



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	YWCA Canberra received the below email of complaint from a family who attends the service, which is currently under investigation: From: P01 P01 <P01 P01> Sent: Wednesday, 27 April 2022 3:08 PM To: Child Care Accounts <childcareaccounts@ywca-canberra.org.au>; info@conderps.act.edu.au Cc: P01 P01 <P01 P01>; P01 P01 <P01 P01>; P03 Subject: Concern for my daughter's well-being at Conder Primary afterschool care. [SEC=UNOFFICIAL] Good afternoon, I am writing to express my concern in relation to a serious incident that occurred at the Conder Pre-school during an after-care session just prior to Easter. Last night my daughter P01 informed me that two older boys who have been repeatedly harassing her and best friend P01, had forcefully pulled P01 and P01's pants down and threatened to pull their underwear down, leaving both the girls crying. We have confirmed this version of events with P01's mum.

Submitted By: **P01** **P01**



At this point we are unsure as to whether or not the girls' underwear was also pulled down by the older boys as [P01] is uncomfortable talking about that detail.

[P01] told me that when she went to tell a teacher/carer what had happened, the response was limited to asking one of the offending to sit down and miss playtime.

The carer/s did not engage in any further discussion with [P01] or [P01] to check that they were ok, nor were we as parents notified of the incident.

As I understand it, these two boys make a point of bullying and harassing all of the 4 year old children and this is not the first instance of the pulling down of pants.

My questions to management are these:

1. Does YWCA and Conder Primary School's duty of care not extend to proactively ensuring that young children (and girls especially) are protected from this sort of behaviour?
2. Does YWCA and Conder Primary School not feel that an incident like this should be brought to the attention of the respective parents?
3. What disciplinary/educational tools does YWCA and Conder Primary School implement to ensure these incidents are not allowed to be repeated by an individual student?
4. What reporting and lessons learned process is implemented by YWCA and Conder Primary to best ensure it doesn't allow a situation like this to occur again?

While my wife and I are angry that our daughter was allowed to be subjected to such a humiliating and traumatic form of bullying, we are angrier still that while the incident was known to your organisation, no effort was made to contact us in relation to it.

We expect a genuine effort be made to contact us in relation to this issue, and further that your organisations demonstrate an equally genuine appetite to address the broader problem at hand.

Regards

[P01]

[P01]

[P05]

[P03]

[P01]

[P01]

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

From: [P01], [P01] <[P01], [P01]>
Sent: Wednesday, 27 April 2022 3:08 PM
To: Child Care Accounts <[P03]>;
[P03]
Cc: [P01], [P01] <[P03]>; [P01], [P01]
<[P01], [P01]>; [P03]
Subject: Concern for my daughter's well-being at Conder Primary afterschool care. [SEC=UNOFFICIAL]

Good afternoon,

I am writing to express my concern in relation to a serious incident that occurred at the Conder Pre-school during an after-care session just prior to Easter.



Last night my daughter **P01** informed me that two older boys who have been repeatedly harassing her and best friend **P01**, had forcefully pulled **P01** and **P01**'s pants down and threatened to pull their underwear down, leaving both the girls crying. We have confirmed this version of events with **P01**'s mum.

At this point we are unsure as to whether or not the girls' underwear was also pulled down by the older boys as **P01**'s uncomfortable talking about that detail.

P01 told me that when she went to tell a teacher/carers what had happened, the response was limited to asking one of the offending to sit down and miss playtime.

The carer/s did not engage in any further discussion with **P01** or **P01** to check that they were ok, nor were we as parents notified of the incident.

As I understand it, these two boys make a point of bullying and harassing all of the 4 year old children and this is not the first instance of the pulling down of pants.

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Regards

P01 **P01**
P05

P03
P01 **P01**

The complaint is currently under investigation. The family have contacted by our School Age Care and Pedagogical Manager. The principal of the school has been contacted by the Operations Manager. The Program Manager has spoken to educators who worked at the service around the time the child attended the service to determine further information, as the family is not aware of when the alleged incident may have taken place. The investigation will continue to gain further clarification surrounding when and how the incident may have taken place.



Please upload any relevant documentation

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03