

To the management of OSHC

I am writing to you in relation to the OSHC after-school care at St John the Apostle, Florey A

I have some concerns that need to be brought formally to the attention of the program and its management.

1. **P01** this term has gotten out of the OSHC playground space and was collecting sticks outside the secured fence when he was brought back in and was in time out for doing so. I wasn't notified by OSHC my son was outside of this area unsupervised nor have I been notified of the Incident being notified to ACECQA being the You must notify the regulatory authority within **24 hours** of becoming aware of a serious incident (Section 174(2)(a) and Regulation 176(2)(a) being he was locked out of a service.
2. There are numerous occasions when I have arrived or family members to pick up **P01** to see him playing with friends happily with cars or dinosaurs. Mimicking the noises and being in their own space to view a female child tell the OSHC teacher they fear the boys playing with dinosaurs and the educator hugging the female child and telling the boys to stop making dinosaur noises and to pack them up as other children don't like they are playing that game which under the frame work is in fact causing children to not be able to express themselves and part of the OSHC vision is to be leaders, empowering and educating children via child philosophy which is learning and growth for everyone and encouraging to be who they are and grow as individuals.

There have been numerous occurrences I have spoken to **P01** and made a complaint about my son coming home saying he had to be gay as the other kids had told him that or he couldn't play with them, but all concerns raised have never had feedback given in what was changing or had been done so my son didn't receive this at the service.

I am becoming very disheartened to hear my son not wanting to go to school in the mornings at the age of 6 not for the fact he doesn't want to go to class, but because he doesn't want to go to OSHC club of an afternoon because of the way he is spoken to and made to feel nearly every afternoon from **P01**

P01 is excelling at school, the feed back is fantastic but it seem **P01** every afternoon has negative feedback and always a complaint, the difference in the way she speaks to children is very varied, the timid scared children or ones displaying learning difficulties or who need hand holding and hugging are spoken to at there level, cuddled, hands held and even when doing incorrect things like throwing a cone at a puppy injuring the dog causing it to scream was given comfort but other children, not just my son who are adventures and confident are spoken to without the same level of respect or care.

Over the last 2 weeks **P01** has come home once with a lump out of his head where he was hit by a child in the head with a stick breaking the skin in which he received time out and the other child didn't as the child involved who hit him was younger and then he fell hitting his head on the concrete and was told he will be ok up you get brush yourself off. I was not notified on either of these until asking my son what happened there is no notification from the service nothing.

I am by no means stating my son is an angel all children have their challenges, but as an educator and the service being paid for the care, guidance and nurturing of each child's individual self under the National Frame work I believe right now there is a great failure in this happening at the service

currently

P01 is an adventurous P05 due to this and P05 hasn't been for years and P01 really struggles with negativity and having someone be dominating and constantly putting him down, This year at the school my sons teacher is an amazing women she gives him positives and suggestions towards his negatives to turn them in to positives and the difference in him is amazing within the time this term has been running and his received awards for his behaviour.

Every day when P01 is picked up, he is either in time out or we are met with today he didn't do this and he did this, I don't believe there has been one day this whole term we were met with anything positive from staff member P01 Please note my complaint doesn't sit with anyone else in the service I have praise with how the other interact and to see them with all the children is extremely different to what I am seeing with P01

It is unfortunate that I need to write a formal letter to the service, but I believe the conversations had in the service with myself and his grandmother with the P01 isn't being addressed and points 1 under your regulations I don't believe has been followed and point 2 under the OSHC framework isn't being addressed along with certain behaviours we are observing.

It is requested the management of the service is now brought in on this issue and further training and guidance to the staff involved is given on different children's needs and growth and how to communicate effectively with children from different origins on a level of compassion and understanding and I am raising now that I don't wish my son to be singled out because I am brought this concerns now to the table in relation to the staff member in question.

I hope these issues can be addressed with positive and affective outcomes reached as if this can't be mediated I will be requesting that the staff member in question be moved to another location.

I look forward to hearing from you

Kind regards

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