

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	
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	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
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	P01 sent through an email on Tuesday 29 October 2024 regarding an inappropriate interaction between children the week prior. The family was contacted via phone yesterday. P01 advised that the family wanted to bring this to our attention and was unable to provide a date, time or the child's name related to the incident. The family advised that they were not raising this as a formal complaint and wanted to bring this to the service attention. YWCA Canberra are lodging the following due to the nature of the alleged incident. The School Age Care will review the supervision to ensure the school gate area is an identified 'blindspot'. The School Age Care team will continue to discuss consent and body boundaries with the children during session time.
Please upload any relevant documentation	

Email - P01 P01 .PNG

Email - P01 P01



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03