



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	Palmerston School Age Care
Service Trading Name	Communities@Work Palmerston Out of School Hours Care
Service Approval Number	SE-00009682
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	P01 P01 P03 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

Following the events outlined in NOT-40889546. **P01** **P01** (mother) contacted **P01** **P01** (Senior Program Coordinator), and requested the opportunity to discuss the incident further. **P01** (OSHC Manager) and **P01** met with **P01** and **P01** (father) on the 24/8/23 to discuss the following points.

P01 believes that an ambulance should have been called for **P01** injury. This is not supported by accredited first aid training, nor ACT Health guidance as the injury was not a response emergency and did not include blood loss, a break, or high risk head injuries. Furthermore, **P01** was able to arrive approximately 25 minutes following notification, and after receiving a description of the injury did not request an ambulance be called.

P01 asked why skewers were utilised within the service. **P01** explained that the foreseeable risk for skewers was no higher than similar objects such as cutlery, pens, and pencils. Now understanding the potential risk the service will integrate measures into the activity risk assessment to ensure skewers are not unreasonably rigid or pointed for the intended purpose of a play based program, likely substituting for popsicle sticks. **P01** and **P01** strongly rejected any mention of a behavioural component, being how **P01** was playing with the resources as being a contributing factor. This is despite service leaders view that this was the main component leading to injury, and the activity was appropriately planned and supervised with respect for developmental staging.

P01 asked for clarification on adherence to policy. **P01** explained that Communities at Work response was consistent with: Safe environments policy, incident response procedure, active supervision procedure and regulatory requirements for serious incident reporting.

P01 requested to be the final signature on incident reports in all circumstances. This request was denied as it conflicts with internal incident management policy where the Nominated Supervisor is responsible for a final verification signature of incident record completion.

P01 has been provided with CECA complaints details should she wish to outline her concerns using her own words.

Please upload any relevant documentation

Documents to be submitted later.

Child Details

Child's Name

Child's Gender

Child's Date of Birth

Contact Details

Name

P01

Phone Number

P03

Submitted By: **P01**



ACT
Government
Education

Notification Number: **NOT-40895268**
Date generated: 25/08/2023

Email Address

P03

Submitted By: **P01**