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14 May 2025

TeamKids Canberra

Holy Spirit Catholic School

P03

P01

To whom it may concern,

I am writing to formally raise my concerns regarding the ongoing treatment of my child, P01 p01, who is currently enrolled in the out-of-hours school care program at Holy Spirit Catholic School.

I am concerned that my child has faced discrimination and unfair treatment due to his diagnosed disability of P05 and P05 and I wish to express my complete disappointment and dissatisfaction and request your action and support to rectify these matters.

I have been liaising with ACECQA who have provided me with my options and have suggested that in order to move forward with my matters, and to remediate the treatment P01 has received since commencing his enrolment with TeamKids, I need to make a formal complaint regarding the care and subsequent lack of care my child receives. Please note this letter as my formal complaint.

As per Australia's anti-discrimination laws, it is unlawful to discriminate on the basis of disability. As TeamKids are very well aware, P01 has been clinically diagnosed as having P05 P05, he is P05 (and we are still awaiting a behavioural assessment). I have met many times with TeamKids and have regular catchups to discuss P01's behaviour and constant suspensions. Off the back of P01's treating paediatrician, he is currently medicated for his P05 and we have been working closely with P01's occupational therapists (OT), speech therapist (ST) and play based therapist.

P01 has an individual inclusion support plan. P01's inclusion support plan was created by TeamKids and is supposed to be followed with steps taken by the service to ensure P01 can attend the program. TeamKids is supposed to have this document on hand as this document needs updating regularly as strategies may become less useful. P01's support plan should be available for all educators, however as far as I'm aware to date (16 May 2025) not one educator has signed it to acknowledge they have read it and are aware of P01's current needs.

Due to changing situations and changes in staff and educators, P01 can become upset if routine is disrupted and struggles to regulate through these changes. P01 can become heightened and frustrated and can lash out at other students if antagonised, the environment is noisy, or he feels threatened. At this service there is no quiet spaces or chill out zones that P01 can

utilise meaning that once an incident has occurred regardless of the severity or who was at fault P01 is basically immediately suspended and cannot attend for days to up to a full weeks later.

The Disability Discrimination Act 1992, is an Act passed by the Parliament of Australia and prohibits discrimination against people with disabilities in education and accessing services as such.

On a number of occasions my child has directly and indirectly been discriminated against. This blatant discrimination against P01 and the failings of TeamKids has dated back to 21 January 2025. The first incident which occurred during their holiday care (HC) program. P01 was suspended for 48hrs due to behaviour and from this day was told he was no longer permitted to attend excursions, and this was effective immediately and my sister was called to collect him. I was then told he can still attend HC on excursion days, however he would need to be picked up prior to the excursion and can then be dropped off once the excursion was over. I was also told there was no other staff available to supervise excluded children. TeamKids have no record of this occurring as they never completed an incident form.

On Monday, 17 March 2025 P01 was suspended for 48hrs from before school care (BSC) due to behaviour.

On Monday, 14 April 2025 P01 was suspended from HC for 48 hours due to his behaviour. On this occasion a child was setting P01 off. This child also slapped P01 on his back with his hat in the hall. There was no staff around to witness this incident. P01 was roughly at care this day for 1.5 to 2hrs P01 and I was subsequently charged a full day of HC fees. Again, I was not provided with a written incident report. Following this incident, I sought alternative care arrangements as I could not risk the chance of P01 being suspended again. From this date I requested a letter of support for the NDIS expressing P01 isn't coping with group settings and to seek alternative arrangements, which to date (16 May 2025) I still have not received, despite being told numerous times it is coming and that I would you will have it by Thursday 1 May 2025 when P01 has office time. This followed on from a meeting I had with P01, myself and P01 on the 30 April 2025.

On Friday, 2 May 2025 P01 was suspended once again for his behaviour. I received a phone call from P01 at 9.01 am explaining P01 can return on Tuesday, 6 May 2025. I went into the BSC service that afternoon to see if the steps in P01's support plan had been followed as previously, they had not been, to which I was told no as P01 was too heightened to try anything at the time and wasn't responding to anyone. This conversation took place with P01, P01 and myself and then towards the end P01 joined in. In this conversation on the spot I was told by P01 that she has been meaning to call me all day but hadn't got around to it, but to make me aware that P01 is actually suspended for the whole week and cannot return until they have a conversation with P01's OT which was scheduled to happen on Friday, (9 May 2025). From this encounter I was infuriated and upset and went to seek support from P01's school Principal and Learning Support Coordinator. From this the principal went and seen Teamkids as soon as I left and organised a meeting to take place on Thursday, 8 May 2025. Once I got home, I sent an email to Teamkids head office asking if they hold incident reports as I wanted to physically view them . I received an email back saying my request has been passed on to the Regional Manager.

Tuesday, 6 May 2025 I received some incident reports and waited for further reports to be provided. Some of these reports were just jotted down on a lined piece of paper. I would not consider these to be legal or appropriate documentation of such incidences.

Wednesday, 7 May 2025 I received some electronic versions via copy and paste as I had agreed to as I needed these documents ASAP and couldn't afford to be held up any longer due to their technical issues. To this date I still have not been able to witness them properly as discussed in an email chain which identified that from Jan – March 2025 reports are missing. None of which I have ever even seen, nor have I physically signed anything either.

Thursday, 8 May 2025 the school met with TeamKids and from what I understand the meeting was positive both parties have said.

Friday, 9 May 2025 p01 met with P01's OT over teams.

Monday, 12 May 2025 p01 called at 1130am to say she was working from home and had been contacted by her team on an update of P01's behaviour. p01 told me P01 was suspended again today for another week, and that he can return on Monday, 19 May 2025. This was P01's first day back after a week suspension. p01 mentioned in this call that P01 was in a quiet and calm space and when I asked where he was, she replied 'in the gym on the stage', to my knowledge and understanding the gym is not a quiet space.

In this conversation p01 said she will review P01's plan in 2 weeks' time. p01 also mentioned that what P01's OT recommended TeamKids can't do. She also expressed in this conversation that this isn't the right place for P01 to attend. I was very disheartened hearing this as I feel TeamKids haven't really given P01 a shot at being well supported. I had to leave this conversation as I was too upset due to p01 talking over the top of me and not listening to what I had to say. I told her I was hanging up and calling management. I spoke to P01 the current Program manager and I expressed to P01 that I no longer wish for p01 to engage with me as every conversation is the same, she says lots and does nothing. Following my conversation with P01 I then contacted ACECQA .

On Tuesday, 13 May 2025 I went into BSC to sign the latest incident report as I've been told this is the current way of doing them now. When reading the incident, I notice the information wasn't the same as the information I had been given. I asked P01 if there was a comment button to write my own comments before signing. She called on P01 to assist as he was close by at the time of the incident. P01 said the document can be edited so with my information and P01's opinion; the report was amended. I expressed my concerns about writing misleading and untruthful information as these are legal documents.

On Friday, 16 May 2025, I had another meeting with P01 and P01. Following on from P01's current suspension his support plan was updated to include P01's OTs recommendations, and I was assured all staff will have to sign these updates and acknowledge the new steps they must take to manage P01 and his support plan.

In addition to the above listed incidents there have been many other concerning factors and failings of care and clear lack of decency shown towards P01 which we have experienced. On one occasion there has been a breach of confidentiality where an educator has spoken of P01 to

his cousin who attends another service hosted by TeamKids. On a separate occasion another educator has openly and freely mocked P01 and mimicked him and other children's behaviour. I have been told on multiple occasions that P01 is not the only child to be suspended on one particular day, I was told 7 other children were also sent home. There are no clearly displayed details in the foyer for raising complaints and I have unfortunately found myself navigating a formal complaint thru ACECQA.

A serious concern of mine and one I think absolutely needs to be addressed is the lack of records keeping and management of documentation. Not one of P01's incident reports exist from January to March 2025. Not one was provided or signed for by me up until 13 May 2025, and after being gas lit and lied to that these forms do exist and that they were just misplaced/lost, I was finally apologised to and told they don't actually exist. I was then assured this would not be the case moving forward. This is absurd, P01 has had upwards of 5 suspensions and only one actual report exists with my signature. I was told that due to the Program manager no longer working at the centre meant that this could not be followed up or provided. I was under the impression such incident reports should be kept for upwards of 7 years.

As a single mother of 4 children, trying to juggle a career and a child with special needs who is constantly being excluded and suspended from this service I have had to make the sacrifice of reducing my working hours to ensure that P01 does not need to attend the after school care program. This means that not only is my salary greatly impacted, but my ability to accrue leave is affected, which is then needed when I need to collect P01 and manage his suspension periods. I am having to constantly rely on my family around me to assist with his care and school drop offs. Additionally, my superannuation is now also affected since my work earnings are less. Not only are these financial strains interfering with my day-to-day living, but there's also a high and demanding impact on my mental health. I am constantly on edge every day he attends as I'm waiting by the phone for the next call. I also feel unsupported and unheard as a mother of a child with higher needs.

As a parent, I am fully aware of my child's rights under the rights of equality and non-discrimination, which mandates that all children, regardless of disability, must have equal access to all school facilities and activities, including out-of-hours care. As per ACECQA's guidelines the program must also make reasonable adjustments to accommodate a person with a disability. The treatment my child has received appears to be in direct violation of these rights, and it is unacceptable that my child should face such exclusion or discrimination in a setting that promotes inclusion and support for all children.

I request that you investigate this matter thoroughly and take immediate steps to ensure that my child, and other children with disabilities, are treated with the respect and support they deserve.

Specifically, I ask for the following:

1. A formal investigation into the incidents of discrimination my child has experienced.
2. A clear action plan to ensure that all staff in the out-of-hours care program are properly trained in disability awareness and inclusive practices.
3. A commitment to ensuring that my child's needs are properly supported in future.

Please confirm that this matter will be taken seriously and provide me with an update on the actions that will be taken to address the issues raised.

I would appreciate a written response within 5 business days, and I am happy to meet in person if further discussions are needed.

Thank you for your prompt attention to this important matter.

I look forward to your response.

Sincerely, [REDACTED]
C/O [REDACTED]