



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	
Service Trading Name	Communities@Work Ngunnawal Child Care & Education Centre
Service Approval Number	SE-00009818
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	P01 P01 P01 P03 . Phone: Email: P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01 and P01 P01 - P03 . Phone: Email: 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	P01 P01 - Male, DOB: P02 Initial Email sent to P01 P01 (Centre Manager - Currently on Long Service Leave) at 5:23pm Tuesday 24 November 2020. As P01 was on leave she forwarded the email to P01 P01 (Director Children's Services) at 4:30am Wednesday 25 November 2020. Email as follows: From: P01 P01 < P03 > Sent: Tuesday, 24 November 2020, 5:23 pm To: P01 P01 Subject: Issue Raised Hi P01 I wanted to raise an issue with a carer in P01 room. I am not one to complain about people as i know that can have repercussions that can

Submitted By: **P01** **P01**



really affect people' work environment however I am also not one to accept certain behaviours i find unacceptable to go on. I also wanted to raise the issue with P01 but i dont drop P01 off tomorrow and by the time i pick her up P01 will be gone home and i want to raise it asap. Today I witnessed P01 i believe her name is be quiet rough with one of the children whilst changing their nappy. This isn't necessarily the first time i have seen her being rough but the times before I couldn't be 100% what the situation was so i gave her the benefit of the doubt, i also get a really unenthusiastic vibe from her and often see her sitting and not doing anything, engaging the children or even watching them, this was more my opinion so i let it go and again gave her the benefit of the doubt, until today. She was changing a baby's nappy who was not being cooperative so when i walked into the room to get P01's bag she was putting him down and then picked him up and down so roughly if it had been P01 would have taken her away straight away. This concerns me greatly because i know how P01 can get when her nappy is getting changed, if what i witnessed today happened with a child who to what i saw was not as bad as P01 gets, it really worries me how worse it could be with P01. My other concern of course is after raising this issue and the carer continues to be in the room wether P01 will receive different treatment from her. Can you give me a call to discuss this? If I do not answer I will return the call as soon as i can.

Cheers

P01 P01 P01

P01 P01 has left a message for P01 to discuss.

A further email was sent to the centre email account at 19:51pm Tuesday 24 November 2020 from P01 P01 in relation to the same incident as follows:

Good Evening P01,

We would like to bring to your attention our serious concerns regarding possible misconduct/reportable conduct of a staff member at NECC towards our son P01

This afternoon, when I (P01) arrived at NECC to collect P01 I was approached in the carpark by a concerned parent of another child from the infant's room (purple room). The parent explained to me that they had witnessed P01 (last name unknown) be disproportionately and unnecessarily physically rough with P01 whilst changing his nappy. The parent stated that P01 appeared to be very frustrated with P01 due him resisting his nappy change and thus the frustration caused her to use force and behaviour towards P01 that was seen as not acceptable by the parent. The parent stated they would be making a formal complaint to yourself also.

As you can imagine my, and later P01's distress when we heard this information and the treatment of our son. I approached P01 when I entered the building and informed her of my concerns before collecting P01 and leaving. P01 was in the infant's room at the time but I did not interact with her.

P01 and I would like to formally request a face to face meeting with you, and whoever else you deem necessary, to discuss P01's alleged misconduct/reportable conduct and steps going forward. We would request that until that meeting occurs and at such time that a plan/outcome has been achieved, that P01 has no contact with P01 be it supervised or not. We understand the operational impact this may have for NECC, however, we believe that P01's safety/welfare and the mitigation of risk be paramount.

These are not our first concerns relating to P01 and her conduct, however, we can elaborate on this further when we meet.

P01 and I have availability to meet tomorrow (Wednesday) afternoon at 5pm or Thursday morning at 8am or 10am. We consider the matter as extremely urgent, however, if you are not available at any of these



times, please let us know of a time that suits you and we will accommodate this.
Please advise us as soon as possible when we can meet and that our requests have been acknowledged/implemented.
Please note that we believe that the conduct and treatment of P01 from all other staff at NECC has been exceptional and accommodating to his needs and believe that these are the isolated actions of P01 only.
Gace and I look forward to hearing from you.

P01 and P01 P01
P03
P03

Communities@Work have instigated an investigation into the issue. A meeting with P01 and P01 has been arranged at the centre for 9:30am Thursday 26th November. A phone message has been left for P01. Human Resources have been engaged and notified of the two emails. P01 P01 (Educator) has called in sick to the service today and therefore has not as yet been formally made aware of the situation. We understand at this point she was aware of the conversation that P01 had with the other educator at the service. Should P01 return to the service she will be assigned a shift in another room as per the families request in the email and she will be interviewed. The team leader of the room has had an informal conversation with the acting manager (P01 P01) and has identified that the educator is a trainee and that she has been observed having ongoing respectful interactions with children and the team had no concerns with her practices.

Please upload any relevant documentation

Documents to be submitted later.

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03