



**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 Family Day Care and In-Home Care |
| Service Approval Number   | SE-00009666                                       |
| 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:<br>- Complainant name and contact details                                                                                                                                                                                                                         | The complaint was made directly to CECA by the parent, <b>P01</b><br>The complaint was emailed to us directly by Jarrod Reid, Senior Investigator. CECA                                                                                                                                                                                                                                                                                                               |
| Please supply the following information:<br>- Date complaint received<br>- Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc)<br>- Steps taken/actions planned by approved provider in response to the complaint | A number of weeks ago the coordination unit received a call from CECA asking if an educator was registered with our service. I provided this confirmation. I followed up with a phone call and was advised that there was no risk to a child's health and safety and that there was no action required from our service at this time. Today, 30 July 2024 I received an email regarding the direct complaint. We have not received anything directly from the family. |
| Please upload any relevant documentation                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Notification of Complaint.pdf

Notification of Complaint



## Child Details

|                       |        |
|-----------------------|--------|
| Child's Name          | P01P01 |
| Child's Gender        | Male   |
| Child's Date of Birth | P02    |

## Contact Details

|               |        |
|---------------|--------|
| Name          | P01P01 |
| Phone Number  | P03    |
| Email Address | P03    |