



## 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	<a href="#">P01</a> <a href="#">P01</a> <a href="#">P03</a> [REDACTED]
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	<a href="#">P01</a> <a href="#">P01</a> Male <a href="#">P02</a> [REDACTED] Complaint relates to educator <a href="#">P01</a> <a href="#">P01</a> [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

21/04/2021

On Wednesday 21/04/2021 Centre Manager **P01 P01** rang **P01 P01** regarding the previous day incident that occurred in the Out of School Hours Care program (Incident Report attached). **P01** complained that the educator physically removed **P01** from harming himself and others along with holding him too tight which resulted in **P01** throwing his head back and injuring the educator. **P01**'s main concern and complaint that this technique was not part of the team teach strategies implemented within the school and OSHC service along with not being outlined in **P01**'s behaviour support plan strategies to support him during times of heightened and unregulated states.

**P01 P01** advised **P01 P01** that the formal complaint process will be followed along with reporting the restrictive practice used to the ACT Senior Practitioner. The educator team will be undergoing further training and support measures to further their awareness and understanding of the Senior Practitioner Act 2018 and restrictive practices.

Please upload any relevant documentation

**P01 P01** Incident Report 20.4.2021.pdf

**P01 P01** Incident Report 20.4.2021

## Contact Details

Name **P01 P01**

Phone Number **P03**

Email Address **P03**