



## 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 Abacus Child Care and Education Centre
Service Approval Number	SE-00009744
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	<a href="#">P01</a> <a href="#">P01</a> <a href="#">P03</a> , <a href="#">P03</a>



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** sent through her complaint at 11.30pm on 7 December 2021, it was received by the centre manager on arrival to work the following day 08 December 2021.

See attached complaint including photographs.

**P01 P01**, Abacus Assistant Manager, made time to talk with **P01** when she arrived at Abacus on 8 December and they discussed the email in great detail (see attached conversation notes from **P01**). **P01 P01**, Abacus centre manager, forwarded on the email to our Assistant Director of Children's Services, **P01 P01**. **P01 P01** arranged to come out to Abacus to meet with **P01** and discuss her concerns and some strategies for moving forward.

**P01** spoke with the team leader of **P01**'s son to let her know about the nappy rash and the fecal matter left on **P01**' clothing. The team were instructed to change **P01**' nappy hourly, ensure that cream was used and to record this on the procure app they use to communicate the daily information to families. We also requested that only permanent educators change **P01**' nappy, as the team leader believes that it was one of the casual educators who changed **P01**' nappy in the late afternoon. During the nappy changes, educators were asked to check **P01**' clothes to make sure they were clean.

**P01**'s email mentioned allegations that had been made against an educator in **P01**' room. This has already been reported (NOT-40598178) and is currently under investigation. Once the investigation has concluded, our HR team will be in contact with **P01** to share the outcome - the educator at the centre of the allegations was stood down 26 November and has not made contact with anyone at Abacus.

**P01** met with **P01** 9 December 2021 (**P01** said she was happy to send us notes from her meeting; we can provide this one we have received). She discussed Communities at Work's current recruitment processes and the changes happening in the background that will support recruitment into 2022. She also talked about working with **P01**' team leader to develop a behaviour support plan for **P01** that included strategies that could be used both at the centre and at home. We have planned for this meeting to develop a behaviour support plan early next week.

Please upload any relevant documentation

<b>P03 P03</b> .pdf	Email of complaint, including photos
Record of conversation with <b>P01 P01</b> (1).docx	Record of conversation <b>P01</b> and <b>P01</b>



## Child Details

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

## Contact Details

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