



## 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
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: - Complainant name and contact details	<a href="#">P01</a> <a href="#">P01</a> <a href="#">P03</a> <a href="#">P03</a> <a href="#">P03</a> <a href="#">P03</a>



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

2 May 2025 7.36 pm

My name is P01 P01. We utilised family day care through your services and my daughter P01 P01 attended in the care of P01 P01, mobile P03 from September 2017. We ceased care due to P01 expressing that P01 had pushed her off the lounge.

My daughter just tonight has informed me that P01 would shut her and the other child in care in the play room only letting them out for meals.

I am an Educator of over 20 years experience and I am shocked and appalled to hear this from my now 10 year old daughter. I really don't know what to do with this information, as I am extremely perturbed by hearing this but thought my first instance would be to inform you and hope this educator is no longer responsible for children. P01 P01, Manager, Communities at Work FDC, phoned P01 at 9.07 am on Monday, May 5.

P01 explained that her daughter opened up and told her that P01 would shut them in a room and only allow them to come out at meal times. P01 said that her daughter shook as she shared this information with her. P01 also mentioned that she had done a Facebook search on P01 and could see that she was working for Canberra Girls Grammar and was concerned that she was still working with children. P01 has reported her concerns to CYPS.

I advised P01 that I would seek support on how to manage this new information and get back to her. I also followed up with an email stating the incident relating to the couch was reported back in 2017, and I would continue to follow up on how to proceed with this new information and get back to her.

P01 P01 has not been with our service since 2017. We have notes on file stating that she would not be suitable to return as an educator.

Please upload any relevant documentation

Complaints notification for P01 P01 17.10.2017.pdf	Previous Complaint Notification
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## Child Details

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

## Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03

Submitted By: P01 P01