



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	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	Name: P01 P01 Phone: P03 Email: 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	Complaint sent to the service email address on Friday 07/02/2025 at 5:41am. Complaint forwarded onto OSHC leadership team on Friday 07/02/2025 at 9:04am. Complaint email- "Good morning, I just wanted to make you aware of an incident that happened yesterday. I got a phone call from After school care seniors saying they couldn't find P01 or P01. They said they would check the preschool and call me back. Preschool then immediately called me and also told me they couldn't find P01 or P01. I was then told that the two different areas would chat and try to locate them. The seniors then called me again saying they still couldn't find my kids and asked if someone had already come to collect them. I advised them no one should have collected them and they should be

Submitted By: P01 P01



at after school care. This caused me to panic and go to the school myself to find them.

As i was getting in the car i received a call that **P01** had been found but not **P01**. I still left work and went up to the school to find her.

Turned out she had singing lessons and I had forgotten. Communities at work also didnt know (i realise i am supposed to let them know) however it has carried over from last year and I had made the assumption the knowledge of **P01** attending also carried over.

The whole ordeal was extremely stressful. Receiving 4 separate phone calls from a service who we have entrusted the safety of our children with advising that the kids cannot be found have probably been the scariest phone calls I've ever had.

P01 missing reason makes sense, but I want an explanation for why **P01** wasnt found until 3.34pm. 34 minutes is an unacceptable amount of time to misplace a 6 year old.

I am currently really unhappy with communities at work, added to their lack of handling over the school holidays with my kids being physically attacked and bullied by much older kids. This has carried across to before school care yesterday when **P01** was punched in the face, and he told me he was also put in a headlock.

This is a service we NEED and pay huge amounts of money to.

I want the bullying to stop, and an explanation as to why **P01** went missing for 34 minutes.

Regards,

P01 **P01**
P03

Follow Up-

- **P01** **P01** (Senior Educational Leader) contacted **P01** on 07/02/2025 via phone to discuss the email of concerns and provide clarification on timing of **P01** being accounted for, follow up on incidents from before school care, etc (notes attached)
- Plan made and communicated to service and **P01** about year one children being supported to school (evidence attached)
- An email has been sent to the music provider to clarify the list of children attending music lessons (evidence attaches)

Please upload any relevant documentation

Informing P01 about Year 1 Transitions.pdf	Year one transition informed to P01
Initial Complaint Email - P01 07.02.2025.pdf	Initial Complaint Copy
P01 Complaint Call Notes - 07.02.2025.pdf	Phone Call Notes
Year 1 transition support communicated to educators.jpg	Year 1 transition support communicated to educators
Music Provider email.pdf	Music provider email



Child Details

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

Child Details

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

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	P03