



## I01 Notification of Incident

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 Incident

#### 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

#### Incident Details

Incident Type	Any circumstances posing risk to health, safety and wellbeing
Incident date	8/10/2024
What action is required?	Any circumstances posing risk to health, safety and wellbeing
Risk due to	Localised Issue



Closed as a result of

P01 P01 (child)  
DOB P02  
P01 P01 (father)  
P03

At approximately 4:40pm, P01 was in a small breakout space that was being packed up for the afternoon. P01 was advised by P01 P01 (Assistant Program Coordinator) that it was time to exit the space. P01 was initially resistant, however prior to P01 being able to engage further, P01 P01 (Educator) entered the room and ordered P01 to leave. P01 responded by laying on the ground, to which P01 repeated her instruction and picked him up off the floor to force him out of the space. As P01 carried P01 through a hallway, P01 screamed "No! No! No!". P01 continued carrying P01 through the hallway and into the school hall before releasing him.

The provider notes that this allegation involves breach of the Senior Practitioners Act, Education and Care Services National Law, and has implications related to Reportable Conduct. A notice of standdown and investigation is pending issue to P01 P01

P01 P01 (Program Coordinator) reported this incident to P01 P01 upon collection at 5:51pm. As a result of the conversation, P01 submitted a complaint (email attached) to P01 P01 (OSHC Manager). P01 called P01 the following morning:

- P01 P01, P01 P01 - Phone Call 11:03am 9/10/24
- Clarification of the incident as initially reported.
- Highlighting that this alleged behaviour involves 3 identifiable breaches of law and 2 external reporting obligations. Unpacking the nature of CECA and Reportable Conduct. P01 has awareness of CECA due to experience with an alternate provider.
- Decision by P01 to engage a lawyer due to experience with an alternate provider. View of the interaction as assault.
- Confirming that the alleged behaviour does not align with our values, the employee is pending standdown and an investigation is commencing.
- Discussion of internal reporting and accountability.
- P01 apologised that a Communities at Work team member would behave this way.
- P01 was appreciative and confident in Communities at Work's transparency and planned actions. Following the investigation would like to coordinate a sit-down meeting to focus on rebuilding relationships in the service.
- Commended P01 P01 for approaching a difficult conversation with conviction.

Please upload any relevant documentation

Parent Complaint.pdf	Parent Complaint Email
1000000255.jpg	Incident Record 1
1000000256.jpg	Incident Record 2

## Contact Details

Name	P01 P01
Phone Number	P03

Submitted By: P01 P01



**ACT**  
Government  
Education

Notification Number: **NOT-00080642**  
Date generated: 9/10/2024

Email Address

P03

Submitted By: P01 P01