



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 [REDACTED]



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

We received the following email 9/2/2022,

-----Original Message-----

From: P01 P01 <P03 >
Sent: Tuesday, 8 February 2022 7:10 PM
To: Communities@Work Administration <P03 >
Subject: Child care overcrowding

Hi,

I believe there is a Communities at Work Family Day Care in my suburb (Jacka) which is overcrowding the premises and is over the 4 children threshold. I am concerned for the children's safety, hygiene and well-being. I have witness numerous vehicle's dropping off in the morning and collecting in the evening and suspect this premises is taking on far more than is applicable under the Educator to Child ratios.

The premises in question seems to be located in the

P03

Can I request some sort of investigation or check up or should i report the premises to the ACT Govt?

Kind regards,

P01

Today, 10/02/2022 at approximately 11.45am I did an unannounced visit with P01 P01 P01 had four children in care and was within her ratio. Her home was clean and tidy and there were resources available to the children in both the indoor and outdoor environment.

P01 had a mask on throughout my visit with her.

P01 explained that occasionally when her own school age children arrive home from school that they play out the front of her town house complex and occasionally her daughters friend comes inside for a drink of water. P01 understands that she can only have 4 children under school age and 3 school age (including her own) at any one time.

I have emailed P01 for further details and have not yet received a response.

We will continue to monitor P01 timesheets to ensure she remains in ratio and we will complete regular unannounced visits.

Please upload any relevant documentation

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01 P01

Phone Number

P03

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40642848**
Date generated: 10/02/2022

Email Address

P03

Submitted By: **P01** **P01**