

P01



**From:** Fairburn, Janine  
**Sent:** Friday, 13 November 2020 9:20 AM  
**To:** Masterman, Tanya  
**Subject:** FW: Direct Complaint Form.

**OFFICIAL: Sensitive - Legislative Secrecy**

Hi Tanya,

Can you please lodge this in the portal for me, send the complainant a direct complaint form and ask them to forward actual email sent to service.

Thank you,

Janine

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**From:** P01 <P01@P03>  
**Sent:** Friday, 13 November 2020 9:06 AM  
**To:** Fairburn, Janine <Janine.Fairburn@act.gov.au>  
**Subject:** Fwd: Direct Complaint Form.

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Hi Janine,

Brian assisted previously with another incident that happened to my son and multiple issues raised for my sons daycare at blinky bill gorwrie.

Hoping you can help me.

G8 Education have investigated previously and discussed solutions they would provide.

Another incident occurred and multiple issues have been high risk and really disappointing with the daycare for my son P01.

I wanted to forward you a copy as nothing has been changed and improved.

The new incident concerned yesterday.

Here is exactly what I have sent to P01 daycare this morning:

Good morning P01

P01 will not be at daycare today, I have become very unwell vomiting last night and still unwell this morning. Will be keeping him at home.

I also needed to email about the incident yesterday.

I am feeling quite upset and frustrated about the incident that happened to P01 yesterday, I appreciate you discussing this with me yesterday afternoon big changes must be made, for the life, health and safety of P01 and all the other children.

I am so stressed and now I have to work out what to do there are too many red flags, when I receive a phone call in fear of what will happen next. Its just not good enough I am shocked that a centre can continue to run like this.

Even with the gastro, I returned P01 yesterday as I thought he would be ok to, but then find out that the centre including children and staff, are still having gastro symptoms and a 2nd and 3rd wave is hitting.

Parents should be made aware of this, because I would not have brought P01 back yesterday, he has been through enough sick every 2nd week and now me. I understand sicknesses happen but there has been no information report to us of the situation and amount of cases each day. It is so important to provide that information so we can make the right judgment for our children. P01 is sick a lot, even the hospital mentioned this, unfortunate but information provided to us would have been amazing to help make our own arrangements/judgement for our children, why put them through more sickness.

P01 was only just in hospital last saturday extremelly unwell with non stop gastro vomiting and then to return him as his well to find out there are still cases and new waves of it at the centre?

I also wanted to raise my massive concerns after our discussion, as you requested for me to put in writing to send to upper management:

- Another incident happened again to P01 yesterday, I completely sympathise another child was choking and it was an emergency for first aid and caring for the child. But during this time the door to the room was open and P01 was able to leave the room to be at the front reception.

- P01 was found at the fish tank. There is no nice way of saying this but children drown in water as low as a few cms.

Why is there a fish tank it is a huge life risk. Yes I am told he was found ok, after about 2mins (estimated) but he could have been face first in the water within seconds. The fish tank is also an electrocution from cables on the tank, computer nearby and falling and smashing risk.

It must be removed if staff keep losing children, this is an extreme risk.

What is it going to take until anything changes at this centre? The children are not being put first. P01 has barely been at daycare after 7 months home with me during covid.

Is it too much to ask to ensure his life is not at risk and he is safe?

I received the call notifying me of this incident at 4pm, yet you said it happened around 230...

No paperwork for the incident was even completed, same thing happened last time my husband collected him the last incident.

It should be completed and reported as a priority.

P01 you also mentioned that its lucky P01 didnt find the chocolate milk you have in your draw, saying it lucky he didnt find it or we dont know if he would even be with us today....

I hear what you are saying

But dont you know how horrible and devastating that is to hear. I didnt need to hear that it just made me even worse and more fearful,I have no trust in anyone anymore, a daycare and staff I used to care about so much.

Why is anything left around children if there are concerns of them leaving the rooms?

P01 has allergies and intollerances and I dont know how severe they could end up as we avoid them, dont allow him near them.

There are many hazards and life and health and welfare risks ontop of this

- Bins at reception kids can put their hands in, allergies/intollerances of products/off food or objects for office
- delivery of multiple boxes all stacked up
- computer and the cables - electrocution
- pens/pencils etc office supplies
- glass picture frames

I cant think of what else but these are so obvious

- Then what about the rest of the rooms up the hallway - toilet,staff room, supplies area etc.

Even more health and life risks

Falling hitting head etc.

Yet again i hear about all these ideas and solutions want to happen and nothing has.

An investigation conducted already for staff losing P01.

No cameras to investigate properly.

Plus the bigger risk some kids can press the green button to open the door to the centre. You told me preschooler kids know how. So when no one is around there is a risk of escaping (luckily the main gate is high up, but still a risk).

Then what about someone entering the daycare through the doors, kids can sneak through as they are quick or even take a child. Afterall there is no one around and a lot can happen in 2mins...yet I keep hearing its ok P01 is safe and well, it was only 2 mins max....

Then to top it all off

As P01 and I were leaving P01/P01(unsure spelling) asked P01 for a hug goodbye then next minute was rubbing noses with him...like what.....um ok not like there are no sicknesses Covid or Gastro..or a choice to say no to doing this to him, as it just happened so fast and I was frozen and left with P01 lost for words.

That is close contact, I understand there is some contact with children to care but intentionally getting that close, what else happens that I dont know about?

I am done with the contant promises, talking and the apologies. Nothing changes.

What do I do now

I cant have P01 at the centre

I cant afford to take any chances on his life. This now affects P01 and instability, my time with him stressed and worried and up all night looking for a new centre that can care for him 4 days a week and balance our work and support.

The last incident closed and I had the conversation with area manager of what is going to be fixed...nothing has..time keeps passing and nothing changes. I was patient and wanted and this has to stop. It is not good enough for any child, I do a better job at home knowing he is safer.

I am not well so I am not writing very well

But I needed to get this done so someone does something eventually.

P01 [redacted] P01  
P03 [redacted]

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**From:** Cropper, Brian <[Brian.Cropper@act.gov.au](mailto:Brian.Cropper@act.gov.au)>  
**Sent:** Friday, 13 November 2020, 8:48 am  
**To:** P01 [redacted]  
**Subject:** Automatic reply: Direct Complaint Form.

I am currently unavailble unitil Thursday 19.11.20. Please contact Asiatant Director Fairburn on [janine.fairburn@act.gov.au](mailto:janine.fairburn@act.gov.au) for all urgent matters.

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