



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 Ngunnawal Child Care & Education Centre
Service Approval Number	SE-00009818
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	Complainant name - P01 P01 Contact details - 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 - 19/7/2021 Copy of written complaint received through Communities@Work's Get in Touch system-listed below P01 P01 Jul 19 2021 1:37PM 1 General Enquiry Program - Other: Formal complaint To whom it may concern my name is P01 P01 and writing to you today to make a formal complaint against P01 P01 of ngunnawal child care As it's come to our attention today the 19th of July 2021, P01 and staff of the ngunnawal centre fine its professional to try and put my 3 year old child on a behaviour management plan for stuff that apparently is recurring. My child is 3 years old and still doesn't know right from wrong and let alone can speak that well for himself. Every time some other child gets hurt in that room they go straight to my child as it was

Submitted By: P01 P01



his fault but when another kid attacks my child the room staff either don't see it or it's a apparent "toy" that did it to him even though he tells us someone bit him. Again he is only a 3 year old boy who is still learning right from wrong. And the actions ngunnawal day care are implying he definitely does not do this at home with his 1 year old sister. In my view staff at that day care are unprofessional, they criticise mine and my partners parenting and have to sign a incident report every second day noting our child has done something to another kid. Even though every time P01 comes home with a new P01 or scratch there's no report about that. As far we we are concerned we are pulling both P01 and P01 P01 out of this centre as we don't feel like it's helping our kids in anv way shape of form. Please feel free to contact me directly on P03 to speak further , I'm sure I have left out a lot more information about this.

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

*Note - Second party involved to NOT-40557782

Measures in place/planed relating to children involved in incidents

-Team meeting held 27/5/2021 (Included children's behaviour reviews within the room as topic)

-One on one meetings held with all educators in children's room to overview child's support plan and provided reflective

information/questions. (RoC's held on staff files, completed from 15/7/2021-19/7/2021 due to some team members being absent from centre).

-Communication book in place to document child's behaviours each day to support tracking on incidents. (Educational supporting information and mentoring on behaviours of concern)

-P01 P01's behaviour support plan drafted 14/7/2021

-Measures within support plan put in place to observe possible changes. (includes visual cards, centre walks, sensory activities, rest mat boxes, emotion visual cards, offer to child to help educators at centre complete tasks, small group lead activities, regular communication with both parents, redirections and observing changes, key focus on hand on activities to maintain longer periods of child interests, promote rest/sleep period).

-Support plan copy provided to P01 P01 (Mother of P01) upon her request. Due to

P01 P01 (Father of P01) not wishing to sign form at the centre on 19/7/21. (parents separated) (spoken

verbally with mother of P01 for support plan 19/7/2021 whom requested copy and apologised), P01 P01 (Mother of P01) has verbally approved the support plan to be put in place.

-Follow up team meeting planned for Tuesday 20/7/21

Please upload any relevant documentation

Child Details

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

Submitted By: P01 P01



Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01