



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: - Complainant name and contact details	P01 P01 P03 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

On 10.04.2024 The Family Day Care Coordination Unit received a phone call from **P01** (Parent), who wanted to query the Incident, Illness, Injury process for Family Day Care Educators. The call was taken by **P01 P01** (FDC and IHC Support Coordinator). **P01** did not want to submit a complaint, however her verbal conversation and the follow up with the FDC Educator, **P01** (Phone: **P03**, Address: **P03** Email: **P01**), indicated that a complaint should be submitted through the portal despite **P01**'s wishes, due to concerns

Communities at Work has about compliance with appropriately notifying families of injuries and completing required documentation, providing incident reports to the FDC Coordination Unit for monitoring, risk assessing and examination of patterns and trends, inability of the FDC Educator to locate incident reports that the family have claimed to have signed, Conflict of Interest as the injured child named the FDC Educators Grandchild when speaking to their parent.

We have attached to this notification the FDC Coordinator notes from the phone call, the Educational leader's notes from attending FDC Educators home, and the email that has been sent to the FDC Educator this morning as part of our investigation of the issues. The FDC educator is required to respond to the inquiries in writing by COB Monday 15th April. The response will form part of the investigation and inform the required actions. The FDC Coordination Unit reached out to the family again today as promised in the conversation yesterday and informed them of the investigation, again the family identified that they did not at the stage want to submit a formal complaint but may consider this in the future. They felt the educator needed support and were assured that the Coordination Unit would work with the Educator as applicable but could not provide further information due to privacy. The FDC Coordination Unit will be doing the following:

Unannounced visits to the FDC Service at regular intervals

Working with the FDC Educator to develop Behaviour Support Plans for the Children scratching and biting

Working with the FDC Educator to develop an active supervision plan

Working with the FDC Educator to implement strategies for the Conflict of Interest as the child named by the injured child also happens to be the FDC Educators Grandchild.

Provide training to the FDC Educator in appropriate reporting and record storage.

Other actions as identified following the FDC Educators response to the inquiry email sent today.

Please upload any relevant documentation

Follow up.docx	Notes from Service Visit
Request for Information Email 11th April 2024.pdf	Provider Inquiry
P01 's notes from the conversation with the parent.docx	Notes from Initial Phone Call

Child Details

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



Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P01