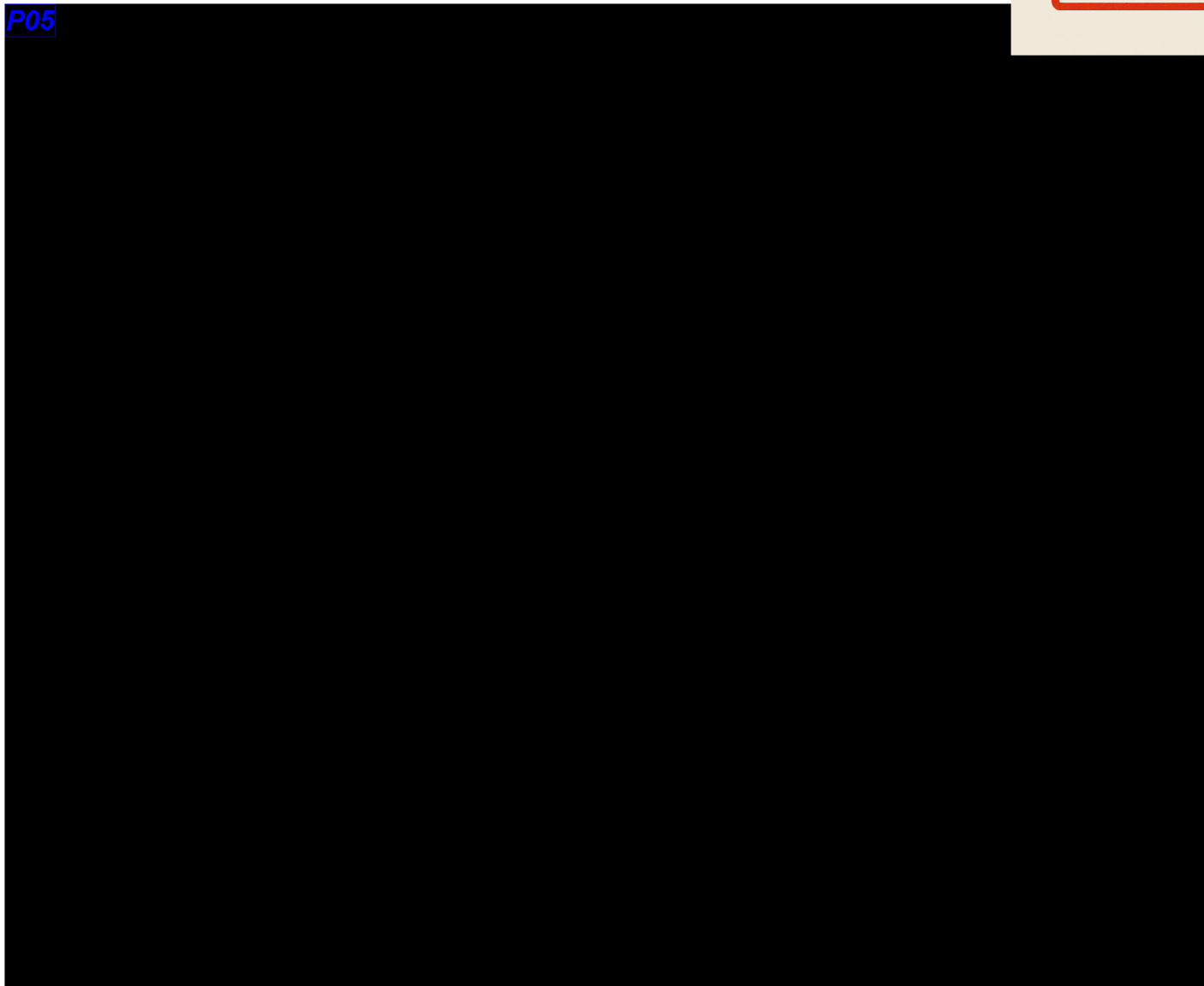




P05



From: P01 P01 P03
Sent: Wednesday, September 25, 2024 8:35 PM
To: Coutin, Delphine <Delphine.Coutin@act.gov.au>
Subject: Re: Concerns about Nicholls OSHClub

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.

Hi Delphine,

Thank you for getting on top of this. I just wanted to provide you with some further feedback. As you may already be aware, to address the issue OSHClub got a previous staff member back for 3 months to fix the issues and retrain staff. During this time it was amazing and we felt the children were safe

P01

and in good care. Since then, unfortunately my concerns have returned. A couple of issues to note are the follows:

A few weeks ago my son chased me out of the service without me knowing. Luckily a friend was there to stop him at the carpark and call me to come back. When I returned my friend let me know that OSHClub did not actually even know he had left the service except that a teacher from gold creek school informed them.

Last week I advised a staff member that a child in their care was outside up a tree of which they weren't aware he was out of the service.

Today they had to go into lockdown and, speaking with other parents it appears this wasn't dealt with and the staff were not able to get the students to follow procedures (not sure if this is due to a lack of practise, poor communication or students not being aware of the hierarchy at the centre. The person who is apparently in charge is never visible.

Today I also witnessed 2 students dangerously running through the foyer (past 2 staff members) with cotton buds coming out of their ears. I was very concerned what would happen if someone ran into them or if they fell.

I really hoped I wouldn't have to contact you again but I do hope this email encourages a very prompt follow up.

Kind regards

P01

On 1 Aug 2024, at 12:31, Coutin, Delphine <Delphine.Coutin@act.gov.au> wrote:

OFFICIAL: Sensitive - Legislative Secrecy

Dear **P0P01**,

Thank you for recently submitting a complaint email detailing the concerns you have regarding the operation of Nicholls OSHClub. We would like to inform you that Children's Education and Care Assurance (CECA) has conducted an audit at the service. During the audit CECA identified non-compliances with the Education and Care Services National Law and Regulations. CECA is currently working with the service and provider to rectify these, and CECA will continue to monitor the service as part of its continuous monitoring plan of all services in the ACT approved under the Education and Care Services National Law and Regulations.

Should you have any other concerns, please do not hesitate to contact CECA again.

Kind regards,

Delphine Coutin | Assistant Director | Audit and Risk Management
Phone +61 (02) 62071105 | Fax +61 (02) 62071128 | Delphine.Coutin@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
www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#) | [CECA Facebook](#)

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, 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.
