



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 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. 06/07/2023

Email received:

Dear **P01 P01**,

Hope this email finds you well.

I write to formally complain about one of your staff inappropriate contact with **P01 P01** (my daughter) while he had a duty of care to her..

On Tuesday 4 July 2023, **P01** went to the excursion facilitated by your organisation where a male staff at your organisation put **P01** (a young girl) on his lap while doing the 'rocking motion'.

This act is highly inappropriate and is reportable

P01 then fell off his lap and hurt her finger on the pavement. The said staff then told **P01** to wipe the blood off without making an incident report.

Noting this is a reportable incident and for the safety of the other children in the care of the service, I wish to inform the police to protect those children from that staff.

Regards,

P01

Operations Manager (**P01 P01**) phoned the parent, no option to leave a message so sent email response:

Good afternoon **P01**,

Thank you for taking the time to email this through to me. I hope **P01** is ok today.

I attempted to give you a call so you will have a missed call from my number.

I wanted to reassure you that we are taking this very seriously and as such I am submitting this to our Regulator (CECA) today along with my response, and we have begun our investigation process. The educator will not be returning to the service until such a time that a thorough investigation has been completed.

I will keep you up to date as the investigation proceeds, please don't hesitate to contact me if you have any questions,

Kind regards

Educator involved not scheduled for a shift until 12/7/2023 and will be stood down with pay prior to this date while an investigation is conducted, including the ACT Reportable Conduct Ombudsman.

Please upload any relevant documentation

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01 P01

Submitted By: **P01 P01**



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Notification Number: **NOT-40876065**
Date generated: 06/07/2023