

P01 [redacted], P01 [redacted]

From: EDU Complaints CECA
Sent: Thursday, 17 September 2020 4:06 PM
To: P01 [redacted], P01 [redacted]; P01 [redacted], P01 [redacted]; P01 [redacted], P01 [redacted]
Subject: FW: Complaint OSCHC program Camp Australia



OFFICIAL: Sensitive - Legislative Secrecy

From: P01 P01 [redacted] <P01 P01 [redacted]>
Sent: Thursday, 17 September 2020 1:07 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Cc: P01 P01 [redacted] <P03 [redacted]>
Subject: Complaint OSCHC program Camp Australia

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Complaint in relation to St John the Apostle After School care provider Camp Australia

Client: Grandmother P01 [redacted], P01 [redacted], P05 [redacted]
Attending children P01 [redacted], P01 [redacted] and P01 [redacted], P01 [redacted]

P01 [redacted] has a P05 [redacted] and P01 [redacted] is under investigation for [redacted]
P05 [redacted]

1. P01 [redacted] and P01 [redacted] were approached at care by their carer P01 [redacted] who offered them a sleepover on the weekend. The children believed her and stated this was promised!. When arriving home their grandmother was shocked to hear this, but boys were terribly excited and insisted they go. A message was exchanged between grandmother and Career , however on the day the carer cancelled and both boy were left not understanding and upset. (this is both unethical and breach of code of conduct)
2. P01 [redacted] was verbally abused and called stupid by a **another parent** at the service without any intervention of staff members. No incident reports or phone call to client (childs grandmother) or discussion made to parent involved. Child is now terrified of parent.
3. P01 [redacted] had his glasses removed and punched in the face by another child leaving a hand print. NO Incident report or information provided other than staff stating " im sick of these kids". When client came to collect P01 [redacted] he was sitting at the front of the service alone.

The family are requesting an investigation into these matters. At this time we are unsure of who the Director is at the service and contact attempts have been un succesful.

The service mobile P03 [redacted] is never answered and no other ways of communication is offered by Camp Australia other than to call a "call centre" and they send an email?

Client P01 P01 would appreciate action to be taken on this please

P01 P01 P03

Sincerely

P01 P01

Case Manager PCYC

E: P01 P01

PH: P03

Canberra PCYC would like to take this opportunity to Acknowledge the Traditional Custodians of the lands and waters on and in which we work – the Ngunnawal and Ngambri people of the Canberra and surrounding regions. We would like to pay our respects to Elders past, present and emerging and acknowledge their continuing contribution to the Canberra community.”



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