



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

Service

Service Legal Entity Name	
Service Trading Name	Communities@Work Charles Weston Out of School Hours Care
Service Approval Number	SE-40005645
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Name: P01P01 Email: P03 Phone: 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

Complaint submitted to Communities at Work 'Get in Touch' system - 22/08/2024 09:40PM

Complaint received by Communities at Work OSHC leadership team - 23/08/2024 8:20AM

Initial Complaint -

"Hi wish to make a formal complaint regarding an incident at Charles Weston School after school care on 22 August 2024.

The incident involved the main supervisor allowing unauthorized children into the school building. The children were former students at Charles Weston School and are now in Year 7.

Once on the school premises, the Year 7 children proceeded to take photographs of my child, despite my child saying he did not consent. I am told the photographs were subsequently deleted. The Year 7 children were also physically pushing my child around. The incident resulted in significant distress to my child.

It is not the first time Year 7 children have been allowed into afters. In fact I am told it happens frequently. When I asked the supervisor whether this should be allowed she said it was not. So why has it been happening?

The educators have fundamentally failed in their duty to ensure the protection, care and wellbeing of my children.

Please could someone call me to discuss the matter further.

Many thanks."

Discussion between P01 P01 (Senior Educational Leader) and P01P01(Program Coordinator) to clarify situation -

The child was P01P01 who attended the service to speak to educators and visit his brother P01. P01's son P01 was already heightened as he had been having disagreements with two other children P01 and P01 that afternoon, so when P01 pretended to take photos of him he escalated into a emotionally distressed state, and did not want educator support to de-escalate.

P01 double checked the phone for any photos and ensured their were none, before asking P01 and his friend to leave.

Additional Actions to be done early next week-

- P01 to contact P01 to discuss the situation further
- P01 to speak with P01's mother about him not attending the program unless she is present and the purpose is to collect P01
- P01 and P01 to speak with educator team regarding expectations moving forward.

Please upload any relevant documentation

P01 - CW Initial Complaint.pdf	Initial Complaint
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Child Details

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

Contact Details

Name	P01 P01
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Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-00067011**
Date generated: 23/08/2024

Phone Number	P03
Email Address	P03

Submitted By: **P01 P01**