



## 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	Bonner School Age Care
Service Trading Name	Communities@Work Neville Bonner Out of School Hours Care
Service Approval Number	SE-00014264
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 P: P03 E: 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** had expressed concerns to the service leaders about interactions between her child (**P01**) and another child that attends the program previously. These concerns were discussed with multiple people at the service which made it hard to follow. **P01 P01** (Acting Co-Manager) requested a meeting with **P01** to unpack further.

Complaint date - 25/09/2024

- Meeting held with **P01 P01** to discuss an ongoing situation, clarify her concerns and set clear actions. (Meeting notes - 25.09.2024 attached)

During this meeting it was discussed that she had already raised a complaint with the team at the service. We will be doing a review of reporting requirements with the service to support them in clearly identifying and escalating complaints in shorter timeframes.

Actions developed from meeting;

- Develop social stories for children – Inclusion team
- Speak to Bonner team about allowing children to interact positively and how to support this – **P01**
- Speak to Bonner team about supporting friendship building with similar age peers – **P01**
- Speak to Neville Bonner Primary School to discuss specific strategies the school would use in a scenario where they have persistent negative interactions between two children – Inclusion Team
- Lodge C01 and check in with **P01** about I01's – **P01**
- Discuss complaint identification, escalation and reporting with the service - **P01**

Please upload any relevant documentation

Meeting notes - 25.09.2024.pdf	Meeting notes - 25/09/2024
Meeting Summary Email - 25.09.2024.pdf	Follow Up Email to <b>P01</b>

## Child Details

Child's Name	<b>P01 P01</b>
Child's Gender	Male
Child's Date of Birth	<b>P02</b>

## Contact Details

Name	<b>P01 P01</b>
Phone Number	<b>P03</b>
Email Address	<b>P03</b>