

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 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 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	Monday 25th March 2024 via text message (attached) - Quality and Compliance Manager and Director of School Age Care to attend program to discuss learning opportunities and discussions to have with children. - Quality Support Team to support educators with open ended discussions with children to engage in safe play and positive engagement. - Interactions to be documented in an incident report where a child indicates inappropriate interaction. - Educators and children to be provided with National Principals for Child Safety and embed language in day-to-day operation. - Director of School Age Care to contact family on Tuesday 26th March 2024 to discuss strategies for children to feel supported and safe in the environment. -
Please upload any relevant documentation	



P01 P01 - Text Message.jpg	P01 P01 - Message
Record of Discussion - P01 , P01 .pdf	Record of Discussions

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