



## 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 Narrabundah Early Childhood Service
Service Approval Number	SE-00009817
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	<b>P01 P01</b> <b>P03</b> <b>P03</b>



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

The attached complaint was received from the Human Rights Commission following working with the family following repeated instances of the child absconding from the service, and reports of occupational violence incidents reported detailing violence our staff experienced in the workplace with the aggressor reported as the complainant.

This notification follows a number of other notifications that have been submitted as follows:

- C01 - NOT-00075648 20/09/2024
- I01 - NOT-00074764 17/09/2024
- I01 - NOT-00064732 15/08/2024
- I01 - NOT-00044686 12/06/2024
- I01 - NOT-40795191 17/11/2022
- I01 - NOT-40548819 17/06/2021

The complainant alleges that the service is breaching the Discrimination Act and is victimising the child due to their disability.

The service and co-located school have been working with the family to support successful engagement in the school and service for OSHC, including risk minimisation of Occupational Violence and risks of repeated absconding, posing a risk to the child, other children and staff. Following the latest incident a suspension of enrolment was enacted to allow the service to revisit the safety planning for the child, however resulted in further OV reports due to the behaviour of the parent.

The Director Children's Services spoke with the parent, who confirmed that they only required two days of care due to work commitments and a decision was jointly made to reduce to the two days of enrolment to support further planning for the child's safety. Other supports for the successful engagement of the child were agreed with the parent as follows:

Respectful engagement in communication at all times.

Attending the service earlier for pick up for the remainder of the week (as the family reported that they had taken the week off work to sort out what was happening), allowing for short and successful attendance patterns for the child.

Continued engagement in the planning and information sharing to ensure that the child is supported to attend successfully and safely.

The complaint received from the Human Rights Commission is untruthful and inflammatory to the situation.

We will continue to work through this situation to ensure that all parties are able to be safe within our services.

Please upload any relevant documentation

2024-13596 - P01 (redacted complaint).pdf	Human Rights Complaint
Email from Human Rights with Complaint attached.pdf	Email from Human Rights attached to Complaint

## Child Details

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

## Contact Details

Submitted By: P01 P01



**ACT**  
Government  
Education

Notification Number: **NOT-00078451**  
Date generated: 1/10/2024

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