



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 Narrabundah Early Childhood Service
Service Approval Number	SE-00009817
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 P01 - Phone P03 Email - P01 P01
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 P01 Female, P02 (P01 's daughter) P01 P01 , Male, P02 (Child Complaint refers to)
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	04/12/2020 - P01 P01 attended Tuggeranong Community Centre at approximately 9.00am and at the front desk demanded to see P01 P01 (Director Children's Services). He refused to identify to the reception the reason. Reception staff retrieved P01 and P01 identified that he needed to report an assault. P01 and P01 went into a meeting room and meet to discuss P01 's concerns as follows: P01 claimed his daughter P01 is constantly being assaulted at Narrabundah Early Childhood Service by a child named P01 , he has had lots of incidents reported to him but yesterday is the first one he has witnessed and was demanding that the child be expelled from the centre as this was the seventh incident of assault. P01 asked P01 to explain what he witnessed yesterday to which he responded:

Submitted By: **P01 P01**



P01 was leaning on a piece of playground equipment and **P01** came up with a broom, swinging it around and pushed the broom into **P01**'s body. **P01** yelled, alerting staff to the situation and both staff and **P01** ran to the children. **P01** said that **P01** wasn't crying but looked shocked.

P01 asked **P01** about the previous incidents, **P01** shared as follows:

- cut to lip, resulting in bleeding
- slapped in the face
- spat in her face
- ran after her and other children with a rake, threatening to hit them
- finger on lip (**P01** asked for more information about this, **P01** did not have any more information)
- Child flung around and hit **P01** with a ruler

P01 identified that there was been a big gap between these incidents (all September he believes) and the one yesterday but that obviously the educators weren't able to protect his child and that this is common assault. He shared that the team have been really great and responsive in dealing with the situation and it had improved in recent months, but that the fact that something has happened again yesterday, there should be no other option than expulsion.

P01 spoke to **P01** about Communit@Work's processes and provided context to why expulsion would not be a strategy to dealing with the situation. **P01** also explained that difficult physical behaviours exhibited by a 5 year old, would not constitute "assault". **P01** reported that he was told the same thing by the police as he had made a statement to them this morning in an attempt to have the child charged. Police Report number c/23635, Friday 4th December 2020, Constable

P01 P01
P01 talked through Communit@Work processes of inclusion, working with children and families with difficult behaviours, working with the school, Positive Behaviour processes and planning etc. **P01** also shared that there has been some recent changes with the Narrabundah Team that seemed to align with the timing of the incidences, however would need to investigate further. **P01** demanded assurance that there would be no further incidents. **P01** replied that we were unable to assure this, however would take the complaint seriously and work with the team to determine what has been working for the last 2 months since the last incident, up until yesterday.

P01 had also emailed the centre manager last night as follows:

Hello **P01**

Unfortunately I have another incident to report, where **P01** was the victim of an assault. This was the first one that I actually witnessed. Today (Thursday 3rd) at a few minutes after 5pm, I attended the site to pick up **P01**. I had just finished chatting with **P01** & **P01** and turned towards the playground. I observed **P01** leaning on a ramp, part of the playground equipment. I then observed **P01** pushing the brush end of a broom into **P01** body, around the neck area and near her face. Before I could react he had turned the broom around and pushed the wooden end of the handle into her back. He pushed this with such force that even from the distance I was at I could see her body being bent backwards. I could see his teeth clenched and a look of anger on his face. I screamed at the staff, who until this point hadn't witnessed the incident, and ran as fast as I could to **P01**. I reached her before anyone else but by the time I'd arrived, she had extricated herself from the assault.

On seeing at least three adults running towards him, **P01** dropped the broom and ran off. **P01** pursued him but he was uncooperative and just ran and screamed. After running around the shed, **P01** needed the assistance of **P01** to restrain him, and he was taken, still screaming and trying to escape, to a mat on the concrete path just outside the classrooms. During this I observed both **P01** and **P01** trying to explain to him that his behaviour was unacceptable but he ignored them, struggled to escape, and ran off screaming.

My concern was with **P01** and although she didn't cry, she was



shaken. There are marks on her back but we don't have any proof to suggest that these were caused by the incident. Witnessing a callous assault on a small child, especially one's own, was gut-wrenching and it made my stomach churn.

I acknowledge that this is only hearsay but **P01** reports that yesterday, when she came to pick up **P01**, **P01** ran up to her and told her that **P01** had hit him on the nose.

P01, I am at my wits end over this. It seems that whatever recent changes were made had a positive impact but as I suspected, it wasn't possible to completely stop them. Once again I must strongly object and point out that a five year old child is being repeatedly assaulted on your premises and although I do recognise your efforts to stop them, the fact is that they are still happening. The organisation has failed in its duty of care to a child in its care. I can no longer accept this situation and ask you to take immediate and decisive action to separate **P01** from **P01**. Please note that I will not accept **P01** being moved or having her routine disrupted in any way. She is the victim and in no way deserves any changes to her day to day activities. I must now insist that **P01** be removed. A child that assaults another, and repeatedly, must be excluded from the site.

Put simply **P01**, you must ACT, and the fact that **P01** is assaulting other children as well is surely more reason to do so. Staffing changes, documenting incidents in books, requests for extra funding for a special needs staff member, and keeping an extra eye on interactions have unfortunately shown themselves to be woefully insufficient. Please exclude and expel **P01** immediately. If this does not occur, today, I will be forced to escalate my complaint. Please make some time to see me in the morning.

P01 P01.

See attached for Actions Taken

Please upload any relevant documentation

Actions Taken Narrabundah.docx

Additional information due to word count limit

Contact Details

Name

P01 P01

Phone Number

[REDACTED]

Email Address

P03