and proceeded to cut each other's hair during quiet time while others slept.

- I received a phone call at 330pm from P01 (she said curtesy call) to inform me about the incident, she was extremely casual about it. I asked her how two 4 year olds are able to do this with scissors, where were the carers, she said that they didn't get there in time to stop it. I asked how many carers were in the room and she replied that there were 2. Why were the carers not at the table supervising while these 4 year olds were using the scissors. This is extremely dangerous and god knows what could of happened.
- Why did I receive a phone call a significant amount of time after the incident – I am sure they sleep around 1pm – I received the call at 330pm.

Pic 2 & 3 – taken on pickup yesterday afternoon

Pic 4-9 – taken after I took her plait out and washed her hair

- Someone had taken out her plait after the incident at the Childcare and re did it. I know this because I use 2 elastics and there was only one. P01 said that P01 took her hair out and brushed it (in the office)
- As well as the sides of her hair (which is unrepairable) there is also a difference in lengths at the back. P01 had beautiful hair, which we have been growing for 5 years.
- I have also not received an incident report about this. I would like this given to me today (Wednesday)
- I am not sure what occurred in the room, I know there are cameras – I would like to be able to view these asap.

Summarising the above - action

- View security footage – for a true indication of what occurred
- Provide me an incident report
- Let me know what measures are in place for the safety of the children so that this doesn't happen again
- Provide an explanation why it took so long to call me
- What can MCC provide to P01 in regard to fixing her ruined hair

With the previous Director, I indicated to her my serious concerns about P01 ability to teach and interact in a positive manner with the children. The way that she speaks to the kids is a very big concern.

Tue 11th (AM)

P01 we discussed the following at dropoff

- On numerous occasions when I have dropped off or picked up there has only been one staff member in the Jumbos at the time
- That there are less staff in the centre since returning from shutdown
- I was told by a staff member that there is a staff shortage in the whole centre
- You said to me that I wasn't the only parent to complain or air their concerns to you yesterday morning.

There are a lot of very unhappy parents who have noticed the above as well. I have noticed it very clearly. P01 has been going to this childcare since October 2016, she has been in every room, I have never had the level of concerns that I do now.

Playing outside

P01 I have discussed with you constantly about the children in the Jumbos room not being given a chance to play outside each day, you said you were aware of this and would chase it up, it really hasn't changed, I chase this up with room staff daily, but it doesn't seem to be making any progress. Unless its raining they should be receiving fresh air each day. Currently they are going outside about 50% of the time. A staff member in Jumbos said to me last week that there isn't enough staff to cover going outside.

Pre-school program

I have asked numerous times in the last 12 months to receive the pre-school program that Majura Childcare Centre (MCC) offers. Can this please be sent to me, we currently are not given any information. Your website stated that MCC offers a full pre-school program (pic 1). Can this please happen asap as I am very conscious that there isn't a lot of time before kindergarten starts next year. I understand the room Leader P01 has been away on medical leave a significant amount of time, since this is the case another qualified staff member should be providing this program.

June Newsletter – Mid-year Summative Assessments

In the June newsletter it was mentioned about the above assessments – when will these be given to parents? Or are they being handed out another way.

Thank you

P01 P01
P03

IMPORTANT: This message, and any attachments to it, contains information that is confidential and may also be the subject of legal professional or other privilege. If you are not the intended recipient of this message, you must not review, copy, disseminate or disclose its contents to any other

party or take action in reliance of any material contained within it. If you have received this message in error, please notify the sender immediately by return email informing them of the mistake and delete all copies of the message from your computer system.
