



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 Hawker School Age Care
Service Approval Number	SE-00009734
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

From: **P01 P01** <**P03**>
Date: 1 May 2022 at 7:58:58 pm AEST
To: Hawker SAC <**P03**>
Subject: Formal complaint | **P01 P01**

Hi **P01**,

Thank you for speaking with my husband **P01** and me on Friday, about our concerns regarding the way one of your educators, **P01**, treated my daughter **P01 P01** on Thursday 28 April.

As mentioned, **P01** was extremely upset and crying on Thursday night after the way that **P01** spoke to her during the afternoon on Thursday. **P01** has relayed the conversations and interactions with **P01** which are as follows:

1) A conversation regarding **P01**'s dead relative - **P01** said that in her **P05** she had to view the dead body of a relative when she was in grade 4 and that recently her grandmother had died. **P01** was unsure what to say in response to this and told her that her chicken had recently died. **P01** replied abruptly that "she didn't care about pets" and that they should change the subject.

I think raising the concept of viewing a dead body with an 8 year old is

Submitted By: **P01 P01**



inappropriate and shows a lack of judgement. When P01 tried to build rapport with P01 by saying that her pet died, P01 shut her off rudely and made her feel embarrassed.

2) P01 (and her friend P01) being told to go away - I understand that P01 was speaking with another parent outside the main entrance about the behaviour of their child. P01 and P01 were standing nearby to the entrance of the hall trying to speak with P01 and get her attention. P01 told the girls to "go away/move away" a few times in an abrupt way, without any explanation as to why. P01 described the way P01 spoke to them as really rude and abrupt. P01 sat inside the door waiting for P01 and when she came in she was annoyed with her then P01 could hear P01 complaining about her another educator (P01).

This sort of communication is not acceptable with children. P01 was quite capable of moving herself and the parents away outside if she needed to, but she also did not explain to P01 that she needed privacy. If she had said "P01 I just need a few mins to speak privately please, I'll come and see you inside shortly" P01 would have totally understood. But instead P01 just kept raising her voice and spoke abruptly to them and then went on to embarrass P01 by complaining to the other educators about the situation, loud enough that P01 could hear her.

3) Using the threat of incident reports - I understand that P01 has explained to P01 that incident reports are saved on a child's file for 4 years and can be used against them and the child fined. P01 has heard P01 threaten to write an incident report for a child for merely saying something as a joke or in poor humour.

P01 clearly feels she needs to use incident reports as a threat, and as a means to gain power and control with the children. This is inappropriate and concerning.

4) Sharpening her finger - P01 has told P01 that she has sharpened her pinky finger in a sharpener on purpose and that there was lots of blood. When P01 asked her why and when, she shut her off abruptly and said "you don't need to know".

This sort of communication, including encouraging forms of self harm, is completely inappropriate.

5) Not helping to find P01 - P01 has told me that she went to the office on Thursday and asked P01 where you were and P01 abruptly said, without looking up, "How would I know where she is if I'm writing an incident report!"

This again, is rude and disrespectful when a student is merely asking to find an educator and the manager of the centre.

P01 is a very confident child and has attended day care since she was 12 months old, as well as after school care since starting at Hawker Primary in Kindy, and NEVER been made to feel so upset and embarrassed by an educator. P01 is very emotionally mature and confident but has been made to feel anxious and angry about how she has been treated. P01 asked that we (her parents) address the issue directly with P01 and we are very happy to. P01 does not want to see P01 ever again, does not feel safe nor comfortable in her care and she does not trust her. As her parents we echo this sentiment and do not feel comfortable with P01's judgment and communication with children.

We ask that you speak to P01 and counsel/discipline her for this



behaviour. Ideally we would like to see her dismissed from YWCA. Clearly she is in need of some basic training on how to work with children as she lacks the basic skills to do so.

I am now in a difficult situation where I am considering moving **P01** to either another day of care, when **P01** does not work so she does not have to interact with her, or withdrawing her from the program altogether and finding alternative care.

P01, thank you for listening carefully to us on Friday and for apologising to **P01** for how she was treated. We know your job is not an easy one and it is difficult to find suitable educators. We would greatly appreciate if you could take action and address this issue and update us on the outcome.

Kind regards,

P01 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

YWCA are currently investigating the below concern. The educator involved and the Program Manager of the service have been interviewed by the Operations Manager. It has been found that several of the claims made by the child have been misconstrued. A meeting has taken place with the family this morning, to discuss their concern. A meeting has taken place between the Operations Manager and the school principal to discuss the matter. The family will meet with the educator and Program Manager to also discuss the matter further.

From: **P01 P01** <**P03**>
Date: 1 May 2022 at 7:58:58 pm AEST
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Subject: Formal complaint | **P01 P01**

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Kind regards,

P01 P01
P03

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

P01 P01