



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 Wanniasa Hills Out of School Hours Care
Service Approval Number	SE-00009713
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 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

Complaint received 29 October 2024

P01 expressed concerns to **P01** **P01** (Senior Educational Leader) via a phone call on 29 October around educator practice at the Wanniasa Hills OSHC site. He felt his concerns were not being heard at the service and requested to speak to a leadership team member.

Complaint included:

- He feels there is no point talking to the Program Coordinator on site as items are not actioned (please note the Program Coordinator has recently resigned and had her last day last Wednesday 23 October).
- The front door is often left unlocked, with a recent occasion of it being propped open. This concern means unauthorised adults and children can access the space unsupervised. I informed **P01** that recently the acting OSHC Manager, **P01**, had spoken to the service about this.
- There have been occasions where the doorbell has been pressed and no one has answered it. On one occasion this led to him entering through the side door when a child opened the door for him.
- Recently he has arrived for collection and saw no educators in the hall, and two in the quiet room watching a movie with the children, rather than engaging in active supervision and engagement. He expressed concerns around the educators supervision. He noted there was no one in the foyer greeting families. I talked **P01** through the expectations on our supervision plan, including that any space with children be actively supervised, and that the foyer is not a designated supervision spot. I shared that when the door is locked and the doorbell is working, this mitigates the need for someone to be stationed in that space.
- **P01** has concerns that his child is not sleeping due to being given cereal with high levels of sugar. I informed him I would be following this up with the service.
- Regarding afternoon tea, he expressed concern that his daughter often says she is hungry when picked up and that she doesn't like the food being served. He suggested an alternative be offered to her. I understand the service does this but will be speaking to them in greater detail around their menu.
- **P01** shared that he has 'never seen a child wear a hat' and asked if sunscreen was provided. I talked through our sunsmart policy and sun safe procedure, outlining that when the UV is above 3, sun safe hats and sunscreen applied 15 minutes before going outside is required. I said I would be confirming with the service that this practice is in place.

Action item:

- Concerns to be shared with **P01** for her to support/action
- **P01** to refer any concerns from parents to OSHC Leadership Team as they occur to ensure they are considered and responded to appropriately.
- Reminder to service leaders and educators that doors are to remain locked
- Reviewing expectations of supervision plan with educators
- Install new doorbell
- Reminder to children and educators that children are not to open external doors
- Service to remove all cereals containing greater than 15% sugar as per Nutrition Australia guidance (<https://nutritionaustralia.org/fact-sheets/food-label-reading-guide/>).
- I will be confirming that the SunSmart policy is being actioned on site and ensuring all educators are familiar with it.

Please upload any relevant documentation



Email to P01 following phone call 29.10.24.pdf	Email to P01
Email to OSHC LT re P01 M 29.10.24.pdf	Email to OSHC LT

Child Details

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

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03