



## 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	Complaints alleging that the Law has been contravened
Please supply the following information: - Complainant name and contact details	<p>P01 (P01 ) P01 Contact email: P03 Phone: P03</p> <p>P01 (P01 ) P01 Contact email: P03 Phone: P03</p> <p>Details above are parent/guardian details of a child that attends the service: P01 (P01) P01</p>



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

Date complaint received: 19/10/22. Compliant received via email. Please see attached copy of email and response.

Please see attached copy of 'Incident, Injury, Trauma and Illness Record' from 27/09/22 & 18/10/22.

Please see evidence of 'children attendance records' from 27/09/22 & 18/10/22 for whole service.

Please see evidence of 'Educators sign in and out records' from 27/09/22 & 18/10/22 for whole service.

**Steps taken:**

- We will meet with P01's family to gain more insight into the allegations around breach of staffing ratio and to unpack further the incidents where P01 sustained minor injuries
- Recruitment will be ongoing to find a suitable replacements for vacant positions and we will update families
- We have reviewed educators to child ratio's based on child attendance records and educator sign in and out records across the centre for the 27/09/22 and 18/10/22 to ensure we remain complaint
- Continue to use self-assessment tools and internal audit process to ensure compliance

Please upload any relevant documentation

Children's attendance records 18.10.22.pdf	Children's attendance records 18/10/22
Children's attendance records 27.09.22.pdf	Children's attendance records 27/09/22
Educator sign in and out records 18.10.22.pdf	Educator sign in and out records 18/10/22
Educator sign in and out records 27.09.22.pdf	Educator sign in and out records 27/09/22
Email from P01's family.pdf	Email from P01's family and response
Incident, illness, injury and trauma record from 27.09.22 and 18.10.22.pdf	Incident, illness, injury and trauma record from 27/09/22 & 18/10/22

## Child Details

Child's Name

Child's Gender

Child's Date of Birth

## Contact Details

Name

P01 P01

Phone Number

P03

Email Address

P01 P01