



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 Isabella Plains Early Childhood Service
Service Approval Number	SE-00011293
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	P0 P01 Phone: P03 Email: P01 P01
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	Received 09/08/2021 at 9:39am an email through the administration email box as follows (also entered into Communities@Work's Get in Touch System): Dear Administration, I want to report an incident involving my son P01 P01. On Friday, the 6th of August, I received a call from P01's childcare to let me know that a boy did scratch him on the face. I was reassured that P01 was ok and it was only a minor thing. However, when I went to pick P01 up, I was horrified by the injury he had sustained (see attached photo). He was visibly shaken and stressed. P01 revealed to me that he was pushed to the ground and scratched multiple times by the another boy, without being able to defend himself. This was corroborated by other kids who saw what happened. At the time of the incident, P01's childcare appears to have been understaffed. With only two educators present at the time, one of which is pregnant and the other on a casual basis, P01 suffered and was left defenceless, until one of the educators was alarmed and rushed to his aid.

Submitted By: P01



P01 revealed to us the identity of the kid who did this, and he mentioned that this was not the first time that this particular boy has been aggressive towards him and to other kids. I've spoken to one of the parents and he informed us that this boy has attacked his son and one of the educator at his presence as well. So it is hard to understand why there weren't enough educators present, which could have prevented this from happening.

I urge you to investigate further, and take necessary measures.

Kind regards,

P0 P01 and **P01 P01**

While the email claims that the service was "understaffed" the email also highlights that that the family acknowledged that there were two staff present at the time of the incident. There were 15 children signed in with a required ratio of 1:11 in the preschool room. With a 16th child arriving soon after the incident.

After sending the email the mother attended the centre this morning to drop off **P01** and spoke to the Acting Manager about the situation (notes of meeting will be attached.)

The ratios and incident was discussed and the mother repeatedly highlighted that she did not feel that a pregnant staff member should be with her child. **P01** (mother) was animate that because she was pregnant she could not supervise children. The Acting Manager provided information about the educators abilities and tried to assure **P01** that she was fit for her role.

IP01 (Director Children's Services) attended the service after receiving the email to gain further information about the circumstances. Investigations indicate that there was also a third staff member (trainee) present in the room at the time and the Acting Manager and Team Leader were also in the room soon after at 9:20am. - Ensuring ratios well above requirement. Another child had brought a toy in from home and **P01** had taken the toy. Another child had attempted to get the toy back, resulting in **P01** being scratched on the face in an altercation over the toy.

P01 unpacked with the Acting Manager the complaint and highlighted that as the educator was fit for her role, we as a provider could not and would put in place supervision for the educator as requested by the family as this could be seen as discrimination due to pregnancy. The service and the educator have no concerns about her ability to work with the children while pregnant.

The child that had scratched **P01** was discussed to unpack the child's behaviour. Up until this point the service had not had any reason to complete a positive behaviour support plan, however will be taking steps to work with the family to now complete this.

Staff will be reminded that when they call a family about an incident, they are to be detailed in their communication as the family felt that the phone call did not highlight how bad the scratch was.

IP01 called **P01** at 3:18pm as per the follow up promised by the Acting Manager. **P01** identified that she was just picking the kids up and **IP01** made arrangements to call again in about 20 minutes. **P01** called at 3:40 and spoke to **P01** for about 10 minutes. The incident was discussed and **P01** identified that the outcome she seeks is that the child that 'attacked' **P01** be given an educator one on one to make sure that it doesn't happen again and that while she "loves" **P01** (pregnant educator) that she won't be able to help children because she is pregnant. **P01** assured **P01** that we would continue to monitor **P01**'s pregnancy and that we would take medical advice should she not be able to enact her role, however we were confident in her current abilities. **P01** assured **P01** that we would continue to work with the team to ensure appropriate behaviour management strategies for the benefit of all children.



Please upload any relevant documentation

20210806_163628.jpg	Photo 1 of injury supplied by family
20210806_170256.jpg	Photo 2 of injury supplied by family
Educator in out records.pdf	Educator Working with Children Records
Email Complaint.pdf	Original Email Complaint
Family meeting notes.pdf	Family meeting notes
Incident Form P01 .pdf	Incident, Illness, Injury, Trauma Record

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