



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	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	Complainant name - P01 P01 Contact details - P03 Contact 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	Email sent to centre email account - Friday 16/7/2021 at 21:21pm Email copy below P01 P01 <P03 > Fri 16/07/2021 21:21 Dear P01: We write to you in light of the repeated incidents involving P01, our son, at your centre. As you are aware, there have been several (at least 6 instances) where P01 has sustained deep scratches on his face (The last one being very close to his right eye, near the lash-line). We believe we have been very patient and understanding but these incidents have continued to occur frequently and consistently over the past two and a half weeks making us feel that your centre is no longer a safe place for our child to be. In several occasions P01's dad and I have discussed our concerns directly with the yellow room leader P01 and yourself during this time but so far we feel we have not received a satisfactory response with a clear and concrete action plan for the staff to follow to help minimise

Submitted By: P01 P01



instances where our child allegedly gets physically attacked by other/s. Also, can you please confirm if families have been officially informed about this and what has been discussed with them? (because we haven't received anything).

We must say we are disappointed and frustrated about the the lack of action and the vague response we have received from the centre so far. We don't feel your centre is a safe place for our child anymore and we are at odds, on a Friday evening trying to rearrange childcare for the coming weeks, looking for a babysitter to care for P01 plus continuing to pay fees to your centre. We feel this is very unfair (but don't have a choice) and we believe reasonable to ask the centre to freeze our account for 2 weeks, until the issue is resolved or until we find a new childcare for our son.

We also take this opportunity to inform you that we have made a formal complaint about this situation to Children's education and care assurance (CECA) and we request that you send the following documents to us:

1. A copy of the corresponding incident reports.
2. An outline of the Behavioural action plan for the child/children involved in alleged physical aggression towards our son

We hope you understand it is our responsibility as parents to advocate for our child's safety and we look forward to your reply with the requested documentation.

Kind regards,

P01 P01 & P01 P01

Steps taken / actions planned by approved provider in response to the complaint

- Replied to family email holding concern's at centre
- *Provide copies of incident reports their child (P01).
- *Seeking further details regarding their plans for after the 2 week period to which further review can be completed regarding fee request.
- *Notice to family about privacy restrictions for providing other children's support plans. (Plan not provided to family due to privacy).

Other measures in place/planned relating to children involved in incidents

- Team meeting held 27/5/2021 (Included children's behaviour reviews within the room as topic)
- One on one meetings held with all educators in children's room to overview child's support plan and provided reflective information/questions. (RoC's held on staff files, completed from 15/7/2021-19/7/2021 due to some team members being absent from centre).
- Communication book in place to document child's behaviours each day to support tracking on incidents. (Educational supporting information and mentoring on behaviours of concern)
- Child behaviour support plan drafted 14/7/2021
- Measures within support plan put in place to observe possible changes. (includes visual cards, centre walks, sensory activities, rest mat boxes, emotion visual cards, offer to child to help educators at centre complete tasks, small group lead activities, regular communication with both parents, redirections and observing changes, key focus on hand on activities to maintain longer periods of child interests, promote rest/sleep period)
- Support plan copy with family for review and further commenting due to parent not wishing to sign form 19/7/21. (parents separated) (spoken verbally with mother of child for support plan 19/7/2021 whom requested copy and apologised)



-Follow up team meeting planned for Tuesday 20/7/21

Please upload any relevant documentation

P01 **P01**

- email of concern.pdf

P01 **P01**

- email of concern

Child Details

Child's Name

P01 **P01**

Child's Gender

Male

Child's Date of Birth

P02

Contact Details

Name

P01 **P01**

Phone Number

P03

Email Address

P03