



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 Monash Out of School Hours Care |
| Service Approval Number | SE-00009694 |
| 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 - P03 |



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

On Friday 31/1/2025 at approximately 5:30pm **P01 P01**, Senior Educational Leader/Responsible Person, received a phone call from **P01** (ph **P03**) regarding her children **P01** and **P01**

She expressed concerns that her children are being bullied by two children who attend Monash School Holiday Program, and that this has been ongoing from previous holidays.

P01 expressed that the educators are not doing a good enough job keeping the children separated from the children bullying them, and that educators aren't supervising well enough and are therefore not seeing incidents happen.

P01 shared that her children have been coming home every day saying they feel unsafe, and that an example of which is her daughter **P01** (7y/o) being kicked by one of the older children and this not being witnessed or reported.

I spoke to her about some of the strategies we could try, including having a support plan in which it is identified that the children she named have conflict with her children and additional supervision is required, using this as an opportunity to better communicate this with all educators, and ensuring the service is aware of these issues before the upcoming holiday.

As **P01** has previously communicated with **P01 P01** (Inclusion Support Officer), she will be a part of resolving this complaint. The children **P01** raised concerns about have support plans in place to support their behaviour, however these will be reviewed as part of the follow up for this complaint.

Please upload any relevant documentation

Documents to be submitted later.

Child Details

| | |
|-----------------------|------------|
| Child's Name | P01 |
| Child's Gender | Male |
| Child's Date of Birth | P02 |

Child Details

| | |
|-----------------------|------------|
| Child's Name | P01 |
| Child's Gender | Female |
| Child's Date of Birth | P02 |

Contact Details

| | |
|--------------|----------------|
| Name | P01 P01 |
| Phone Number | P03 |

Submitted By: **P01 P01**



ACT
Government
Education

Notification Number: **NOT-00115760**
Date generated: 4/02/2025

Email Address

P03

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