



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 | Capital Region Community Service Limited |
| Provider Number | PR-00005807 |
| Provider Approval Status | Approved |

Service

| | |
|---------------------------|---------------------|
| Service Legal Entity Name | |
| Service Trading Name | Florey OSHC Program |
| Service Approval Number | SE-00009674 |
| Service Approval Status | Approved |

Complaint Details

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|---|--|
| 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 | Complainant name: P01 P01 (mother) (P03 and P03) and P01 P01 (father) (P03 and 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

Complaint was received at 11:10am on 5/6/23 in person at Belconnen Community Centre. P01 and P01 met with P01 P01, new director P01 P01 and myself (P01 P01 P01) to report on their child's behalf. According to P01 and P01, they spent time on Saturday morning with P01 P01, a family friend, and their daughter, P01 P01, who also attends the program, and P01 informed P01 that P01 had reported to her an incident at the program at Florey OSHC on Thursday 1.6.23 in the afternoon. P01 then followed up with P01 over the weekend, reporting to us this morning. They have also earlier reported this incident to the school principal, P01P01.

According to P01, P01 has reported that another child, P01 P01, told her she wanted to play with her and they went into the girls bathroom, where P01 kissed her, first on one cheek and then on another, then asking her to close her eyes and kissing her on the cheek repeatedly, touching her on the bottom and on her 'peepee' (private parts). This account matches the account P01 gave to her mother P01, with the exception that P01 reported that they had their clothes on, while P01 reported that they had their clothes off. P01 and P01 both reported that P01 was distressed and very worried that she would be in trouble. According to P01, P01 told her not to say anything to anybody regarding this incident. According to P01, P01 told her that if she said anything to anybody, P01 would kill her. P01 has reported to her parents that she is afraid to go to school and to afters because she is now afraid of P01.

We have informed the family that we intend to make this report to CECA as well as a separate report to Child and Youth Protection Services (CYPS), and will accept any recommendations regarding further reporting from CECA, and will inform them of any further reports made. We have informed them that we will be in touch with the other child's family.

I have made a report to my senior manager, P01 P01, who has agreed to suspend the booking for both P01 and P01 while we cooperate with your investigation of the matter and any investigation from CYPS. This will be without charge to either family and P01 may return to the program when she is ready. P01 will be meeting with the school today and will likely discuss this incident.

In the past weeks we have commenced having the bathroom doors locked to prevent children making a mess with paper and water in the toilets, and running out of the rear toilet doors during the first half hour of the program when gates are open. We will continue this practice but ensure that moving forward the educator who unlocks the toilet door will remain standing by the toilet door, ensuring privacy inside of the toilets, but keeping children in hearing distance.

We look forward to hearing from you and request the guidance and instruction from the Regulatory Body regarding this matter.

Please upload any relevant documentation

Meeting notes 050623.jpg

Notes from initial meeting with P01, P01s



Child Details

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

Contact Details

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|---------------|--------------------|
| Name | P01 P01 P01 |
| Phone Number | P03 |
| Email Address | P03 |