



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	Communities@Work
Provider Number	PR-00005824
Provider Approval Status	Approved

Service

Service Legal Entity Name	Communities@Work
Service Trading Name	Communities@Work Caroline Chisholm Out of School Hours Care
Service Approval Number	SE-00009665
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	Complainant name: P01 P01 Contact details: Phone number: P03 Email: 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	Date complaint received: Wednesday, 11 June 2025 9:21 PM Copy of written complaint: "CCS Staff - can you please direct the following email to P01 P01 (or whoever you feel is appropriate to support us in this matter). Hi Comms @ Work Chisholm We would like to alert you to a couple of alleged incidents that we understand have happened at after school care recently and would like to have a meeting this week to discuss them and agree on a resolution. Issue 1 P01 has come to us today to tell us about a distressing conversation that she had with a stranger on a private device (iPhone/iPad) while under the care of OHSC. The device is not P01's and is allegedly a device that is usually in P01's possession. We also understand that a

Submitted By: P01 P01



student named P01 may have been involved as part of these conversations with the stranger.

From what we understand, the situation is that the stranger (girl) is someone that P01 met briefly at P01's birthday party several years ago and is P01's neighbour of school age. The conversations allegedly involved anti-social behaviour (verbal abuse and exchange of death threats between the students and strangers). We understand this behaviour was encouraged by P01 who was allegedly 'forcing' P01 to make videos.

Issue 2

P01 has also alerted us to inappropriate use of a communal iPad (or at least, a separate iPad not to do with P01) at OHSC. P01 has told us that while she was in the bathroom at after school care, someone had set up the iPad through the space at the bottom of the door to take a picture while she was on the toilet. From what we understand there is no explicit content in this picture (i.e. feet only), but this is behaviour that we still consider extremely serious and we wish to have it investigated immediately to remove any potential photos from the device. In the worst case, there is a very real risk that certain photos on the device could be considered child exploitation material, which would be an extremely serious situation resulting in police involvement. This is not just a concern for P01, but also for the student(s) who may be attempting to take these photos who are too young to understand the seriousness of what they are doing.

Immediate management

We have had a conversation with P01 tonight about her behaviour on the phone with a stranger; and we understand she engaged in that behaviour because she felt like P01 wouldn't stop pressuring her to do it. She understands the verbal abuse she used was wrong, and we have thanked her for being honest with us and bringing the issue to our attention.

Next steps

We would like to request a meeting with a senior manager at Communities @ Work to discuss what has happened and settle a solution. We are comfortable if staff at CCS would also like to be involved in the meeting.

If we cannot reach an agreement on how to keep our children (and others) safe, then we will be removing both P01 and P01 from OHSC.

We are looking forward to discussing this with you this week. We can be contacted on P03 (P01) or P03 (P01) to find an appropriate time to meet.

Kind regards,

P01 and P01"

Steps taken / actions planned by approved provider in response to the complaint:

- Step 1: Acknowledgement email sent to the family about receiving the complaint (Email attached as evidence)
- Step 2: Email sent to the Program coordinator to investigate the matter (Email thread attached as an evidence)
- Step 3: Meeting booked for the family on Friday, 13 June 2025 12.00



PM (email thread attached as evidence)
 Step 4: Program coordinator did liaise with the other child's family on 12/06/2025 and also conducted a group time with children about not using the personal iPad within the service, using the service iPad for the educational purpose with the guidance of the educator. (Conversation record attached as evidence and also group time conversation attached as an evidence)
 Step 5: Email will go out to all services about the appropriate Use of Devices Within the Service.
 step 6: Email to the complaint with all the steps taken will go out after the meeting.

Please upload any relevant documentation

Aknowldgement email and meeting booked, Chisholm.pdf	Email communication with family
Complaint Email, Chisholm.pdf	Complaint email
Findings email, Chisholm complaint.pdf	Finding email
Grouptime.pdf	Group time
Conversation with P01 P01.pdf	Communication with another parent

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03