



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	Anglicare NSW South NSW West and ACT
Provider Number	PR-00005801
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Anglicare at Southern Cross ECS
Service Approval Number	SE-00011292
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 and P01 P01 P03 P01 P03 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

On Thursday 7th September, **P01** and **P01** **P01** requested an urgent meeting with me after they dropped their son off at school.

In the meeting, they indicated that their son, **P01** **P01**, had been sexually assaulted by another child whilst in attendance in our After School Program. They were unsure of time frames, and indicated that it could be a window of 1-2 months. They started by informing me that **P01** had become scared whilst at home, and refused to be alone within the house at all, he needed one of them with him at all times. They then told me that **P01** had said a boy at Afters had put his hand down his pants and around his anus. During the time of the meeting, they were unsure if it was a one off occasion, or if it had happened multiple times. They indicated that **P01** had said he told an educator, but the educator dismissed him, but he was unsure which educator he had spoken to.

I advised them to send the complaint to me in writing, so I could formalise it and enact the appropriate reporting as well as work on **P01**'s safety within the hall. They asked for Anglicare to provide mental health support - I directed them to the school, where **P01** would be able to access the school psychologist.

I have attached to this notification:

Written complaint from family, and response from myself (NS)
Staffing arrangements from the beginning of August
Record of discussion between myself and **P01** **P01** School Principal
Record of discussion between myself and the OOSH team
Email to OOSH team with added agenda items to their already scheduled staff meeting tonight
Pictures of the OOSH protective behaviours floor book

As the timeframe of this happening is ambiguous, it is difficult to ascertain when/where/who was implicated. The strategies of future actions are all in the attached documents.

OOSH staff qualifications for staffing arrangements:

P01 - Diploma
P01 **P01** - Diploma
P01 **P01** - Diploma
P01 - Diploma
P01 **P01** - Cert 3, WT ECT
P01 **P01** - Diploma
P01 **P01** - Cert 3
P01 - Cert 3
P01 **P01** - WT Cert 3
P01 **P01** - WT Cert 3
P01 **P01** - Unqualified
P01 **P01** - Unqualified
P01 **P01** - Unqualified

The agency educators we utilise from our external staffing agency, Right Tick, all either have their diploma or cert 3.

Please upload any relevant documentation

Email to Staff 8th September.JPG	Email to Staff 8th September
Initial Complaint and Response.docx	Initial Complaint and Response
OOSH Phone Meeting Post Discussion with Parents.docx	OOSH Phone Meeting Post Discussion with Parent
PT Floorbook1.jpg	PT Floorbook



PT Floorbook2.jpg	PT Floorbook2
PT Floorbook3.jpg	PT Floorbook3
PT Floorbook4.jpg	PT Floorbook4.
PT Floorbook5.jpg	PT Floorbook5
PT Floorbook6.jpg	PT Floorbook6
PT Floorbook7.jpg	PT Floorbook7
PT Floorbook8.jpg	PT Floorbook8
Reord of Conversation - P01P01 and P01P01.docx	Reord of Conversation - P01P01 and P01P01
Roster WC 16th Aug.jpg	Roster WC 16th Aug
Roster WC 1st Aug.jpg	Roster WC 1st Aug
Roster WC 22nd Aug.jpg	Roster WC 22nd Aug
Roster WC 29th Aug.jpg	Roster WC 29th Aug
Roster WC 8th Aug.jpg	Roster WC 8th Aug

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01P01

Phone Number

P03

Email Address

P01P01