

From: [EDU Complaints CECA](#)
To: [P01/P01](#)
Subject: FW: Complaint Against the Childcare Service Provider " Communities at work at Neville Bonner Primary School"
Date: Thursday, 11 April 2024 7:28:39 AM

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From: [P01](#) [P01](#) <[P03](#)>
Sent: Thursday, April 11, 2024 5:44 AM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Subject: Complaint Against the Childcare Service Provider " Communities at work at Neville Bonner Primary School"

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Dear Sir/ Madam,

My primary school aged child "[P01](#) [P01](#)" (10 years) had been enrolled in the "morning and after-school care service" of communities at work operating at Neville Bonner Primary School. Tuesday (09.04.2024), I was informed by the service that my child has been expelled from the after-school care service due to his inappropriate behavior at the service. They have also immediately removed my access to the online portal of the service since yesterday.

I would like to inform you that the service did not provide me with the necessary and adequate information on the "professional reasoning" behind this expulsion, other than mere citing of my child's misbehavior at the service. They did not provide me with acceptable evidence that my primary school aged child's attendance at the service had been detrimental to the wellbeing of other children, to the extreme level that my child would be expelled from the service. Surprisingly, I have never received similar serious complaints regarding my child's behavior from the Neville Bonner Primary School that my child is currently attending. I consider that before taking this decision to expel my child from the service, they should have exercised their due diligence and duty of care by taking necessary courses of actions in consultation with me and other relevant professionals, so that my child's wellbeing and his right to obtain childcare services was ensured. Therefore, I have serious doubts that this decision by the service has been arbitrarily made and the educators have not exercised their due diligence and neglected their duty of care towards the wellbeing of my child and his rights to access childcare services.

As this is the only after-school care service operating at the premises of Neville Bonner Primary School, I am unable to find another after school care service provider. Being a full time working mother, this has seriously affected my work situation as well.

Therefore, I consider that this expelling is highly unreasonable, arbitrarily made, and the service has not exercised reasonable duty of care in making this decision to expel my child. As I am now

in a highly vulnerable situation regarding the ongoing care of my child as well as my ongoing employment, I earnestly request you to immediately intervene in this matter and provide my child with the opportunity to access the services, as soon as possible.
I look forward to hearing from you.

Many Thanks,

P01 P01 _____.