



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	YWCA Charles Conder School Age Care
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	P01P01 : P01 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	Complaint received 13th October 2023 4:46pm Afternoon YWCA, Let me start my email with how disappointed I am already and its only the 1st week back into term 4 and my 1st week back at having my daughters in afterschool care. I have just re-enrolled my girls at afterschool and holiday care this term and the last school holidays, because I had pulled them out previously due to way too many incidents reports that became daily for my daughters and the fact that management was changing over P01 was leaving for maternity leave. On Wednesday when I collected both girls from Afters I greeted the team members as I always do and thanked them signed the girls out and left, to be told in the car that my 6 and 9 yr old daughters had witnessed a young boy by the name of P01 whom had been very willingly showing all of his private parts to EVERYONE at after school care and that he had followed a young girl into the girls toilets and was thrusting behind her with his private parts out.... So you can only imagine the questions that I will have around this : WHY was I not informed of this from an ADULT/TEAM MEMBER ??? WHY was there no conversation had about this with all the children in a

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



manner that settled the kids minds around this ???
WHY do I pay for a service that is clearly not protecting my children since being in your what you call After School CARE ?
My girls have seen sex videos on an ipad with the last manager P01 whom was in charge, they have been beat, had sand and rocks thrown at them and in their face and been burnt with an iron by a team member last time they were enrolled.
If my girls are there to learn derogatory things and to clearly look after themselves and informing me of all the things happening, why do I pay you for this service?
why have I been charged a 200\$ bond to hold me accountable for no payment when you aren't being held accountable for these actions to my children and other people's children ?
The reason I sent my girls back was because I heard such great things from parents about how P01 has turned that place around and got the kids somewhat settled and in routine and now she is gone I cant help but think that just maybe that was a poor move on your behalf and we are back at square one.
Yes, I would like a response and yes I would like to see change for a service I am paying for..... I am a single mother and I need to use this service to be able to work but I am so over this needing to contact you when you are childcare you all should know better and your team members should be trained better....

Kind Regards,

P01 P01

P05

Response sent at 5:18pm Friday 13th October 2023

Good afternoon P01

Thank you for taking the time to provide this very concerning email. I would like to assure you that we are taking this very seriously and will be investigating the details you have shared on Monday.

Could you please advise the best contact number for us to phone you on Monday to arrange a time to discuss these concerns further and to let you know how we will be investigating this further,

Kind regards

P01 P01

Please upload any relevant documentation

Email correspondence.pdf

Communication with parent

Child Details

Child's Name

P01

Child's Gender

Female

Child's Date of Birth

P02

Submitted By: P01 P01



Child Details

Child's Name	P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01