

From: P01 P01
To: Admin Sage; Sage Education & Childcare; EDU Complaints CECA
Cc: P01 P01
Subject: Formal complaint - Sage Education and Childcare
Date: Wednesday, 2 February 2022 12:01:40 PM

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Good morning

I am writing to lodge my formal concerns with the care and treatment of my son P01 at Sage Education and Childcare Turner.

As those from Sage would know, we have had a long process in ensuring P01's safety and wellbeing over the past 12 months. Noticeably the centre has struggled to manage the complex needs of another child in P01's room which resulted in an extended period of P01 being physically hit, kicked, scratched and hurt by this child. This includes threats of being stabbed with sharp pencils (this was previously reported to CECA by the centre).

Immediately prior to the recent sale and acquisition of Sage to Affinity Group a further plan had been agreed with the former management staff and ourselves about the ongoing management of P01.

We were assured, by P01 P01 (area manager) in a meeting that the agreed management plan would be honoured despite the sale of Sage the day after the plan was agreed. Of note during this initial conversation:

- P01 attended the meeting with myself, my husband, the previous owner and previous management team. When asked, she declared that she had not read P01's file, nor was she aware of his history. I found this surprising, given she had agreed the time and day of the meeting and was there to discuss ongoing management of P01.
- P01 stated in this meeting that all agreed actions from the previous meeting would be honoured. This included daily contact with me, altered drop off arrangements, regular meetings with management, clear communication to all staff about P01, a clear and documented management plan for interactions with the other child, targeted discussions with P01, through storytelling about how to raise concerns when he didn't feel safe.
- P01 also stated that whilst this was all very difficult, she assured me that she would not only "meet my expectations, but would exceed my expectations". When I asked how she planned on doing this, she was unable to articulate precisely what actions she personally would be taking to exceed my expectations. I suggested that reading P01's file and gaining a comprehensive handover would be a good start.

For the end of 2021, I have to commend the educators in his room who took every effort to improve his experience and get to know him. They totally changed his feelings about being there and I'm very grateful for that. I did not receive daily phone updates, however as his interactions were positive I was ok with this.

We left during mid December 2021 for the end of year break with our return date the 27th of January. The centre was notified of this.

Upon return on the 27th, we were met in his room by someone who upon arrival announced that they had no idea who my child was, and then proceeded to ask if there was 'supposed to be a P01 in this room'. A look at the locker list deduced that he was in fact supposed to be in this room. I enquired as to where his educators were and was informed they had all either left or moved to other rooms. I enquired as to where his friends were and was advised they had all moved to the other room. When asked why P01 had not been considered to move with his friends, I received shrugged shoulders and the response was that he mustn't be 4yo in 2022 (a strange comment to make to his mother). Needless to say, the educators in his room had no background on him, weren't expecting him, he had no friends in the room, nor did he have any connections with the educators.

I spoke to P01 on Thursday afternoon and expressed my concern with the lack of communication and the lack of care displayed. P01 agreed none of this was appropriate and committed to following up and calling me early the following week (this week) with a meeting time to discuss next steps for P01. I still have not heard from P01 and no meeting has been arranged.

On Friday, P01 apparently took his bag out of his locker, put it on his back and took himself into the room where his friends were and spent the remainder of the day in that room and was overwhelmingly happy when I picked him up on Friday. This was noticed and commented on by multiple staff.

P01 does not attend Mondays.

On Tuesday (yesterday) P01 was very hesitant to go to Sage. He didn't want to go and hid under the bed most of the morning. Drop off was difficult and the two people that were in his room the week prior had both resigned and left between Friday and Tuesday (a look at current resignation rates appears alarming). So there was another set of new faces, none of which knew any background or information about P01. I returned to pick him up at 3:15pm. Upon arrival, I found him lying on the floor behind a bookcase in a dark part of the room. He was lying on his teddy which he was using as a pillow. He was awake, but just lying there. I asked the educator in the room what was going on and she advised he had been "resting". I asked for how long and she said she didn't know and that she had meant to check him, but "kept getting distracted". A review of the daily log identified that he had in fact been lying on the floor since 130pm. He was not lying on a bed, rather left on the floor for nearly two hours. The educator commented that she had noticed his eyes were

open. I asked if this seemed like odd behaviour to her, that he was disengaged and lying on the floor for two hours and she again said that she had been very distracted. I asked if anyone had checked to see if he was unwell, had a fever, or was ok – again she said she hadn't. I asked why no one thought to call me to tell me that my child was so lethargic that he was lying on the floor for two hours and not engaging in play. Again, she said she had been distracted.

Upon leaving the centre, I spoke with **P01** and expressed my deep concern for what had transpired. I asked **P01** to inform the centre director of my concerns. I rang the centre again after 4pm and requested to speak with the centre director. I was advised that a message would be sent to her to call me. I explained that I wanted to speak with her as soon as possible to discuss a plan for tomorrow (today), alongside my extreme concern that my child had been lying on the floor for a large portion of the day, unattended and not checked. I did not hear back from her. **P01** woke multiple times last night saying he didn't want to go to Sage today. He spent the morning crying and hiding under the bed. I notified the centre via the Kindy app that he would be absent today. I have had no contact from them at all today. No one has checked as to why he is not there and no one has returned my call from yesterday.

I am seeking urgent resolution to this complaint. I am sick of being told that things will improve when consistently things get worse. What happened yesterday was negligent, dangerous and unkind.

I am available to discuss this today on **P03**. I am chairing multiple national meetings today, alongside meeting with Ministers. If I don't answer, you can call my Executive Assistant to arrange a time to speak with me when I am available on **P03**.

Thank you

P01