



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	The Young Women's Christian Association of Canberra Ltd
Service Trading Name	YWCA Macquarie School Age Care
Service Approval Number	SE-00009737
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	P01 P01 : 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	From: P01 P01: P03 Sent: Thursday, August 17, 2023 8:18 AM To: Macquarie School Age Care P03 Cc: YWCA Canberra P03 P01 P01: P03 Subject: Incident at after school care? Hi P01 P01 came home from after school care yesterday evening saying that, after he was waving a dirty sock at other children, you threatened to stuff it in his mouth if he didn't stop, which, after he dared you to do, you did. P01, his brother, says this happened too, in front of several other children. My wife P01 (cc'd) says you didn't raise anything when she collected P01 and P01. This sounds concerning, but what can you tell us about it? Many thanks P01 The following is a timeline of events regarding the incident at Macquarie: • Incident occurred on Wednesday 16th August at BSC

Submitted By: [P01](#) [P01](#)



- Family emailed concerns Thursday - email forwarded to P01 to provide some context of the incident.
- P01 (QSO) and P01 went to Macquarie, Thursday (17/8) afternoon to discuss the issue, request that an incident report was completed, and a witness account be completed by P01 as the other educator that was present (See attached)
- I had my termly Principal meeting this morning (18/08) at Macquarie and the principal shared that the family had also spoken to her in relation to this incident. The principal has already spoken to 3 of the children that were present, and their accounts of the incident differ to that of the educators. I asked the principal if she could seek permission from those families to share those interview notes with us as part of the investigation, if we let her know she will arrange that and send them through.
- I have spoken to the mother (P01) today (18/08) and let her know that P01 was going to be stood down for Monday (P01's) next day to attend pending the outcome of a meeting on Monday and I would let her know if/when P01 would be returning. I said that I understood that P01 may be a little hesitant and she said he was fine it was more her concern/hesitancy to send him if P01 was to remain at the service.
- ACT Reportable Conduct Ombudsman risk assessment has been completed and sent to HR Manager.

Educator has been stood down for Monday 21/08, pending the outcome of the initial meeting and review of the Risk Assessment.

Meeting arranged with the Educator for Monday 21st August at 10am to provide the allegation to the employee.

Quality Support Officer to arrange mentoring and support to Educator regarding guiding children's behaviour, and will support the revision of the child's behaviour guidance plan in consultation with the family.

Educator to complete Reportable Conduct eLearning training prior to returning to the SAC worksite.

P01, P01

Operations Manager of SAC &; FDC

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Please upload any relevant documentation

P01 incident report P01 .pdf	Incident report: P01
Incident report P01 .pdf	Incident report: P01 witness
Risk assessment - ACT Ombudsman Risk Analysis.docx	Risk Assessment Reportable Conduct

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P01 P01