



**From:** Damjanovska, Meri on behalf of CECA  
**Sent:** Wednesday, 8 May 2024 4:09 PM  
**To:** EDU Complaints CECA  
**Subject:** FW: Incident at OSH Club this afternoon

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** P01

OFFICIAL: Sensitive

For your team,

Thanks,

**Meri**

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**From:** P01 <P03>  
**Sent:** Wednesday, May 8, 2024 3:34 PM  
**To:** CECA <CECA@act.gov.au>  
**Cc:** P01 <P03>; P0 P01 P03 <>  
**Subject:** Fwd: Incident at OSH Club this afternoon

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

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Good afternoon

For your awareness and information, please find below an email trail with OSH Club Nicholls outlining an incident that occurred with our son P01 just before Easter. As you can see, we have been in constant contact with various members of OSH Club management and have kept P01 abreast of the situation.

To date, OSH Club have done nothing to rectify this situation or circled back to create P01's Health and Wellbeing Plan despite me providing them with considerable information to do so. As a result we are still not comfortable sending our son to the service for fears of his safety and wellbeing due to their lack of care, supervision and expertise.

If you would like to discuss this incident or require any further information, please don't hesitate to contact me via return email or on P03.

Kind regards

P01 P01

Sent from my iPhone

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**From:** P0 P01 P03 <>  
**Sent:** Wednesday, April 3, 2024 3:46 PM  
**To:** P01 <P03>  
**Cc:** P01 <P03>  
**Subject:** Re: Incident at OSH Club this afternoon

Thank you for the update P01 and IR01

We have requested inclusion support a number of times. The fact that the training is only taking place now is frustrating. They have known about this for some time.

I will speak to P01.

Thanks again. I have a meeting tomorrow with the ACT Directorate so let's see how that goes.

Kind regards

P01



P01 P01 | Principal  
Holy Spirit Catholic Primary School & Early Learning Centre

26 Kelleway Ave, Nicholls, ACT 2913  
02 6241 8640  
[www.holyspirit.act.edu.au](http://www.holyspirit.act.edu.au)

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From: P01 <P03>  
Sent: Tuesday, April 2, 2024 6:01 PM  
To: P0 P01 P03 >  
Cc: P01\* <P03>  
Subject: Re: Incident at OSH Club this afternoon

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Hi P01

I've just spoken with P01 and been through everything. I've mentioned broadly the concerns with supervision and safety not just for P01 but other children we know of in P01's class and through other families were friends with. I also mentioned there were five other children awaiting Health and Wellbeing plans with OSH Club, and she seemed surprised by this. She asked me for the children's names and I directed her to you for this information and to discuss some of the other broader issues.

P01 outlined a bunch of plans they have and improvements they're making, including that the current staff are new and "need better management". They are also only just undertaking Inclusion Support training this week, which is concerning. After they're qualified they can apply for inclusion support funding for any kids enrolled with OSH Club that are NDIS funded. How they haven't mentioned this earlier is astounding.

I'd be happy to discuss the rest of our conversation and the steps P01 has agreed to if you'd like. She also said she would be getting P01 to contact me next, and P01 will be back in touch later this week. They are doing a full review with the current Nicholls staff and reiterating their policies, which apparently "strictly" include no staff are to be on their own with children in the toilet.

Thanks so much for your continued support with this and I hope we can enact some change.

Many thanks

P01

Sent from my iPhone

On 2 Apr 2024, at 5:18 pm, P01 <P03> wrote:

Thanks so much P01

Sent from my iPhone

On 2 Apr 2024, at 4:53 pm, P0 P01 <P03> wrote:

P01 will call you very soon. Just got through to her.

Kind regards

P01

P01 P01 | Principal  
Holy Spirit Catholic Primary School & Early Learning Centre

<Outlook-vuizya5.png>

26 Kelleway Ave, Nicholls, ACT 2913  
02 6241 8640  
[www.holyspirit.act.edu.au](http://www.holyspirit.act.edu.au)

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From: P01 <P03>  
Sent: Tuesday, April 2, 2024 4:47 PM  
To: P0 P01 <P03>  
Subject: Re: Incident at OSH Club this afternoon

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Sadly nothing P01

Sent from my iPhone

On 2 Apr 2024, at 4:14 pm, P0 P01 <P03> wrote:

Any communication P01?

Kind regards

P01

**P01 P01 | Principal**  
**Holy Spirit Catholic Primary School & Early Learning Centre**

<Outlook-foni2vo5.png>

26 Kelleway Ave, Nicholls, ACT 2913  
02 6241 8640  
[www.holyspirit.act.edu.au](http://www.holyspirit.act.edu.au)

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**From:** P01 <P03>  
**Sent:** Tuesday, April 2, 2024 8:33 AM  
**To:** P03 P01  
<P03 P01>  
**Cc:** P0 P01 P03; P01  
<P03>  
**Subject:** Fwd: Incident at OSH Club this afternoon

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Hi P01

P01 has kindly provided me with your email so I can include you in the email chain regarding an incident that affected our 5yr old son, P01 P01, whilst he was in the care of the Nicholls OSH Club last week.

Please see below email from this morning, and the original email from the day of the incident, last Wednesday 27 March, at the bottom of the trail.

I'd appreciate you reaching out to discuss at your earliest convenience.

Regards

P01 P01

Sent from my iPhone

Begin forwarded message:

**From:** P01 <P03>  
**Date:** 2 April 2024 at 7:37:13 am AEDT  
**To:** P03  
P03 OSHClub Nicholls  
<P03>  
**Cc:** P01 <P03>, P01  
Meagher  
<P03>  
**Subject:** Re: Incident at OSH Club this afternoon

Good morning P01 P01 and P01

I hope you all enjoyed a restful long weekend.

To say we are disappointed to have not heard from OSH Club at all regarding the gravity of our email is an understatement. In the absence of any discussion, we have no choice but to remove P01 from OSH Club today and tomorrow to avoid any further risks to his safety and dignity. This is very inconvenient as both my husband and I work, however until OSH Club can complete the Health and Wellbeing Plan that was outlined in the enrollment and subsequent paperwork and promised upon commencement, we have had to make significant sacrifices to our work days to accommodate picking P01 up when school ends.

I have just cancelled his bookings for this week (Tuesday 2nd and Wednesday 3rd) and at the very least I expect we will not be charged for these bookings.

I spoke with P01 last week in the event I haven't heard from either of you by COB tomorrow - which will be a week since the incident in question - I will be requesting your contact details. This needs to be discussed ASAP as the safety of my child is at risk when in the care of your service.

Regards

P01 P01

Sent from my iPhone

On 27 Mar 2024, at 10:28 pm,

P01  
<P01>  
wrote:

Good evening P01 and P01

I'm writing regarding an incident with my son, P01 P01, at the Nicholls OSH Club this afternoon.

My husband arrived around 4:45pm to collect P01 and was advised he was in the toilet with a member of staff, and asked to go in "to help". For background, as a result of his P05 P01 is not toilet trained which has been identified in his enrollment paperwork with OSH Club, subsequent paperwork I completed regarding his P05 P05 and has been verbally

discussed a number of times with managers and members of staff. He has also been attending OSH Club since kindergarten commenced. My husband entered the toilet and found P01 with no pants on, following his soiled nappy being removed, and the staff member trying to leave the toilet to try and find him some underpants. The staff member asked my husband if he could 'hand him over to you' while he went to find some underpants or a pull-up. After waiting around 10min in the toilet with P01 and the staff member not returning, he put his spare shorts on him (with no underpants or pull-up) as he needed to leave and pick up our younger child from daycare. Upon leaving the toilet, the staff member was just sitting at the sign in desk. My husband queried whether he had managed to source some underpants or pull-up and was met with the reply that no they don't have any pull-ups but they might have some underwear in the lost property box. No further attempts to assist my husband or P01 were made. Had my husband not of dressed P01 and left the toilet, the staff member had no intention of returning to assist with P01 and they would have continued waiting.

This scenario has left us gravely concerned about the care and treatment of our son, and the other children, at OSH Club. This is the most recent of several incidents that have occurred since P01 started this term, including:

- The staff member fainting and all the children, including the kindergarteners, being moved onto the main hall and completely overwhelmed. P01's teacher also witnessed P01 running in and out of the boys and girls toilets due to lack of supervision.
- P01 was in an altercation with a Yr1 child from GCS that resulted in them punching each other. We were not advised of any altercation; some of P01's classmates

told me when I picked him up and it was only as they were telling me that the manager disclosed there had been an altercation. She said staff hadn't witnessed the altercation begin, despite taking place in the middle of the room, and also named and pointed out the Yr1 child in question. There was no incident report completed that we were aware of or asked to sign.

- Last week I received a call to advise P01 had a blood nose at OSH Club, which I appreciated the courtesy call. However a friend of P01's who was at OSH Club at the same time said his nose was bleeding for some time before staff attended to him, and one of his classmates was helping him in the meantime.

Our concern is that P01 has additional needs that we have openly communicated since enrolling with OSH Club. I have completed all necessary and required paperwork and undertaken discussions with OSH Club to establish a Health and Wellbeing plan as referenced in the OSH Club paperwork. I have also mentioned this several times to management and members of staff, and have been dismissed as unnecessary. Had these discussions taken place and plans been enacted, today's incident could have been easily avoided with a toileting plan for OSH Club. It is pure luck an issue has not arisen in previous weeks. We are happy to provide OSH Club with pull-ups, wipes and nappy bags for P01 as we do for kindergarten, if required.

We would appreciate the opportunity to discuss this further and put in place some procedures and plans to aide your staff and protect the safety and dignity of our child when in OSH Club's care.

You can reach me via return email or on P03 My husband,

**P01** is also included in this email thread.

We look forward to hearing from you at your earliest convenience.

Kind regards

**P01****P01** and **P01**  
**P01**

Sent from my iPhone

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<Outlook-g30upfte.jpg>