



**From:** EDU Complaints CECA  
**Sent:** Tuesday, 2 May 2023 7:48 AM  
**To:** Withers, Nicole  
**Subject:** FW: complaint about a family day care service: SE-00014180  
**Attachments:** 01b870b1-731d-4807-863e-57f3a82c9946.pdf; 2f3ebb92-64a6-4b64-b618-84c038998942.pdf; 7c8b19ea-638c-495d-af24-4ebd51707941.pdf; 13f58e4e-6d32-444c-8bdb-2d625c85d26f.pdf; 27ced5dc-8bb0-4927-b6eb-97d87e98a2ef.pdf; 679200a8-045f-417b-80a5-97ee06cbc012.pdf; 6e486fc4-8647-4da4-a644-b79e631f5b96.pdf

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**From:** P01P01 <P03 >  
**Sent:** Sunday, 30 April 2023 2:50 PM  
**To:** CECA <CECA@act.gov.au>  
**Subject:** complaint about a family day care service: SE-00014180

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Dear Sir/Madame,

I would like to lodge a complaint in regards to Nefe's family day care service SE-00014180

For the year 2023, commencing on the 1st of Feb, I have started sending my 2 children to Nefe's Family day care services (once a week, every Wednesday). My complaint is in regards to potentially misleading invoices ( as well as, potentially taking more than they should). It is also important to note that communication with the facility director was extremely poor since day 1.

Please note the following days of attendance for my kids and paid invoice dates:

Feb 1st: yes

Feb 8th: Yes

Feb 15th: Yes

Feb 20th: Paid director

Feb 22nd: Yes

Feb 23rd: Paid educator by request from director

March 1st: yes

Meanwhile there is some request from the director in regards to compulsory direct debit.

March 8th: Educator away. I also setup direct debit to be deducted every fortnight from the 16th onwards.

Also note my payments have been up to date until the 6th of march.

March 15th: Absent

March 16th: I receive a text message from the educator telling me, she will be starting a full-time job and can no longer take my kids from this day onwards. NO 2 WEEKS NOTICE WAS PROVIDED NEITHER BY THE EDUCATOR OR THE DIRECTOR. My Day care service has ended suddenly, and I had to compromise Wednesdays at my workplace with no prior notice. The kids' care through centrelink/ registration was officially ended by the facility on the 4th of April.

March 17th: paid direct debit to director. remaining amount over due is \$57.59

March 31st: paid the last remaining amount of \$57.59. Owing balance is zero.

I have attached all invoices for your reference.

Please review the last 3 invoices, where I believe that fraudulent activity started to take place. the invoices

appear correct at first glance, however they are very confusing and after careful consideration, it appears that she has charged me, as well as, centrelink for ccs unrightfully.

- Invoice issued on the 20/3: Balance payable by this date is 57.59. A gap payment of 30.59 was credited into the invoice, supposedly for the day the educator was absent (March 8th) - (please note: CCS was taken for this day when my kids did not attend and the educator was away). Going with the provided calculations (Although I should not be charged altogether for an educator's absent day); my payable balance is 57.59 minus 30.59 credit=\$27.

Meanwhile my original outstanding amount of 57.59 was paid on the 31st of march.

- Following invoice issued on the 3rd of April: Although amount payable on my behalf is zero, the numbers are manipulated in a suspicious manner. potentially, my kids in her system have attended an additional fortnight (4 days total), where clearly ccs was charged. The daycare centre may argue/ justify it as perhaps 2 weeks notice period (that is in reality, nonexistent). Regardless, at this point, according to their calculations, they still owe me the difference of credited balance equaling 30.59. In addition to a gap payment of \$61.18 for the fortnight of the period of this invoice. It is hard for me to explain the dilemma here, perhaps she credited me the (owed 30.59) for one week and used that credit to cover the following week within the (fake) notice period.

Anyway problem until this point is insignificant. My payable balance must be closed at zero.

When I tried communicating with the director, she insisted that a notice period was provided. I have dated text messages from the educator proving that no notice period was provided. On March 21st I spoke with the director asking her why she failed to inform me in regards to the educator's decision to terminate..no real explanation was given. she offered to transfer my kids to another educator but I declined. nor do I think I am in a position to provide 2 weeks notice period as I'm not the person terminating, it is also my right not to move forward with another educator.

Friday 14th of April: an amount of \$81 was deducted (via direct debit) for admin fees for 3 weeks (+ \$10 ccs payment) starting from March 22nd (where my kids were not going due to sudden termination by the educator).

Friday 28th: further \$161 was deducted without proper explanation again, no invoice was provided this time. When asked the director again in a phonecall, she bluffed and went on round and round. My understanding is, according to the director, that my payments are set 2 weeks in advance? This phonecall was heated and furious - lasted for about 30 min of 2 sided anger.

For your inspection, I have attached all invoices I have (with false attendance days- however been charged for 1 day per week per child + admin fees). No invoice was generated for the last withdrawals apart from a notifying email of the amount being deducted.

I'm happy to provide further evidence such as text messages or bank statements if required