

July 21, 2014

Ms Carol Mills  
Secretary  
Department of Parliamentary Services  
PO Box 6000  
Canberra ACT 2600

Dear Ms Mills

I am writing to raise our serious concern at APH's lack of response in relation to the impending expiry of Anglicare's contract to operate the early childhood centre at APH, the possibility that this service will therefore cease on September 13 and the potential impact this may have on families.

Anglicare has been operating the service since its inception six years ago. During that time we have had a good working relationship with APH staff. However in March of this year our Director of Community Services wrote to the APH Contract Manager, Kim Martin raising a number of issues in relation to the viability of the operation of the centre requesting a meeting to discuss these. When we did not receive a response we then went to Freda Handley and again we received no response. We then rang Kim Martin who informed us that we would in time receive a letter about our contract. We have received nothing.

Given the ongoing financial losses at this centre and DPS' unwillingness to engage with our concerns, Anglicare felt it had no choice but to work towards ending our involvement in operating the service.

A fortnight ago we sent the attached letter indicating our intention to withdraw from the contract to provide early childhood services for APH. We received no acknowledgement of the letter, nor any phone response, despite messages being left by both myself and Jenny Kitchin to contact us. We have rarely been treated so unprofessionally by a Government department at Federal, State or Territory level.

That said, Anglicare is most particularly concerned about the need to inform the parents using the service as soon as possible about our withdrawal and DPS' ongoing plans for the service. We had hoped to work with your staff on a communiqué to parents. However this has not been possible due to no response from APH. With time running out ahead of September 13, Anglicare has sent out a letter to parents today.

Nonetheless, it would seem to be in everyone's interest to provide clarity for the parents on the ongoing care for their children as soon as possible. As stated in the attached letter Anglicare is prepared to discuss operating the service beyond September 13 to ensure continuity of care if a retender process is initiated.

I would appreciate it if you could inquire into this as a matter of urgency and look forward to hearing from you. My direct numbers are 6245 7128 and 0401 533 266.

Yours sincerely

Jeremy Halcrow GAICD  
Chief Executive Officer

Encl.