



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	Communities@Work
Service Trading Name	Communities@Work Gordon Out of School Hours Care
Service Approval Number	SE-00009679
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] 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	<p>The following was received through the Communities at Work administration mailbox at 4:12pm 12/6/24</p> <p>"Good afternoon Comms at Work Admin Team and Gordon PS Admin Team,</p> <p>I am writing to formally record a complaint regarding incidents at the Before/After School Care program and high level concerns regarding the conduct of the staff in this program. I have taken my time to write this to try and keep this fact driven and not emotionally charged. There are a few issues that I would like addressed starting from the very first day of school. These incidents are in no way listed in order of severity but the order that I have been notified of them/observed them. The staff at the OOSC program have been referred to as educators in this email as this is what they insist the children call them:</p> <p>First day of school 2024 – We were not informed that the children would be released from the hall by the OOSC team to fend for themselves when the bell. Left to find their own way to the classroom in a school full of adults and children trying to find their own way around on their first</p>

Submitted By: **P01** [REDACTED]



day. My son is six and in year one and despite being shown by us where he should go he of course got lost on his way to his new classroom. He ended up being escorted by a random parent and arrived in a highly distressed state. No one was looking for him and had he gone missing this would not have been noticed until I received a text message from the school notifying me of his absence. His teacher made me aware of this incident, not the OOSC team that had a duty of care to ensure his safe arrival to the classroom.

I received a phone call from an educator at the OOSC to advised me that my son had been chased down by another child and was 'absolutely terrified and cannot be calmed'. I reported this incident to the school and it was dealt with immediately by his class teacher who also worked with me to put measure in place so my child felt safe. This unfortunately has not extended to the OOSC program with several children being consistently bullied and physically assaulted on a near daily basis. When these incidents have been brought to the attention of an educator (when you are able to find them!!) they have been met with excuses about how cute these children are when they are behaving and a complete lack of action or attention. The sheer volume of incidents that are being reported daily on the internal board is enough to alarm any parent and indicates that there is clearly more that needs to be done to ensure the safety of these children.

I arrived to collect my child from the OOSC program to be informed that another child had fallen on to his head and neck from the top of the play equipment while he was standing underneath causing him injury and distress however he looked ok so it was ok and they hadn't worried about calling me. This is not the first time I have been verbally informed of an injury to his head or neck where no actual care has been provided and no incident reports completed.

I received a text message at 15.15pm on Wed 05 Jun 24 from the OOSC team confirming that my son would not be attending care that day. When I rang them in a panic to tell them he was indeed meant to be there and I had at no point indicated otherwise, I was met with a very blasé 'Oh, ok. I guess I'll check at the office'. I immediately messaged his teacher to ask if she was still in the classroom and unfortunately she had not been there that afternoon. I then received a text message at 15.19pm (text message, not a phone call!) to say he had arrived safely at OOSC with no further explanation. At no point have I heard from anyone on the team to acknowledge this incident, there was no incident report stating that he had gone missing and not one educator has acknowledged that anything had occurred. I had to ask my child where he was and he has told us he was in another classroom looking for his drink bottle. I have since been informed that this is most certainly not the only incident where MY child has been missing from OOSC and after talking to several other parents it would appear it is a common occurrence for other children as well. I have not been advised by the OOSC team about these absences but I have been informed by the teachers/parents that escorted him to OOSC.

The lack of actual supervision at Gordon PS OOSC is alarming. I make my child walk over to the group of educators that sit in a circle of 5 or 6, gossiping in the hall to tell them he is leaving. If they are actually there at all. They stare at you like it is a big joke while there are kids just wandering off with absolutely no one looking after them. The educators more often than not have no idea where the children are and on more than one occasion there have been children out in the carpark with no one watching.

I am sure that there is more that has been happening at the OOSC program however let's use the above as a nice starting point for what should clearly be a very thorough investigation. The fact that my child



went missing for nearly 20 minutes is completely unacceptable. I shudder to think what could have happened in that 20 minute period and where he could have ended up. The fact that it has happened more than once and I have not been notified is appalling. I have never not notified the service of absences so this cannot be used as an excuse.

I would recommend that something be done immediately to get these children safely to and from the OOSC program, they already walk the kindergarten students to and from their classrooms so why are they not taking care of the other young children? They walk straight past their classrooms! If there are more than enough staff to sit in the middle of the hall and have a chat then there are enough staff to actually look after the children that have paid to be there.

I do not need to point out that both Comms at Work and the School have a duty of care to my son and the other children there. I will leave it up to the school and the OOSC program to determine who is in breach of that duty of care however I would like this negligence dealt with as a matter of urgency. As previously stated, I am not the only parent that has complaints.

I would prefer communication in relation to this complaint remain in writing as a formal record however should you wish to speak with me I will happily complete a record of conversation to be signed afterwards. If this needs to be escalated higher I am happy to do so.

I am beyond upset that it has come to this as some of the staff at the OOSC program are absolutely amazing and P01's teachers are outstanding. I would appreciate knowing if I need to look into care and schooling alternatives as I am not happy that my child is going to be safe nor do I believe that this complaint will be dealt with appropriately. It is a shame because he has been so happy at the school and up until the beginning of the 2024 school year he was absolutely loving the OOSC program and the school holiday program as well. I cannot allow him to remain at either if he is not going to be safe and cared for appropriately.

Regards,

P01 P01"

P01 P01 (Manager, OSHC) organised to discuss the complaint at 12:53, the following are notes from that conversation:

"13/6/24

12:53 - Phone Call

P01 P01, P01 P01

Discussion of complaints point by point to identify key information to support investigation.

Clarified the Safe Transitions Policy, the expectation that all children are individually walked in this timeframe is not correct - additional context of risk management approach required. Review required.

Unaccounted for example on 5/6 was led by P01, the "blasé" attitude seemed out of character. Discussed elements of related procedure that may have been occurring, however clear issues in communication standards. Review with team required.

Bullying example, a child called P01 seems to be the main concern - however interactions with older children is also a concern. Discussed Promoting Positive Behaviour framework, referral to Inclusion Team.



Team members sitting around, lack of supervision - Not **P01**, **P01**, or **P01**. Occurs almost every day involving 5-6 educators, duration of year to date? Named educators have a strong relationship with **P01**, however he may not be reporting concerns actively at this time.

Discussion of transparency, complaints handing, executive and external reporting. "

P01 provided a follow up email to **P01** to outline intended corrective actions (attached), as well as highlighted the complaint to Gordon Primary School.

Further review has identified incorrect information and hyperbole throughout the complaint. The incident register, signed forms, and phone record show clear communication regarding the injury of concern among others. Additionally, 3 Educators were frequently referenced as being positively engaged at all times and above concern. **P01** repeatedly confirmed 5-6 educators will stand around doing nothing, while the 3 mentioned will consistently be actively engaged - this does not align with staffing levels observed day to day in a 66 place service. Further to this point, while awaiting on boarding of a new team leader, multiple senior personnel assisting the site would need to be consistently disregarding their duties.

The provider has no intention of dismissing the complaint entirely, only contextualising where it may not be substantive. The actions outlined in **P01**'s email will be completed fully to the best of the services ability in the best interests of children's health and safety.

Please upload any relevant documentation

Incident Register Excerpt - P01 Gordon OSHC.xlsx	Incident Register Excerpt
Communication to P01 .pdf	Email to complainant

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	P03