

From: [Fairburn, Janine](#)
To: [Lockwood, Sheree](#)
Subject: FW: Anonymous complaint received during phone shift re: a day care centre
Date: Thursday, 4 November 2021 9:17:32 AM
Attachments: [image001.png](#)

OFFICIAL: Sensitive

Hi Sheree,

Can you please create a case in portal and GDrive and refer for Triage.

Thank you
Janine

From: Williams, Jo <Jo.Williams@act.gov.au>
Sent: Wednesday, 3 November 2021 4:11 PM
To: Fairburn, Janine <Janine.Fairburn@act.gov.au>
Cc: [P03](#)
Subject: FW: Anonymous complaint received during phone shift re: a day care centre

OFFICIAL: Sensitive

Hi Janine

Not sure how you want to handle this one as it is anonymous

Regards

Jo Williams | Director Quality Assurance and Audit
Phone: +61 2 6207 1289 | Email: jo.williams@act.gov.au
Education and Care Regulation and Support | Education | ACT Government
51 Fremantle Drive, Stirling- Hedley Beare Centre for Teaching and Learning,
GPO Box 158 Canberra ACT 2601
www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) .|

This email message and any attached files may contain information that is confidential and subject of legal privilege intended only for use by the individual or entity to whom they are addressed. If you are not the intended recipient or the person responsible for delivering the message to the intended recipient be advised that you have received this message in error and that any use, copying, circulation, forwarding, printing or publication of this message or attached files is strictly forbidden, as is the disclosure of the information contained therein. If you have received this message in error, please notify the sender immediately and delete it from your inbox.



From: [REDACTED]
Sent: Wednesday, 3 November 2021 4:10 PM
To: Williams, Jo <Jo.Williams@act.gov.au>
Subject: Anonymous complaint received during phone shift re: a day care centre

OFFICIAL: Sensitive

Hi Jo,
On my phone shift just now I have received a complaint from a caller who has requested to remain anonymous. The complaint is:

Springbank Rise Child Care centre by Busybees has emailed staff on several occasions recently to state that due to difficulties in covering child care shifts, they are wanting their staff to come to work even if they are unwell. The caller felt that it was irresponsible and goes against health advice.

I told the caller I would pass on this complaint to CECA and that someone may look into it. The caller knows that since she has remained anonymous, no one will get back to her.

Thank you – and please give me feedback if I need to do or say anything differently.

Kind regards,

P01 [REDACTED]

P01 [REDACTED] **Project Officer - Non-government Education**

(Non-government school registration and regulation; and ACT school CRICOS provider regulation)

Email: P03 [REDACTED]

Phone: P03 [REDACTED]