



## 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	P01 P01 Phone: 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	Complaint sent via email on Friday 07/03/2025 11:34pm.  Complaint copy- "Dear P(P01  I am writing to complain about safety issues, lack of supervision and the management of incidents at Charles Weston OSHC.  Yesterday my son, P01 9.8 years of age, informed me that he had a very difficult time at after school care. During the session, while outside, he was targeted by some of his peers who were throwing tan bark, tennis balls, a carrot (found in the playground) and dirt balls at him repetitively (his school uniform polo was stained with dirt when I picked him up). He was also chased by one of his peers who then whacked my son with a hat. Another child also chased and whipped my son with a stretchy fidget toy. During the incidents, my son fell off his bike when a tennis ball hit him and he also fell over while running to escape the attacks and hurt his leg. There were apparently 4 educators outside at the time, and not one of them noticed the incidents.

Submitted By: P01 P01



My son approached an educator, **P01** to let him know what was happening. The educator advised my son to move away from the group and said something similar to: "it is time to go inside anyway". The children moved inside and according to my son, no one talked to the group of children involved in the attacks to make them realise the inappropriateness of their actions and the impact of their actions on others. It sounds like my son was trying to move away but was getting chased. How helpful was the educator's response to the incidents? My son received no support from the educators who are there to ensure children are safe and cared for. The educator my son approached appeared dismissive of the incidents and the children making the attacks got away with it. What is that teaching them? That such actions are acceptable?

Tonight, my son, unable to fall asleep, revealed to me that he was scared because of something that happened Tuesday or Wednesday at after school care. While outside, one of his peers held a disposable glove (that the child got at the service) filled with water tight around my son's throat. My son told me it was scary because his vision became blurry. My son managed to get away and went to an educator to let him know what happened. The response of the male educator (name unknown by my son but regular educator at the service) was: move away from those children. No actions were taken there either despite an educator being aware of the incident. The child who held the glove tight around my son's throat was not talked to so he can realise that his action was inappropriate, unacceptable and dangerous.

These incidents and the way they unfolded demonstrate a lack of effective supervision being implemented at the service (allegedly an Offence under Section 165 of the Education and Care Services National Law), a lack of care and a lack of protection of children (allegedly an offence under Section 167 relating to protection of children from harm and hazards).

In addition, no one notified me of the incidents despite my son letting an educator know what was happening. Under regulation 86 of the Education and Care Services National Regulations, a parent needs to be notified of any incident, injury, trauma or illness while the child is being educated and cared for by the education and care service as soon as practicable but no later than 24 hours. Decency would be to notify the parent at the time of pick up at least. This is not the first time that I am not notified of incidents verbally yet alone in writing through an incident report, which is the service's procedure. My son has fallen off his bike and had grazes multiple times last year, collided with a metal pole and on a few occasions I arrived at the service and he had an ice pack because he hit his head or his back but no educator mention anything. One incident where he hurt his back was only a few weeks ago but there was no written report. From memory I only ever had to sign one incident record in the 12 months my son has been attending OSH despite multiple injuries. This demonstrates that the service's policy and procedure for incidents are not being followed which is a breach of regulation 170. Two weeks ago (20 February 2025 I believe), a child got on my child's bike without permission and caused the chain to jam. According to my son, the educators asked the child to hop off the bike (the child did before hopping on it again). Three educators, including the service's responsible person at the time, tried to unjam the chain without success. At pick up time I said hello to the responsible person (I believe her name is **P01**), but she did not inform me of the incident and did not mention that my child would not be able to ride home on his bike because the chain was jammed. I only found out once outside the service when my son told me what happened. We had to walk home pushing our bikes.

I have been patient and monitoring things happening until now. I felt



that despite past minor incidents (which happen with children) my child was safe at the service. However this is now going too far and the way this week's incidents were handled is appalling and my child's safety and wellbeing have been compromised. Unless appropriate and effective actions are taken, I am in doubt of my child's safety when attending the service.

Finally, when I collected my child's bag yesterday, an educator was sitting down alone on chairs at the back of the hall with one mobile phone (with a black case) on her lap and one mobile phone (with a pinkish or salmon flap cover) in her hands and typing on the phone. I leaned over to grab my child's bag and could see the screen of the phone on which she was typing, it looked like she was typing words, there were already a lot of words written on the screen but I cannot say if it was a text message, an email or something else. I am not sure the service would have two mobile phones in use and that one person would carry both. I am wondering if they were using their personal device which seems inappropriate and maybe also not in line with the Provider's policy on the use of personal device. As you know a lot of recommendations were made following the Child Safety Review. I approached an educator I know to ask which educator was P01 P01 (?) who was displayed as the Responsible Person (with the intention to talk to them about this). The educator told me that P01 was not working at the time I was at the service, yet her name was displayed at the service as being the responsible person (breach of regulation 173 (2) (c)). I asked who the responsible person was and they said P01 (I think). I asked which one of the educators was P01 and the educator pointed to the educator sitting on their own typing on the mobile phone. I thank the educator and left the service. Employees may need a reminder of the procedure in place around the use of personal device while working directly with children.

You will note my, and my son's, uncertainty regarding educators names throughout my complaint. This is due to the fact that the turn over of educators is significant and their engagement in talking to families near inexistant. It is difficult to know who is who.

I request a response to my email with the following:

- Strategies that have been put in place to ensure educators respond appropriately to children seeking support when something is happening to them.
- Strategies that have been put in place to ensure children who act inappropriately are supported to understand the inappropriateness of their actions and the impact and consequences these can have on others.
- Strategies in place to ensure that the service's policies are being followed.
- Strategies in place to ensure children are safe at the service.

I look forward to hearing from you. I am also available for discussion or should you require further information.

Kind regards,

P01

Sent from my iPhone"

Steps to be taken -

- The provider has replied to P01 to confirm her complaint was received and will be lodged as a C01 to CECA
- The provider will then speak with the program coordinator to gain more insight on what is occurring / barrier to success in this are
- Additional steps will be decided based on the initial investigation outcomes



Please upload any relevant documentation

Documents to be submitted later.

## Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Female
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>