



From: P01 [redacted] P03 [redacted]
Sent: Tuesday, 21 November 2023 6:50 AM
To: Withers, Nicole
Subject: Re: CECA - Complaint against Communities@Work Charles Weston OSHC

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi Nicole

Thanks for your email.

I have now handled the matter directly with the service provider. Although I am not really satisfied with the outcome, my kids will only be attending for a few more weeks so there is probably no point in taking any further action.

Regards

P01 [redacted]

[Sent from Yahoo Mail for iPhone](#)

On Monday, November 20, 2023, 7:51 am, Withers, Nicole <Nicole.Withers@act.gov.au> wrote:

OFFICIAL: Sensitive - Legislative Secrecy

Good Morning P01 [redacted]

I am reaching out to follow up with you regarding your email of 13 November 2023 and my subsequent reply (below).

If CECA can be of any assistance, please reach out via return email. Alternatively, if you would like to discuss, please provide me with a suitable contact telephone number I can reach you on and I will be in touch.

Kind Regards,

Nicole Withers | Senior Investigator

Phone +61 (02) 6207 2635 | nicole.withers@act.gov.au

[Education and Care Regulation and Support](#) | Education | ACT Government
Level 3, Hedley Beare Centre for Teaching and Learning, 51 Fremantle Drive, Stirling 2611

GPO Box 158 Canberra ACT 2601

www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) | [CECA Facebook](#)

Hybrid work locations this week for me are:

| Mon | Tues | Wed | Thur | Fri |
|---|---|---|---|---|
|  |  |  |  |  |



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From: Withers, Nicole
Sent: Tuesday, November 14, 2023 8:22 AM
To: P03 [redacted]
Cc: P03 [redacted]
Subject: CECA - Complaint against Communities@Work Charles Weston OSHC
Importance: High

OFFICIAL: Sensitive - Legislative Secrecy

Good Morning **P01**

Thank you for your email of Monday 13 October 2023 regarding Communities@Work Charles Weston OSHC. We take the issues you raised very seriously.

By way of background, education and care services in the ACT are regulated by the Education and Care Services National Law (ACT) (National Law). CECA is the ACT's Regulatory Authority for the education and care sector. A core function of CECA is to ensure protection of children from risk and harm when attending an education and care services in the ACT.

Please be aware that CECA do not investigate matters on behalf of individuals, but as the regulatory body for education and care services in the ACT. Please find relevant links, for your convenience:

<http://www.acecqa.gov.au/national-law>, and
<http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>.

Please find attached a Direct Complaint Form if you wish to submit a formal complaint to CECA. If choosing to complete the form, it would be appreciated if you could include as much detail as possible in your account, inclusive of dates (or date ranges), other persons present, and any conversations you may have had with specific persons at the Service regarding your concerns.

This form is for internal use and contains prompts for important information to enable an assessment to be carried out. Please also attach any emails or written correspondence that you may have had with the Service related to your concerns.

Once completed, can you please return the form to complaintsCECA@act.gov.au.

Kind Regards,

Nicole Withers | Senior Investigator

Phone +61 (02) 6207 2635 | nicole.withers@act.gov.au

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From: [P01](#) [P03](#)
 Sent: Monday, November 13, 2023 4:05 PM
 To: CECA <CECA@act.gov.au>
 Cc: [P01](#)[P03](#) <[P01](#)> [P01](#)
[P03](#) <[P01](#)>

P03

Subject: Complaint against Communities at Work Out of School Hours Care

You don't often get email from P03 [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi there,

I'd like to find out how to make an official complaint against Communities at Work out of school hours care.

I've had two kids attending out of school hours care at Charles Weston School run by Communities at Work.

On 2 November, my 12 year old daughter was deliberately attacked by another child the same age and both in year 6. Despite my follow up, nothing has been done to take action against the child who hurt her.

The managers at Communities at Work have downplayed the attack as 'over excited play' and said that it was 'not intended to cause harm'. This is completely incorrect.

What happens is as follows:

My daughter and her friends had basketballs thrown at them initially. This is harassment and bullying.

My daughter had her shoes taken without her consent. This is theft.

My daughter was then deliberately hit in the head with a cricket stump leaving a huge lump on her head and swelling to the side of her face. This is assault.

It was prolonged, deliberate and ongoing bad behaviour by one child. It is an insult to a victim of violence that they are downplaying the perpetrator's role in this as 'over excited play'. This kid is 12 years old. He is well and truly old enough to understand this behaviour is not at all acceptable. It was also made clear to me on the day by staff there that this kid has a history of bad behavioural issues and they were not surprised this kid had done this.

My daughter was left visibly shaking, crying, upset and in pain after she was attacked. Her friends could also attest to the fact this was a deliberate attack. They saw it happen and were also subjected to some of this behaviour. Therefore the fact they've tried to write it off and downplay it is appalling. There have been no consequences for this child who deliberately hurt my child.

I've now had to withdraw both my kids from the service as I refuse to keep my kids in a place they may not be safe and with people in charge who won't properly act against children who hurt them.

Could someone please contact me in relation to a complaint against the service. I would be happy to provide emails from them too.

Regards,

P01