



## 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 Theodore Out of School Hours Care
Service Approval Number	SE-00009711
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	<a href="#">P01</a> <a href="#">P01</a> <a href="#">P03</a> <a href="#">P03</a>
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 provider received the following email at 4:04pm on 27/7/22 sent by <a href="#">P01</a> <a href="#">P01</a> (parent)</p> <p>"Dear Communities at Work,</p> <p>I would like to raise a situation that I've found of concern today.</p> <p>Today my 24 year old son went to the Theodore Primary School to collect my youngest son from after school care. There were no previous arrangements in place to notify your staff of this occurrence. He was able to enter all the details required in to the Ipad and collect my son. The staff working today looked at my son picking up my little one, gave eye contact but did not question him on the collection. I was waiting in the car and we all drove home.</p> <p>My 24 year old son has never picked up my little one previously, he's not listed as an authority to collect him and while the staff stood there and watched him take my son away they didn't think to question it at all. While it was fine this time because I was in the car, my concern is my little one is there under the care of your staff, that is what I pay for. Why</p>

Submitted By [P01](#)



was my son not questioned and stopped? Why did I not receive a phone call asking if it's ok for my son to collect my little one? I'm typing this email 45 minutes after the collection and I still haven't been notified of my son leaving with an unauthorised person.

I see this as a major security concern as I'm sure most parents would.

**P01** **P01** "

**P01** (OSHC Management) discussed the incident with **P01** **P01** (Program Coordinator). **P01** explained that there had been a miscommunication between herself and **P01** **P01** (2IC) around being familiar with the guardian. Further discussion with the OSHC team around processes was identified as being required, additionally more thorough responsibility around the sign in and out space will be factored into the supervision planning.

The following response was sent by **P01** to **P01** **P01** on 27/7/22

"Good afternoon **P01**,"

Thanks for getting in touch with your concern, I've relayed this to the team and they absolutely understand the gravity of this lapse in process. Children in our services must only be collected by authorised nominees. The team will be discussing this issue in more detail at their next scheduled team focus meeting, to ensure this standard is adhered to. Moving forwards the team will be broadly cross-checking ID and authorisation of those that use the service, as well as revisiting their supervision plan and task management system to ensure the responsibility of correctly applying this process is well understood and adhered to.

It appears that there was a miscommunication between two staff around being familiar with your older son, noting that having access to your working iCheckin PIN does circumvent one of our sign out processes which acts as a failsafe to flag this type of issue. That being said this is no excuse for the error. In future if this arrangement is intended to continue, you can contact our enrolments team to have your older son added as authorised to collect, and an individual PIN can be generated. If this is only intermittent, then I ask that you support operations by pre-emptively notifying in each case.

My sincere apologies for the issue, the team are eager to demonstrate solid processes moving forwards to help rebuild confidence in the service. Please let me know if you have any questions.

Regards,

**P01**

Please upload any relevant documentation

Mail - **P01** - Outlook.pdf Complaint email



## Child Details

Child's Name	<b>P01</b> <b>P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01</b> <b>P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>