



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	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01P01 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 was received on 30 October via email and followed up with a phone call.

The summary of the complaint from **P01P01** is:

- A serious incident occurred at the service and OSHC leadership was not in contact with the family in an appropriate timeframe.
- His child, **P01**, was in an unsafe situation, and there were questions/concerns around how the incident was addressed at the time.

The incident involved another child **P01** following **P01** after being asked to stop. This was responded to by an educator. Later in the day, **P01** and her brother called **P01** a bitch multiple times. At some point in the interaction **P01** snapped back at **P01** leading to **P01** becoming upset. On collection, **P01**'s mother asked **P01 P01** (Responsible Person) to speak with **P01** as **P01** was upset and owed an apology' and when **P01** said 'no that is not appropriate' multiple times, and stood to stop her from moving towards the other child, went and did so anyway, yelling at **P01** 'you need to apologise' causing **P01** to become extremely distressed. The service made leadership aware immediately and was advised to contact **P01**'s family and inform them.

P01 P01 (Senior Educational Leader) contacted **P01** 30 October and talked through his concerns.

- **P01** apologised that the family weren't contacted in the timeframe he wanted (last night or first thing this morning).

The service had informed **P01P01** (mother) of the incident via phone call immediately after the incident, who then called **P01P01** was spoken to by the service when he arrived for collection. **P01** had blocked out time at 1pm to contact the family after unpacking the situation.

- **P01** and **P01** unpacked the interactions between **P01** and **P01** and **P01** asserted that appropriate behaviour management strategies were used.

- **P01** informed **P01** that **P01 P01**, acting OSHC manager, would be reaching out to the other parent to speak with them about their conduct.

P01 and **P01** both spoke with **P01P01** (Deputy Principal) about the incident following this phone call.

Actions planned include:

P01 P01 - Discussion with Mt Rogers service leaders around additional strategies that could be utilised to ensure parents do not approach children that are not their own.

P01P01 (Program Coordinator) - Communication to educators at Mt Rogers around **P01** and **P01** not playing together and encouraging separation.

P01 P01 - Contact **P01**'s mother about conduct, making it clear that she is not to speak to other children

Service leaders - Wellbeing check-in with **P01** when she returns to OSHC

P01 P01 (Inclusion Support Officer) - If required, will provide support to the service around keeping the children separated and responding to targeted behaviours

P01 P01 - Support **P01** to review behaviour management in this incident and communicate any feedback to the service

Please upload any relevant documentation



Update for P01P01 (PC) 31.10.24.PNG	Conversation with P01P01 (PC) 31.10.24
Initial complaint 30.10.24.pdf	Initial complaint
Response email 30.10.24.pdf	Written response to complaint

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