



213A
EDU

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	TEAM HOLIDAY PTY LTD
Provider Number	PR-40002234
Provider Approval Status	Approved

Service

Service Legal Entity Name	TEAM HOLIDAY PTY LTD
Service Trading Name	TeamKids - Nicholls OSHC
Service Approval Number	SE-00009722
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 - 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

On 21 May 2025, the parent, **P0** submitted a concern about the processes of the service in relation to managing children with challenging behaviours, in particular her son, who is diagnosed with **P05**. **P0P01** is concerned that the service is following a process where children who display violent or aggressive behaviours are at times, sent home or have a pause in care (including not being able to attend excursions). **P0P01** has stated that due to **P0's** disability, he can struggle if his routine is interrupted, if the environment is noisy, if other children antagonize him or educators on duty change. **P0P01** has asked if **P0's** support plan is being followed, as on some occasions the team have reflected that the behaviours were so dangerous to other children, without warning, that the team needed to do what enable children to be safe. She has requested incident reports and these have been provided to her, although she complained that some were hand written and that she disagreed with some of what was written (although she was not present at the time of the incident). **P0P01** does not like speaking with the Inclusion Manager that has been appointed to support only this service. **P0P01** stated the service does not display a sign on who to contact for complaints, however there are two signs, one with who to make a complaint to within TeamKids and also one with the regulatory authority details.

The approved provider has taken the complaint seriously and has spoken directly with **P0P01**. It should be noted that there is a long history of **P0** displaying violent behaviours and injuring both other children and educators. **P0's** Occupational Therapist (OT) has attended the service and has stated that the Outside School Hours Care environment does not suit **P0** unless he can have 1:1 support at all times. The funding stream for OSHC does not provide for 1:1 support and **P0P01** has been told this. There is a record of all of the incidents involving **P0** and the majority do not include a pause in care or early collection. On a number of occasions **P0P01** has not attended meetings that were put into place to discuss **P0's** support needs. The service will continue to work with **P0P01**, to respond to **P0's** needs, whilst also making reasonable adjustments where possible. A detailed spreadsheet has been created to record and reflect on his engagement in the service. The school has been made aware of the concern and has stated that they support our decisions in relation to **P0's** continued care.

Documents to be submitted later.

Please upload any relevant documentation

Child Details

Child's Name	P0P01
Child's Gender	Male
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03

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