



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 Maribyrnong Out of School Hours Care
Service Approval Number	SE-00011294
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	<p>P01 P01</p> <p>P03 P03</p>
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>In relation to an injury occurring on site 18/8/22, reported as an I01 NOT-40762337.</p> <p>19/8/22</p> <p>P01 P01 (father), attended the Maribyrnong OSHC site to sign the related incident report, as P01 (mother) had missed the opportunity during the incident follow up. P01 spoke to P01 (Senior Program Coordinator) and questioned stages of the incident management process for children, requesting a follow up call from management.</p> <p>P01 (OSHC Manager) called P01 that afternoon and discussed the following points.</p> <p>P01 asked for the definition of a serious incident, as when he signed the incident report, the related section he saw was blank. P01 explained that yes this does fall into the category, and that he would've seen a blank section as the service was yet to complete the verification and notification stage. P01 assured P01 that this incident was recorded as such, and reported to CECA appropriately. The verified</p>

Submitted By: P01 P01



incident report was shared at a later stage to reflect this point.

P01 highlighted that he had hoped for a follow up call the day of the injury. **P01** acknowledged that the current process is to follow up the next day to allow families to focus on seeking medical attention without having to field calls from the provider, however it seems in this case that was not ideal for the family.

P01 felt that given the level of injury sustained, an ambulance should have been called. **P01** explained that as **P01** bleeding was well controlled, and she remained alert, responsive and lucid throughout the incident, **P01** (Responsible Person and first aid trained educator responding to the incident) did not classify the incident as requiring an emergency response from an ambulance. **P01** questioned if there was a policy identifying response to serious incidents, and that the organisation consider updating it to reflect calling an ambulance for any serious head injury. It was discussed that **P01** did not request that an ambulance be called, however noting that the offer to call one would have been the preferred response. **P01** explained that **P01** had acted within the scope of her training, and that it is difficult to apply blanket rulings to situational decision making, however assured **P01** that the feedback would be passed through the correct channels.

P01 also raised that when asking the school for further details, they could not answer his questions appropriately and would like to see more information sharing happen for incidents. **P01** explained that although communication with the school is important, that they did not directly handle the incident, and any questions are best placed with Communities at Work as a provider.

P01 submitted these points to **P01** (Director of Children's Services) for further consideration in policy and procedure development.

P01 sent the following email to **P01** on Monday 22/8/22, as of this notification submission there has been no response. **P01** and her sibling **P01** have been in attendance following the incident, and no further verbal communication related to the incident or concerns has taken place.

"Good afternoon **P01**

As requested, please see the attached incident report relating to **P01**

I've passed all feedback relating to policy from our discussion through to the Quality Management System team for review. There is currently an ongoing discussion regarding practices in this context.

I've asked the enrolments team to waive the absence associated with the injury, please let me know if there is anything further I can do.

Regards,"

Please upload any relevant documentation

NOT-40762337 (1).pdf

I01 notification



Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	