



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	The Young Women's Christian Association of Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	YWCA Charles Conder School Age Care
Service Approval Number	SE-00009663
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 : P03 - phone: 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

Saturday July 1st 2023

Subject: Complaint Charles Conder B&ASC

Good morning,

Unsure if this is the correct team to direct this complaint to but we have been made aware of some serious matters from your service at Charles Conder.

First instance was when 2 students severely bullied my daughter, to the point of directly targeting her and throwing dirt and mud at her. I have not had any information or incident reports provided by your team and was actually informed by my daughters kindergarten teacher who, thankfully, happened to witness the incident. Her teacher pointed out that there wasn't any educators even outside for supervision, and that two other students had to search for an educator to help. I am very thankful to the school, as even though not during school hours, they took it upon themselves to speak to and punish the two students. As far as I am aware they're still being unkind to my daughter and there has been no action from the team to prevent this kind of behaviour.

Secondly, upon dropping my daughter off one very cold morning, there was an educator blocking the door and not letting any students inside. I had to then squeeze past her to even ensure I had signed my daughter in. This time of year, I was in complete shock that the students weren't offered access to somewhere warm at 7am on a freezing winter morning.

During discussions with a couple of the other parents, they informed me of two instances where their children were forgotten at pick up for after school care. Left to wander around the school grounds until another parent or teacher worked out where they were meant to be. This, in my eyes and in those parents eyes, is completely unacceptable.

The turning point for me, which I am lost for words on, was this Friday, 30th of June. My daughter asked to use the toilet and was told no. She was told it was broken and she would have to hold it. This has left me speechless. I'm so thankful my Mum collected her early and she wasn't left to suffer until my partner finished work.

During pick up on Friday 30th June, my Mum mentioned that a child had escaped from the centre and was being chased by an educator through carparks and dangerously close to roads. I am completely lost for words of the disarray of your before and after school care. There is zero structure and supervision is minimal.

A serious overhaul of your team and facility is required. We pay a lot of money to your service for care of our kids and with that we expect outstanding care. I genuinely feel sorry for the parents who don't have a choice but to send their children to you, me being one of those parents as I work rostered shift work. If I don't hear a response from you with real solutions to the issues at your service, I will be taking this further.

Sincerely,

P01 and **P01**, **P01**

Please see additional notes demonstrating action taken so far

Please upload any relevant documentation

Conder response 03072023.pdf

Response to parent 03072023



Child Details

Child's Name
Child's Gender
Child's Date of Birth

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03