



## 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	Team Holiday Pty Ltd
Provider Number	PR-40002234
Provider Approval Status	Approved

#### Service

Service Legal Entity Name	
Service Trading Name	TeamKids - St Benedict's Primary
Service Approval Number	SE-40020300
Service Approval Status	Approved

### Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	<a href="#">P01</a> <a href="#">P01</a> - Principal of St Benedict's Primary School - Narrabundah



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 Friday 25 June 2021, TeamKids received contact from P0P01 P01, Principal of St Benedict's Primary School (where the service is located), to say that a child and their parents, had raised a concern to her, about the interactions of educator, P0P01 p01 with children in relation to her conversations and allowing children to engage in behaviours such as filming TicTok videos, sharing sexualised conversations, discussing pole dancing and allowing children to use their own electronic devices (phones and ipads) to take photographs during After School Care.

The concerns include allegations of swearing in front of children, with P0p01 saying F####ing C###. It is alleged that P0p01 asked a child, "so how is the break up going?" in relation to two grade 6 children who referred to each other as Boyfriend and Girlfriend. The child asked P0p01 if she had a boyfriend and it is alleged that P0p01 said she did and he is nicer than her last boyfriend, who tried to kill her. P0p01 is alleged to have told the children not to watch the YouTube personality, P01 P01, as he is a rapist.

It is not known exactly when these conversations took place.

TeamKids acted immediately when the concerns were raised. P01 p01 was immediately suspended from her role as educator and a conversation with HR and the National Quality & Compliance Manager was held on Monday 28 June 2021, where P0p01 denied all allegations.

The service Area Manager has attended the service to ensure supervision of all children is appropriate. Increased monitoring of the service has been implemented.

TeamKids intend to speak with the families involved to ensure they are aware of the internal investigation process. Continued communication will occur with P0P01 and the school in which the service is located in.

Please upload any relevant documentation

## Child Details

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

## Contact Details

Name	P01 p01
Phone Number	P03
Email Address	P01