

**From:** [EDU Complaints CECA](#)  
**To:** [Cropper, Brian](#)  
**Subject:** FW: Concerns about OSHClub Nicholls  
**Date:** Tuesday, 2 April 2024 12:29:55 PM

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-----Original Message-----

From: [P01 P01](#) <[P03](#)>  
Sent: Thursday, March 28, 2024 6:46 PM  
To: EDU Complaints CECA <[ComplaintsCECA@act.gov.au](mailto:ComplaintsCECA@act.gov.au)>  
Subject: Concerns about OSHClub Nicholls

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Hi team,

I would like to make a complaint about OSHClub in Nicholls ACT. I have had concerns about the operation of this service for about 6 months now. I have contacted their regional manager a few times however her assurances that change is happening have not been demonstrated and I constantly feel uneasy about leaving my child there. My concerns are as follows:

There is a lack of supervision, at times I have seen children unsupervised in the kitchen, in the foyer and I have even seen them unsupervised outside. I have seen children playing in a cupboard labeled "electrical cupboard", I have seen kindy children playing with thumb tacs.

Even when they are supervising there are definitely times when they are out of ratio and there are too many kids to the 1 staff member in that area.

Even when they are supervising and in ratio they are often not actually watching and are definitely not interacting with the kids. I have witnessed a child standing on a table with the 3 educators in the room not even noticing.

I have witnessed staff yelling at the children unnecessarily.

One time my son was booked in to after school care and they didn't receive my text message to say he would be absent, they didn't contact me to check on his whereabouts for 40 mins which is very concerning.

I have concerns that very few staff actually know who my child is and therefore I don't feel they have taken any time to build relationships. It would be very easy for another adult to come and take a child with minimal fuss or for a child to leave the center.

The children appear to be allowed to walk around in each area whilst they are eating as there isn't a designated eating area. This is a concern for a number of reasons including playing whilst eating as well as for those children who have allergies. My son is allergic to dairy and this week I have witnessed children eating croissants. If they touch a toy or table then he does he may get hives or feel unwell.

There is no communication about the food that is being served and my son who has a dairy allergy has to approach a staff member if he would like a snack (years ago there used to be a designated plate for this with allergies or they got served first). For a quiet child like my son this is challenging to approach them when he doesn't have a relationship with them.

It appears that every day the students are allowed to have screen time in the hall regardless of the time I pick up my child which I am not overly happy about.

I have witnessed a Kindy or year 1 child who was absconding and the staff member who was with him was right up in his face, making the situation worse. This is probably due to a lack of leadership and teaching.

The lady who is in charge does not greet or acknowledge parents or children and she barely interacts with her staff. She is often on her phone or her computer.

As I mentioned initially in my email, I have brought all of these concerns up with a manager and I was told that changes would be made at the beginning of the summer school holidays (Dec 2023) when I followed this up in about week 3 or term 1 this year I was told the changes were being made that week. There seemed to be a few things changing for about a week but that was it. Now it is back to feeling chaotic and unsafe.

I would be happy to discuss this further however when you are raising this with OSHClub I would appreciate it if my details could remain anonymous including the fact that my son has an allergy and details of my conversation with the manager as well as the 40 minute delay in contacting me as this could reveal who my son is. Unfortunately I am not comfortable that this would be handled professionally from OSHClub if they knew mine and my son's details.

Kind regards

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