



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 Taylor Child Care and Education Centre
Service Approval Number	SE-40001610
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	P01 P01 P01 Email: P03 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	The following concerns were raised by P01 in regards to her child care: From: P01 P01 < P03 > Sent: Wednesday, 28 July 2021 12:53 PM To: Communities@Work Administration < P03 >; P01 P01 ; P01 P01 Subject: Concerns regarding Taylor early child care centre Good afternoon I had a meeting with the director late on Tuesday 13 July to discuss an urgent issue relating to my son's care, relating to the previous day. My son came home with a hair tie (elastic band) wrapped around his wrist, hidden under his sleeve. It was restrictive and when found and removed left a residual red mark. I photographed and emailed the centre director making sure she was aware of what had occurred whilst requesting an explanation. Unexplainably this email was not responded

Submitted By: **P01** **P01**



to, which prompted the meeting. The director informed me that she had not received the email, which I showed her and forwarded it again to her. I asked for information relating to this incident. I have taken photos of his wrist after taking it off. I explained clearly that my Son nor his peers had the strength to put such a band around his wrist as it took considerable strength and dexterity, which suggested that it was one of the careers in his room.

While I was there I used the opportunity to discuss the nutritional value of the food being offered against the national guidelines of what should be offered to children in care. There was a change in menu in 2020 which I attributed to the closure of the Taylor primary canteen and during the free child care period. Assuming this was a temporary arrangement whilst a better solution was found. Fees have recently been increased, but the quality of food has never recovered from the 'free child care' period.

I highlighted that the previous days (Monday 12 July and Tuesday 13 July) as a good example.

Monday menu	Tuesday menu
Cereal with milk	Baked beans on toast
Sandwiches	Pumpkin soup
Fruit Platter	Fruit and cheese

Any child there on the Monday were not offered any protein (which $\frac{3}{4}$ of a serve should be offered) or any vegetables (2 serves should be offered daily). Sandwiches consist of vegemite, jam or cheese. When I raised the vegetable issue with the Director, I was told that 'fruit platter included vegetables'. As it was afternoon tea time, I asked to go and see what was being offered. The director asked the baby room what was on for afternoon tea. They responded 'fruit'. The director asked if there were any vegetables on the fruit platter and the staff answered 'no'.

Again Tuesday, while vegetable was offered as a soup, and beans are a proteinish food, the majority of the food offered a very high carb based foods. I see little, to no yogurt or custard or other ways to offer vegetables other than the main meal.

Late snack consists of biscuits or rice cakes. Again, a very high carb snack.

There have been 2 occasions on the past couple of months were main meals were substituted with sandwiches.

I was informed by the director she would raise my concerns up but the menu had just been updated and was following the guidelines.

My son has issues with constipation and offering him mostly carb based meals is detrimental to his health.

It has now been over 2 weeks and I have not heard anything in relation to either of my concerns.

Yesterday while picking up my son, there was a further incident which I could not speak to the director about (she leaves at 2:45 on a Tuesday) which requires your immediate attention. The older children were outside playing and the gate was open for me when I entered the centre. There were 2 children around the gate at this time and I assumed (incorrectly) they were with the parent and child about to leave



the centre. The parent left and the 2 children remained at the gate. One child (whom I can identify) was opening the gate. The carers were at least 30 meters away. I closed the gate and told the child she should not do that. I went to get my child and when I was leaving, the child was again swinging off the open gate. I alerted a staff member (from my son's room) who was leaving and she dealt with it, while the carers for the particular child (in an older room) ignored her.

Could you please confirm you have received my email and I look forward to your responses. Depending on your response I will have no issues with raising this with the governing body as this relates to accreditation and child safety.

Regards

P01 **P01**

P03

Actions taken by the Service:

- Addressed the concerns raised with the team. (attached the meeting agenda)

- As a team we revisited our supervision plan in the room and all the educators had a refresher of the supervision procedure and keep children safe policy by reading and signing it. (attached the supervision plan for indoor/outdoor areas and the policy signed document)

- Concern about the food program:

I raised the issue with the food program team, we have a meeting scheduled tomorrow.(attached the meeting invite)

- Concern about Preschool child opening the gate:

This incident happened twice, and I was in my office when I was notified both the times. When it happened first time, I addressed the issue directly with the child and explained her why she shouldn't be opening the door. (Little back story about the child in question, the child lost her mother recently and helps dad at home filling in mum's shoe and opening the door for guest is something she does at home.) We also spoke to the child family and raised our concern. We are working with the child and the whole preschool children addressing this issue.

I addressed the issue with the all the educators immediately and in the team meetings on different occasions (attached meeting agenda)

The educators in preschool planned spontaneous and intentional learning experience/ group time discussion to raise awareness about the safety in care. Attached is the preschool program's where the learning experience is highlighted for reference. Also, we have visual sign for children to help them understand and remind them not to open the gate.

- Called **P01** to arrange a time to meet her face to face to address her concerns. Her response was she doesn't know when she can meet because **P01**(child) is sick. I said I will call her back to check in few days when she is ready to meet, or she can call when she thinks she has some time to meet.

Please upload any relevant documentation

evidence 1 Preschool Program Aug 2-6, 2021.pdf

Preschool program where the children opening gate to let the parent in was addressed

Submitted By: **P01** **P01**



Evidence 2 Preschool Program July 26-30.pdf	Preschool program where a followup discussion/activity was planned to followup experince for the children opening gate.
Evidence 3 Keeping children and young people safe policy - signed.pdf	Policy read and signed by all the educators
Evidence 4 Active Supervision Procedure - signed.pdf	Educators did a refresher of the policy by reading and signing the policy
Evidence 5 Emergency-risk-assessment - 3rd August 2021.doc	Emergency risk assessment reviewed
Evidence 6 Outdoor Supervision Plan.jpg	Current Outdoor Supervision Plan
Evidence 7 Meeting minutes from July 26.docx	Meeting agenda
Evidence 8 Food program team meeting Screenshot 2021-08-03 140247.png	working on addresssing the food program issue
Evidence 9 Food program team meeting Screenshot 2021-08-03 140247.png	Food program meeting scheduled

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	P01 P01