



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	The Young Women's Christian Association of Canberra
Provider Number	PR-00005876
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	YWCA Charles Conder School Age Care
Service Approval Number	SE-00009663
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	Formal Complaint received :Tuesday 13th June 2023 Hi P01 This is still not good enough. Considering YWCA have been informed about this child repeatedly from week 2 of term 1- this response is too little too late as the psychological damage has already been done. I clearly said to your accounts team that they needed to discuss with the people involved who knew what was happening TWICE and just blatantly ignored me. Surely you read something like that and question what is actually happening and seek clarification and advice. Again your staff are not trained and do not care about the children they are meant to be caring for. You are failing in your duty of care to keep my child (and others) safe and this bully should be removed. By having this child within your program you are putting other children (not to mention your staff) at risk and if the bullying continues, the damage that can be done could be irreversible- especially at such a young age where P01 is influential and is still developing his social and emotional skills that he will need for the rest of his life. As for my issues with the school, unfortunately this is something I have also been fighting separately because your program and the school

Submitted By: P01 P01



can't seem to communicate or work together.

You cannot be working with the family of this child because nothing has changed and if my child was consistently bullying other children I would be doing everything within my power to eradicate the behaviour- it is quite clear **P01**'s parents do not care and have no intention to change his behaviour.

P01 has been displaying inappropriate and challenging behaviour for 5 months now. When will you do something about this?

Proof that **P01** is the problem- last week **P01** was not been in attendance during the morning, **P01** was been much better at drop offs; less clingy, no more tears, I haven't had to have someone hold onto him while I leave. That is how much damage this child has done to my child. It could have been prevented but now I have to work on overcoming and working through his fears and anxiety which is extremely difficult given no one is helping the situation. This change in **P01** confidence for his safety is because I could tell him that **P01** was not going to be there. It is that simple.

I will not be enrolling **P01** in your holiday program as you cannot guarantee his safety and will be making sure the relevant departments are informed of your failure in your duty of care.

The psychological damage **P01** has caused my child is not ok and is your responsibility to help fix it as you have allowed this to continue for too long. I am at the point now where I am considering getting him in to see a counsellor or psychologist to help him process his emotions and anxiety that has been caused by 1 child continuously bullying him from his second week at school and in your program. Why should I be liable to pay hundreds if not thousands of dollars to help my child with something your program allowed to happen to him? Why is it you can sit back and ignore all the issues, yet I am the one who has to fix what has happened? But even if I do take this approach it is null and void if the bullying continues.

I will be making contact with Children's Education and Care Assurance as well the Education Directorate within the next few weeks for both YWCA and Charles Conder Primary as not enough is being done about the ongoing bullying and harassment and I need to have this escalated for my son's safety and wellbeing.

I have reached out on many occasions and been given many false promises regarding these matters and I won't take it anymore. It is time for action. I am the advocate for my child, his safety, happiness and character are in question because of the time he spends within your care.

P01 P01

Above Formal complaint is responding to the reply provided Thursday by **P01 P01** Thursday 1st June 2023: (YWCA Canberra Behaviour Guidance and Support Policy and Procedure was attached to the response):

Good morning **P01**

Thank you for taking the time to email your concerns, I have included **P01 P01** into this response as you have also noted ongoing concerns that you have at the school.

Our childcare accounts team are responsible for childcare accounts and enrolments, this has been a miscommunication that we hope to have now rectified requiring all correspondence relating to the operations of the SAC service to be forwarded to the Quality Support Unit.

I would like to confirm for you that we follow all National Quality Framework guidelines and YWCA Canberra policies and procedures to ensure each child's safety while they attend our School Age Care programs.

We are currently working closely with families at Charles Conder SAC to develop and implement behaviour guidance and support plans for individual children demonstrating challenging/inappropriate behaviours whilst attending our programs.

We are meeting with the team at Charles Conder today to complete a

behaviour support plan, which will be effective immediately and will include the following excerpt as per the attached YWCA Canberra, Behaviour Guidance and Support Policy:
'.....YWCA Canberra reserves the right to exclude children who put staff, or other children, at risk of harm due to continued aggressive or inappropriate behaviour.....'
We will continue to monitor and review any child's behaviour as per our Behaviour Guidance and Support Policy.
Whilst we are more than happy to accept an enrolment for your child in the upcoming School Holiday Program, we are unable to provide you with information relating to other children and families' enrolments. Please be assured that appropriate actions will be taken if any child endangers any other child during the program.
Kind regards,
P01 P01
Operations Manager of SAC & FDC

Please upload any relevant documentation

06.06.23 - Unsigned.pdf	P01 P01 suspension incident
Additional information.docx	Additional information
Charles Conder email communication re complaint from P0 P01 .docx	Email correspondence leading to formal complaint
Communication between YWCA QSU and Program Manager.docx	QSU & PM Communication
Communication between YWCA QSU P01 and Procurement.docx	Communication between YWCA P01 P01 and Strategic Procurement

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03