



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	Woden Community Service Inc.
Provider Number	PR-00005883
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Hughes OSHC
Service Approval Number	SE-00009686
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 P03 [REDACTED]



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

On 11/08/2021, a parent, **P01 P01**, reported that she arrived to collect her child from OSHC and as she did so her child ran towards the bathroom. She told her child that it was ok she would wait for him. The Team Leader **P01 P01** followed the child into the bathroom, a short while later the parent heard her child say "what are you doing, why are you doing a wee in here". The parent entered the bathroom and saw the Team Leader standing at the trough urinating.

11 August

The parent called and spoke with **P01 P01**, OSHC Manager just after 6pm.

P01 P01 called and spoke with **P01 P01** to find out what happened.

P01 P01 called and spoke with **P01 P01** (educator) to find out what happened as the parent had spoken to her.

12 August

P01 P01 spoke with **P01 P01**, Director of Childrens Services

P01 P01 spoke with **P01 P01**, CEO

P01 P01 spoke with **P01 P01**, Director of Corporate Services

Report is to be made to ACECQA on 12 August

Parent spoke with **P01 P01**, Hughes Primary School Principal

HR are conducting an investigation and a report will be made under the reportable conduct scheme. **P01 P01** has been stood down from his role in the meantime.

Outcomes are still pending.

The parent, **P01 P01**, is kept up to date with progress.

Please upload any relevant documentation

20200723 Mandatory Reporting Cert_ P01 .pdf	Mandatory reporting certificate for educator
Incident Report Form - 1065.pdf	WCS Internal incident report for 11.08.2021

Child Details

Child's Name	
Child's Gender	
Child's Date of Birth	

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03

Submitted By: **P01 P01**