



213A
EDU

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 Charles Weston Out of School Hours Care
Service Approval Number	SE-40005645
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 - Communities at Work OSHC Educator P03 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

9/8/23 P01 P01 (OSHC Manager) was referred a complaint from P01 P01 regarding the conduct of one of her co-workers. On the 8/8/23 P01 P01 was working with P01 at the P01 Weston OSHC service, where P01 P01 had been demonstrating consistently challenging behaviour. At approximately 5:00pm, P01 ran past the two educators and ignored a behavioural prompt to slow down. P01 loudly stated to P01 "Fuck I hate that little cunt", which was heard by nearby children, however not P01 as he had left the area. P01 did not respond to the comment, and reported the incident to P01 P01 (educator). P01 discussed the inappropriate comment with P01 directly, who acknowledged the mistake, and then promptly finished his shift for the afternoon.

Upon receiving the complaint, P01 P01 has stood P01 down from all duties and has issued a compulsory notice to attend a workplace meeting to discuss and assess the breach of code of conduct. P01 P01 (Director - People, Culture and Wellness) will be lodging a reportable conduct notification.

Service leaders will discuss the incident with any related children, and ensure all guardians are properly informed.

Please upload any relevant documentation

20230809 P01 P01 Notice to attend meeting.pdf Notice to attend meeting - P01 P

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