



213A
EDU

C01 Notification of Complaint

Thank you for submitting your notification. Below is a copy of the information provided in your notification. If there are any issues, please contact your [Regulatory Authority](#) for assistance.

Notification of Complaints

Provider

Provider Name	Guardian Community Early Learning Centres Pty Ltd
Provider Number	PR-00000823
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Guardian Childcare & Education Wanniasa
Service Approval Number	SE-40004191
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 P01 P01 P03 Email: P03 Contact Number: P03



Please supply the following information:

- Date complaint received
- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)
- Steps taken/actions planned by approved provider in response to the complaint

On Wednesday 11 June 2025 at 1:35 PM the centre received an email from P01 P01 P01 raising serious concerns regarding the care and protection of her daughter, P01. In the email the parent reports a distressing disclosure by P01 suggestive of suspected sexual assault which has been reported to ACT Police. The parent is cooperating fully with the ongoing investigation. In addition to this disclosure the parent outlined a number of other concerns relating to health and hygiene, communication, supervision, and wellbeing. The parent also referenced an ABC News article (dated 4 July 2024) reporting on safety concerns in ACT Guardian centres, stating that P01's experiences reflect similar or more serious issues. The parent has requested a written response to her concerns, a review of P01's history at the service, including any incident reports, behavioral logs, and staff observations and copies of current policies and procedures relating to toileting, supervision, and child safeguarding. Further details into the concerns raised can be found in the attached email.

Immediate Actions Taken:

All information has been documented in a BeSafe complaint. The Portfolio Manager has been notified of the concerns, and Guardian's Compliance Team has been engaged to provide further support. An investigation into the complaint has commenced, and further information will be provided as soon as possible.

Please upload any relevant documentation

wanniassa.pdf

Complaint report

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

[REDACTED]