



View results

Respondent

17

Anonymous

19:29

Time to complete

1. Full name

p01

p01

2. Phone number

P03

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

YMCA Canberra - Weetangera After School Care

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?
- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

Yes. They told me they had followed the required process.

6. What is your relationship to the Service? *

☒ Parent or Guardian

☐ Staff Member

☐ Other

7. How long have you had an association with the Service for? *

5 years

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

27/08/2024, 3:00pm-3:30pm

9. If there has been a delay in reporting, please state the reasons for the delay.

10. What are the names and date of birth of the children involved in the incident?

p01 p01 P02

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

I spoke with the Supervisor, other educators were looking for my child

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

I received a call at 3:10pm advising that my child was not at after school care. I advised that my child should be there as he was at school. The educator told me they didn't know where he was and I advised them that they had duty of care over my child and questioned their process for ensuring children arrive at afters. I was advised that children of his age must make their own way to afters. As this has happened before - my child once forgot and walked home with his brother instead of going to afters - I asked what they had put in place to ensure children under their care are where they are supposed to be and are safe. She advised they followed the process of marking the roll and then calling parents if children were not there to check if they were at school that day. She said educators were looking for him. In the meantime a parent advised me p01 was on the school oval and his brother was encouraging him to go to afters. The supervisor advised me that the staff members could not find him. I was told to please not worry myself. I explained that I was not surprised p01 did not want to go to afters as he had expressed that "No one at afters cares about me, they only care about the children with anger issues.". I also informed them of an example he had given of them blaming him for doing something wrong and then belittling him in front of me saying he had not made good choices today and "I have told your mum that you did the wrong thing today". I was later informed by his friend that he did not even do the thing he was accused of. Today's incident has reaffirmed for me that afters does not feel like a safe or pleasant space for him to be, and I am not convinced the service is providing a quality environment for my child. I told the supervisor that p01 would not attend afters today and that I would locate him and ensure he got home safely. p01 is now safe at home and I have informed them. I will be withdrawing his enrolment from the service due to my serious concerns related to the quality of care and supervision they are providing.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.