

**From:** [Peard, Emma-Jayne](#)  
**To:** [EDU Complaints CECA](#)  
**Subject:** Phone complaint  
**Date:** Wednesday, 29 January 2025 11:54:21 AM  
**Attachments:** [Raw document - complaint.docx](#)

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OFFICIAL: Sensitive - Personal Privacy

Good morning, all,

I just answered a call through the Hunt Group and took complaint details from a parent. She was calling from her car and was upset, so I took the details rather than directing her to the online form, it seemed the best course of action given her heightened state. I hope this is okay.

Parent name – P01 p01

Child details – didn't give child's name, child is two, turning three in March

Contact details – P03 P03. She'd prefer a response by email or voicemail if possible as she works in a school and can't pick up.

Centre – Bright Future Kambah

Service personnel involved – Owner, P01. Owner's husband, p01. Responsible Person, P01.

Has she complained directly to the service – yes, on multiple occasions.

Why has she delayed reporting – had complained in person and thought it might be improved, then wanted to find alternative arrangements first.

Details:

P01 arrived at the service at 11:10am and found the centre out of ratio. She went to the responsible person and owner's husband and said she wasn't comfortable leaving her daughter when they were out of ratio. She was told by the owner's husband that educators were off programming and doing other duties at the time. She said that she wasn't going to leave her daughter, that it wasn't good enough, and went to the child's belongings to collect them. The owner's husband told her that a staff member was available and went upstairs to where the programming room is located, returning to her with a staff member, saying, 'look, here he is.' She was told that the staff member had been in the toilet, but she didn't trust that was the case and didn't feel certain that the staff member wouldn't return to programming after she left. She left the service with her child. Less than a minute after leaving the owner, P01, called her to say that the staff member had been in the toilet, not programming, and the centre wasn't out of ratio, and that she was currently on her way to the centre to be in ratio herself. (According to P01, P01 owns another centre and is a director at a third service). P01 told the owner she was going to call ACECQA and the owner became upset, stating that they had been the subject of a few spot checks lately. She normally does the closing shift at Kambah. She called ACECQA and was directed to call us.

P01 was very upset, stating that she is not confident to return her child to the centre, but has to start work at 12pm. She stated that her daughter's last day at the service was to be Monday, following her family attending for the past six years. She said this decision was made because she doesn't feel safe leaving her daughter at the service anymore. She stated that she has seen the infants children constantly combined with the preschoolers, which doesn't seem safe to her. She stated that she had previously been happy with the service but since the change of ownership has had multiple issues including staff turnover being very high, accounts being paid incorrectly, and believes staff aren't being paid properly. She stated that currently there are only five people regularly employed at the service and that she isn't sure about whether the owner's husband has a qualification or other requirements to be there.

I've attached a Word document that I took during the call so you have the original doc,

but I've compiled here to better match the online form.

Kind regards

**Emma-Jayne Peard (she/her) | Authorised Officer | Quality Assurance**

Phone: +61 2 6205 8975 | Email: [emma-jayne.peard@act.gov.au](mailto:emma-jayne.peard@act.gov.au)

**Children's Education and Care Assurance**

**Education and Care Regulation and Support | Education | ACT Government**

Hedley Beare Centre for Teaching and Learning | Fremantle Drive | Stirling

GPO Box 158 Canberra ACT 2601

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**I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.**