



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	Communities@Work
Service Trading Name	Communities@Work Mt Rogers Out of School Hours Care
Service Approval Number	SE-00009695
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 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	Date complaint received: 19/09/2024 Copy of written complaint (or written summary) and any other relevant documentation (including correspondence, photographs, statements, etc): From: P01 P01 <P03> Sent: Thursday, September 19, 2024 5:03:39 PM To: P01 P01 <P01 P01> Cc: Communities at Work Administration <P03> Subject: P01 P01 Good evening, I am writing this email as this afternoon there was a situation that happened and P01 got kicked in the stomach again by the same child P01 he has had problems with and this is the second time this week and his stomach is quite sore P01 said he did push P01 out of the way but that doesn't mean he should kick him . there was no incident report to be done and I'm pretty sure if P01 did this to that child he would have be suspended. I also emailed last school

Submitted By: P01 P01



holidays as P01 was scratched really bad and now has a scar and nothing was done to that same child for that as P01 got suspended for hands on behaviour. I feel my child is unsafe around this child and it seems he gets away with everything he does. Also my daughter has a phone that she has with her as I want her to have it so I know what is really going on when something happens but today I was told she can not have the phone anymore as she always takes photos and videos I checked her phone straight away and there were no photos at Afters on her phone I think it is because she calls me and lets me know when something happens. P01 was screaming and crying in the background today and I never got a phone call about getting kicked in the stomach. I want P01 to have her phone as I want to make sure her and P01 are ok as I don't feel good not knowing what is happening.

Steps taken/actions planned by approved provider in response to the complaint:

Conversation between P01 P01 (Leadership Team) and P01 P01 (Program Coordinator) at 9:10am 20/09/2024 to discuss incident that occurred yesterday

- Both children have a history of play getting out of hand when playing together although they have limited friendships with others so will continue to want to play with one another.
- P01 (P01's sister, 10 years old) will often worsen the situation if P01 is upset, saying "he can't breathe!" and "he's not okay!" when P01 has had a minor injury
- As P01 has called P01 immediately following the incident she arrived before the incident report could be fully completed

Conversation between P01 P01 (Leadership Team) and P01 P01 (Mother and complainant) 20/09/2024 at 1:30pm

P01 - Acknowledged concerns. Noted that there's history between the children and it's been two sided.

P01 - Acknowledged it's been difficult in the past because they like to play together and don't play with others who also attend OSHC. Was particularly concerned as this involved a kick to the stomach and P01 had described P01 to be 'winded' back to her.

P01 - Explained that P01 had not allowed time for the educator to respond to P01 or call P01 before becoming involved. Noted that the program noticed that P01's response can often make him more distressed following an incident.

P01 - Noted that P01 can make things worse and described her as "overdramatic" and "embellishing" stories. Acknowledged that she was frustrated and worried last night which is why she sent the email but sees how P01 may have contributed to her concerns.

P01 - Explained concerns relating to personal device usage and risks it poses, explained the change in expectations for the program ongoing

P01 - Understood personal device concerns and agreed for it to be stored with the program ongoing.

Conversation with P01 P01 at 2:45pm 20/09/2024 to discuss action items

Communicated warning system for rough play, increased supervision of play between P01 and P01. BSP and ISP of the children adjusted to reflect this.

Communicated that no children to have access to personal devices moving forward, they are to be placed in a box on arrival to the program to align with school processes and safeguarding practices being implemented across the program area

Summary email sent to P01 at 3:45PM

Good afternoon P01,

Thanks so much for taking the time to discuss your concerns earlier. I appreciated your openness in discussing the complexities involved and your support of program practices.

In summary we discussed:

Concerns between interactions between P01 and his peer. Noted there has been some back and forth between them and the children generally want to play together although the play has gotten out of hand in the past.

Acknowledged your concerns around the kick to the stomach, clarified that P01's response to the incident likely generated some more concern for both you and P01

Acknowledged the program did not have ample opportunity to contact you before P01 had called and the turnaround time for collection meant the incident report had not yet been completed, this will be available for you at next attendance

Suggested a one warning system to help the children identify rough play and make safer choices before separating them for the remainder of the session

Explained risks/concerns of personal device usage and we agreed that it will be stored with the program ongoing. P01 and P01 can request to call you from the service phone at any time.

We'll keep a close eye on their play for foreseeable future and check in if the warning system is not effective. Let me know if you have any concerns or questions.

Kind regards,

P01

Please upload any relevant documentation

P01P01 Complaint.pdf	Complaint
Attached Image 1.jpeg	Attached Image
P01 P01 BSP.docx	P01 BSP
Inclusion Support Plan- P01 P01.docx	P01 Plan
P01 Response.pdf	Response to P01
P01 Statement.PNG	P01 Statement
Incident Report 1.jpg	Incident Report Front
Incident Report 2.jpg	Incident Report Back



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