

From: Fairburn, Janine
To: P03
Subject: Direct Complaint - Genesis Family Day Care
Date: Wednesday, 17 May 2023 9:00:00 AM
Attachments: Direct Complaint Form - Online Submission.rtf
image001.jpg
image002.png
Importance: High

OFFICIAL: Sensitive - Legislative Secrecy

Dear P01

RE: Below email correspondence and attached – can you please advise if you wish to submit a formal complaint to CECA?
In relation to your concerns raised regarding suspected fraudulent CCS claims by the administration team of Genesis, this is not in scope of CECA's regulatory function. However, concerns relating to fees/account handling practices and CCS within an organisation are handled by the Department of Education (Commonwealth) via the *Family Assistance Law*.

Please find for your convenience, relevant link to assist with you taking your complaint to the appropriate department:

[Making a complaint to the department - Department of Education, Australian Government](#)

Complaints related to the Child Care Subsidy (CCS) payment and policy

Email: ccshelpdesk@education.gov.au

Phone: [1300 667 276](tel:1300667276)

Online: Visit the [Child Care Subsidy](#) page

Complaints related to the management of the Child Care Subsidy (CCS) and reports of fraud or non-compliance

Email: tipoffline@education.gov.au

Phone: [1800 664 231](tel:1800664231)

Kind Regards,

Janine Fairburn | Assistant Director

Phone 02 6205 4390 | Email : janine.fairburn@act.gov.au

Education and Care, Regulation and Support | Education Directorate | ACT Government

Hedley Beare Centre for Teaching and Learning, Stirling 2611 | PO Box 158, Canberra City 2601

www.act.gov.au



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- please notify the sender and delete all copies of this transmission along with any attachments immediately.
- you should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Withers, Nicole
Sent: Tuesday, 9 May 2023 11:31 AM
To: P03
Subject: Genesis Family Day Care - CAS- P03
Importance: High

OFFICIAL: Sensitive - Personal Privacy

Good Morning P01

Thank you for your email of 8 May 2023 regarding Genesis Family Day Care.

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 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

Children's Education and Care Assurance | Education and Care Regulation and Support | Education Directorate ACT Government - Level 3, Hedley Beare Centre for

Teaching and Learning, 51 Fremantle Drive, Stirling

GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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image001

My pronouns are She/Her

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From: P01 <P03 P01>
Sent: Monday, 8 May 2023 1:54 PM
To: CECA <CECA@act.gov.au>
Subject:

You don't often get email from P03 P01. [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](#)

Hello,

I am writing to you with concerns regarding my Family Daycare Scheme.

I am a family daycare educator in the ACT.

I am currently still working for the scheme Genesis Family Daycare. I have been threatened by both owners in person on the phone and now in email, for sending a child home and filling in illness record forms. P01 said "it looks bad to the authorities" and that the child might be "run hotter than usual" the temperature was 37.5° or above, I was following their written policy.

I mentioned that I was concerned about the child's health and had recommended the 2 year old to the doctor and had subsequently detected a double ear infection. P01 also told me to keep the child and disregard the temperature reading over 37.5° and a serious change in behaviour. All of which I have proof of.

I have also had issues with the suspected fraudulent CCS claims by the administration team of Genesis, when I mentioned this to the owners only (not the coordinators P01, but who is a witness) I was threatened by the director, P01 P01 in an email- which I still have.

I believe that the Genesis business is due for assessment and ratings in the coming weeks and hope this finds it to the correct people to advocate for family daycare educators in this business as I will be promptly leaving this business.

I believe that the child above may be with another educator in the Genesis business, and as discussed with P01 and P01 Workman, I am still concerned for her welfare.

I have also been concerned with P01's own practice as I have witnessed her lack of regard for her own enrolled children within her family daycare.

If you wish to follow up with more information and proof email me and I will gladly answer your questions.

Regards

P01