



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	YWCA Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	YWCA Lyneham School Age Care
Service Trading Name	YWCA Lyneham School Age Care
Service Approval Number	SE-00009736
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 Ph: P03 Email: 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

Date received 23/05/2025

Concerns were raised by P01P01 regarding the management of an incident on the 22/05/2025 with his son P01 P01 Age 7, The concerns raised was the first aid and incident response of the Program Manager after the child was struck by a ball in the genitals and an assessment of the genital area was conducted by the Program Manager. Initially these were raised verbally by the family on Thursday evening after being notified of the incident and then in an email to the Director of School Age Care addressing the concerns.

On Friday morning the Father P01P01 returned to the program requesting information of the Director of School Care to email regarding the incident. The Program Manager contacted P01 P01 the Quality and Compliance Manager after the interaction with the Father on the morning of Friday 23 May 2025 and outlined the incident, response from the team and also the three verbal interactions with the father P01P01. At 11:30 P01 P01 attempted to call P01 and was unsuccessful. A second attempt was then made at 2:00pm with P01 answering to inform that he had placed all of the information in an email that he would be sending. He discussed the incident further, outlined his concerns and requested some further information. He was advised that an internal investigation had commenced and that he would be provided with an update on Monday the 26 May 2025. He was happy to receive further updates at that time.

At this time the email from the family has been provided and the YWCA School Age Care unit have begun an internal investigation. It has been confirmed by the family that at no time there was no touching and following the initial informal conversations there appears to of been no evidence of misconduct from the Program Manager. The Quality Support unit will continue with the investigation in the coming week ensuring all witnesses recounts are collected and reviewed.

Please upload any relevant documentation

P01P01 Email .pdf

P01P01 Email

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01

Submitted By: P01 P01