



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 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	Name of father: P01P01 Mobile: 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 complaint received: Wednesday 27th July Email from P01P01: Hi, Sorry for sending this to the accounts address, this was the one listed on the website. Please just let me know if I need to provide this to someone else in YWCA. My kids, P01 and P01P01 enjoy afters and the staff are wonderful. What I'm writing about is P01 has mentioned to me a few worrying incidents that I wanted to raise with you concerning rough play and also some sexualised behaviour. Some of these may be occurring due to kids getting out of the line of sight of supervision. An example of the rough play was in a soccer game today where things seemingly got out of hand and P01 and another kid were having a lengthy argument that resulted in tears for both of them. Somehow P01 as part of this says he got knocked in the head by a garbage can while

Submitted By: P01P01P01P01



hiding behind it. I do understand that a staff member did intervene but it seemed that the fighting had been going on for some time before it was noticed by staff.

The other issue is that P01 has told me a number of times that a child in Yr 2 (P01) has pushed his finger into P01's rectum through his clothing. I have not raised this with YWCA until now as P01 said to me that he thought that staff were aware and were monitoring this child.

However, this week P01 said that this same child placed his hand inside P01's track pants and forcefully did this.

I'm raising the first of these issues just in the sense that staff may need to be aware of rough play that is occurring. With respect to the second of the issues with the sexualised behaviour, I would be grateful if you could please let me know what actions you can take to assure me and P01 that this won't continue.

Happy to discuss some more as well if that is appropriate.

Regards

P01P01
P03

Email Response from P01P01 (SAC & Pedagogical Manager):

Dear P01

Thank you for your email and your time on the phone earlier this morning. I'm also very concerned that this behaviour has occurred at our Lyneham SAC Program as it is not acceptable.

I want to let you know that I have talked to Lyneham's Program Manager, P01 ("P01") P01 regarding the concerns you raised. Please see the following in regard to each concern;

1. Rough play – I asked P01 about the particular soccer game, and she will be talking to the Room Leader of the Seniors area to gain more information on that situation where P01 and another child were arguing for an amount of time regarding the sport. P01 suspects that it may have resulted from a disagreement regarding the sport as the group of children in particular thoroughly enjoy and are quite passionate about Soccer. When I touch base with P01 again tomorrow I will ask her to ensure that she will plan some experiences in the program to educate the children about playing in team sports and how to be a team player, respecting both strengths and weaknesses of all team members. We will also reiterate the reminders to children about safe play and touch in the context of these physical games and sports.

2. Sexualised behaviour – P01 and myself were particularly concerned about this as this is the first time she is hearing about the matter. She is going to have a confidential discussion with each individual educator in the Seniors area regarding the behaviour of the child (P01) that you mentioned. P01 will call you later today regarding this but she will ensure that P01 feels safe and comfortable talking to her or another educator about this. It is our priority that the children in our care feel safe and secure and we want to make sure that P01 is confident in coming up to P01 if anything of this nature is to occur again. P01 will also talk to all educators and remind them about the supervision plan and reporting procedures that are in place at our Services, highlighting to take such incidents reported by children seriously and to report to the Program Manager/Room Leader immediately. I also can confirm that P01 will keep a very close eye on P01 as well and talk to him and his parents, as this behaviour is not acceptable. P01 will check in regularly with you over the next couple of weeks on the monitoring of this situation and will keep you informed of how P01 is going.

Once again thank you for your email and I hope that I have been able to respond to all your concerns addressed in the email.



Please feel free to contact me or P01 who I have CC'ed in this email for any further concerns or enquiries.

Kind regards,

P01P01

Steps Taken So far:

- P01 received the complaint on the morning of 27/07/22 and immediately called the parent acknowledging that his email had been received and that P01 was actively investigating the concerns, and will then respond to his email by COB the same day.
- P01 called P01, Program Manager of the Lyneham SAC Service at 10:30am 27/07/22 and relayed the information given in the complaint and concerns raised by the parent.
- P01 advised P01 to call the parent before P01 comes to the Service in the afternoon and reassure to P01 P01's father that she will speak to P01 and ensure that he feels safe and secure at the Service, and that he feels comfortable to come up to her or an educator that he trusts as soon as he starts feeling uncomfortable or upset about a situation.
- P01 advised P01 to talk to P01 (the child exhibiting inappropriate sexual behaviour) that it is unacceptable behaviour and have a discussion with him. P01 also advised P01 to talk to P01's parents about his inappropriate behaviour, including that his behaviour will be closely monitored, by the educators.
- After calling P01, P01 emailed a response to the parent (please see above) of what was discussed with P01 and what steps will take place in the next/upcoming weeks regarding both separate incidents.
- P01 has asked P01 to have an urgent team briefing with all educators to ensure that they are being very vigilant with such behaviours and suspicion of such behaviours, and to report it immediately to her.

Steps to take further:

- P01 will call P01 morning of 28/07/22 and ask her the outcomes of her conversations with P01 P01's parents, P01 and P01's parents. (Documentation of conversations with these parties have already been requested from P01)
- P01 will regularly check in with P01's family/parents giving updates on the situation.

Please upload any relevant documentation

Email P01 27.07.22.pdf

Email Communication P01 27.07.22



Child Details

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

Child Details

Child's Name	P0 P01 P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03