

Dear Parents/Guardians,

We value the ongoing trust you place in us to care for your child.

Consistent with that trust, we are letting you know that the Victorian Early Childhood Regulatory Authority (VECRA), has initiated regulatory action in relation to an historical error in our staff onboarding process that occurred at one of our services. We support the regulator taking a proactive role, in enforcing best practice in child safeguarding. This strong oversight is positive for the industry, and wider community.

There is no allegation that any children were harmed, and I want to reiterate our ongoing commitment to child safety. Our mission is to provide a safe and supportive environment for the children in our care.

We know that any regulatory action will naturally cause concern. We want to reassure you that increased action does not necessarily mean increased incidents, just greater visibility. We cannot share further information at this time as the matter is currently under active consideration by the regulator, but I reiterate that there are no allegations that any children were harmed.

We will closely work with the regulator and fully support the work they do to uplift child safeguarding practices.

If you have any questions, please contact customer support on 1300 072 410.

Kind regards,



Michael Abela
Managing Director and Founder