



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	Community Services #1 Incorporated
Provider Number	PR-00005865
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Mawson Out of School Hours Care
Service Approval Number	SE-00009687
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 (father) P03 P03 P03 P01 (stepmother) P03 P03 P01 P01 (mother) P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 Female P02 P01 Male P02 P01 P01 Male P02
Please supply the following information:	19/5/21 - An email was sent from P01 parents, informing us of an incident

Submitted By: **P01** **P01**



- 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

that happened at ASC the afternoon before. This was sent to the school as well as Mawson Out of School Hours Care. Please see below.

From: P01 [mailto:P03]
Sent: Wednesday, 19 May 2021 10:06 AM
To: P03; P03
Mawson <P03>
Cc: P0P01 <P03>; P03
Subject: 4 MIP Student Sexually Assaulted

Good morning P01 and P01

I hope you are both well.

This morning our daughter P01 P01 P01 (4MIP) came to us very distressed over an incident of sexual assault at after school care. The incident occurred yesterday afternoon (18th May) between 4pm - 6pm.

P01 was playing with P01 and P01. The kids were playing a game of boys vs. girls ball, and when the girls won the game P01 announced she won because she had the ball. P01 then ran up to her and grabbed her by her bottom and said he had won because he had her by the bottom. P01 pushed him away, kicking him off to defend herself and pulled away. When she turned around to run away, P01 grabbed her by the vagina.

P01 was understandably shocked, distressed and afraid to report it at the time, and didn't have the words to describe what happened until this morning.

We are coming to you as extremely distressed and disgusted parents, as I'm sure you can imagine, hearing your 9yr old daughter has been sexually assaulted at school is a tough pill to swallow.

We would very much appreciate your help in facilitating appropriate discipline and contact with the parent's of the boys involved. At this point we would rather deal with this situation at the school and parent level rather than reporting it to the police.

I'm sure you agree that all children have the right to a safe learning environment where sexual assault and non consensual contact is not tolerated at all, so we look forward to your prompt response and help moving forward with this issue.

Warm regards,
P01 parents

- The school principal, P01, also received the same email and spoke to all children involved and communicated with the parents and P01 P01 CEO, Community Services1. P01 informed P01 P01 Executive Officer Children's Services, Community Services 1 who rang me to let me know of the incident.

- When I arrived at work I looked through all the correspondence from the school and parents. A meeting had been organised for 9am tomorrow morning with P01 parents and the school.

- I phoned P0P01 and left a message for him to call me back.

- I phoned P01 and spoke to her informing her of the incident and that I would be following it up, asking if I had permission to speak to



P01 when he was at After School Care next.

- I spoke to **P01** and **P01** at ASC to find out their recollection of the events. Discussion were had with **P01** about the rules regarding keeping bodies to ourselves and about private areas.

- I spoke to **P0P01** on collection of **P01** and informed her of the incident.

20/5/21

- I have just met with the school principal, Year 4 coordinator and **P01**'s father, stepmother and mother. We discussed actions moving forward at the school and After School Care level. (Minutes can be supplied once typed)

Actions planned (there may be more actions after talking to the other children involved):

- 'Love Bites' program to be introduced at Mawson Out of School Hours Care - this is designed for children in years 4-6 and looks at respectful relationships and consent. More information about how this will be implemented will be provided.

- When **P01** returns the the program we will be talking to her about which educators she feels comfortable talking to about problems and concerns so that she is comfortable letting educators know about incidents as soon as they happen.

- We will continue conversations with children regarding consent - listening when other children ask you to stop, about asking before touching anyone else, etc.

Please upload any relevant documentation

Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P03