

Instructions

This form should be used to lodge a complaint to the ACT Regulatory Authority in circumstances where your complaint alleges possible offences and/or engage a risk to the safety, health and wellbeing of children or a child attending an education and care service.

The completed form should be forwarded to complaintsCECA@act.gov.au

The Authority is obligated to protect personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Information provided in this form would only be shared subject to the information sharing provisions under the relevant Legislation.

Direct Complaint Form - Online

Date completing form:	16.09.2022
Time completing form:	1448
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Papilio Early Learning Turner
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes – whilst I was employed at Turner I raised several concerns directly with the Area Manager (P01 P01). This was met with comments of dismissiveness. Shortly after I resigned P05 , I emailed my concerns to the State Manager (P01 P01). She responded and said they take matters like this very seriously. No action was taken and I did not hear anything further from either of these individuals.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	P05
Date/time of incident/	Several instances between November 2021 and July 2022. Outlined in my original email complaint.

<p>issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>February-July was the worst period where majority of instances happened.</p>
<p>If delay in reporting, reasons for delay?</p>	<p>I wanted to ensure my complaint was detailed and descriptive. It also brought up quite a lot for me emotionally and I struggled to finalise the complaint.</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>Incident relating to where child got out of the building for 23 minutes, was P01 – unsure of last name.</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>P01 was between 2-3 at the time.</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>All incidents involved myself and P01 (Centre Director at the time) being directed by P01 P01 Incident where no one received a lunch break involved all educators that were on shift on February 23rd 2022.</p>
<p>Details of the incident/issue:</p> <p><i>Consider details such as: What happened? Where did it happen? Has it ever happened before? Has it happened to anyone else? Who was present? Who was involved? Have you discussed the incident/issue with anyone else? Has any action been taken?</i></p>	<p>I would like to outline several concerns I have regarding the safety and wellbeing of the children attending Papilio Early Learning Centre in Turner.</p> <p>Affinity Education Group acquired an Early Learning centre previously known as Sage Childcare in November of 2021. P05 when we were acquired. From the beginning, Affinity made it known that all they cared about was money and not the children attending their care.</p> <p>The focus on debt and money is honestly disgusting. We were being asked to phone families for a payment when their account was in arrears a total amount of 0.37 cents. We were also asked to attend a weekly debt call where the “debt champion” would go through a list of debt each centre had. We were required to be on these zoom call meetings in the classrooms if we were in ratio, leading to the safeguarding concern of children who would be extremely curious of the camera.</p> <p>P01 P01 was and is currently the Area Manager of Papilio Turner and several other Affinity owned services across ACT and NSW.</p> <p>P01’s did things within the organisation that should have her Working With Vulnerable People card revoked. I witnessed on numerous occasions actions and conversations conducted by P01 that made me question her suitability for a WWVP, due to their endangering children.</p>

Throughout my time of employment at Papilio, there were several instances that required the centre to notify ACECQA, and majority of which were not done, or falsified before reporting. I have exemplified these instances below.

There were multiple instances of the centre being out of ratio. P01 was notified and the response was either silence, or "It's ok, we don't have to report anything to ACECQA this week. Our show cause notice is up to date". Surely an Area Manager should have far more concern than this over the centre being out of ratio all day. This was often by 1 or 2 staff member's worth of ratio placing children at risk.

February 23rd was the hardest day I faced P05 with Affinity Education. We were short staffed and did not have adequate staff to be able to allow anyone a lunch break. I phoned P01 in the morning, as well as sending multiple text messages and did not receive a response for more than 2 hours. When P01 finally phoned me back she stated that it was not a requirement to give staff a morning tea, or lunch break. I told P01 we did have too, and she disagreed and said that she would post on StoryPark so staff "can't go to fair work". P01 P01 did not attend Papilio Turner on this day. Not one staff member was allowed a morning tea or lunch break between the hours of 0730 and 1800. Staff were forced to have meals in the rooms whilst trying their hardest to safely supervise children. I was in ratio all day and also, did not get a break for the whole day.

February 24th was also a shocking day at the centre. I messaged P01 day prior and notified her that we required 2 staff to meet ratio. I reached out to P01 in the morning and did not receive a response for quite some time. P01 asked if we could provide 15 minute breaks only to all staff. All staff working on the 24th (myself included) received a 15-minute break off floor and that is all. The remainder of the day between the hours of 0730 and 1800 all staff were included in ratio.

The Department of Education also arrived on this day (24/02) and wished to speak to me (Responsible Person on site). I notified P01 and she told me not to let them in the gate. She then told me to not say a word to them until she got there. I was aware of the fact that under the law, I was required to allow entry. I did so and engaged in conversation with them answering their questions. P01 arrived within 10 minutes and I had already begun speaking with the 2 ladies. After a brief conversation about nappy procedures, they wished to walk around the service. We walked into a room where a trainee educator had 7 children aged between 1-2 years. The joining door to the neighbouring room was closed which meant the educator was out of

ratio. The Department asked who else was with this educator after looking at the sign in sheet to the room. P01 jumped in almost immediately and said “P01 is covering breaks”. This was a lie. They then asked whose break I was covering and before I could speak, P01 once again jumped in and said “P01” (Once again, a lie, as they had just met P01 in the space prior).

The Department then stood in front of me and asked if this was true. P01 was standing behind them, staring at me with her eyes widened and nodded her head. As this was intimidating, I felt compelled to say yes. This was a lie and I know that I should not have agreed, however P01’s persona was very threatening to me. She knowingly put me in this situation to save her own career. On numerous occasions I felt harassed and bullied and felt uncomfortable as a direct result of P01’s actions or words.

P01 P01 has lied on several occasions to the Department. We received several show cause notices within the first half of 2022. Majority of the documented evidence we were forced to send back to them was completely falsified and fraudulent. P01 would intimidate staff into writing times or signing the working directly with children records to make it seem as though we were in ratio when we weren’t. P01 would also login to the Centre Managers StoryPark and back date posts to make it seem like we had implemented things (to do with our show cause notice) way before we actually had. P01 once said to me “No one knows that you can back date on StoryPark”.

On another occasion we had an exposure to a positive Covid19 case, this child was in attendance for a full day’s care and the family notified us of the positive case the following morning. This case was during the peak of infection in the ACT. P01 attempted to talk the Centre Manager out of reporting the case and notifying other families as “they weren’t inside for more than 4 hours, so there is no action required”. Centre Manager informed P01 of our obligation to respond and was directed not too by her.

A child got out of the building through an unattended fire exit door for 23 minutes and P01 told the family it was for 6 minutes. This is documented in the camera footage.

We were asked on several occasions to login to weekly zoom calls for Affinity where over 150 centres would be on the call. This was often forced to be in front of children if were working on floor. P01 would message us if we were not on in the first 2 minutes of it starting. If we did not respond, she would phone the centre and tell us to login on the rooms iPad.

	<p>There was an occasion where my phone was in the office (on my desk) and I went to the bathroom. P01 then called me into the office and spoke to me about how I should not have any other relationship other than professional with any of my colleagues (not even friends, from outside of work) as I would not succeed in the industry. I asked how she knew I messaged my colleagues and she told me she had looked at my phone notifications. I wear an apple watch, so do not get phone alerts. The only way to have seen these notifications is if she had actively opened my phone notification bar and breached my personal privacy without consent.</p> <p>P01 had also been seen on several occasions filming the video footage from the service on her personal phone to see what staff were doing. She also admitted to me that she usually records all conversation she has secretly, listens back on them and writes down how she can improve her communication. This made me feel threatened and unsafe that I had potentially been recorded without my knowledge or consent.</p> <p>The lack of support from P01 P01 drove me out of Affinity. I highlighted all that is mentioned above to the State Manager, P01 P01 and she stated she takes these matters very seriously and she would follow it up. Nothing happened. The company knows how unsafe those children are and chooses to keep P01 P01 working there.</p> <p>I am submitting this complaint in order to hopefully prevent the above situations happening again to anyone else and to attempt to safeguard all children and staff present at Affinity centres, particularly those under the care of P01 P01</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>The email that I sent to P01P01 in relation to this issue was on my Papilio Turner account which I no longer have access too. I have a screenshot of text messages I sent to P01 regarding staffing where I did not receive a response.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes.</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>The only piece of evidence I have is a text message where I ask P01 for help with staff and she did not respond.</p>