



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 Amaroo Out of School Hours Care
Service Approval Number	SE-00009681
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



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 a behavioural incident on the 4/7, where P01 P01 behaved aggressively during the day, then became disruptive in an incursion and defiant when spoken to regarding his behaviour, P01 P01 (Inclusion Support Officer) contacted P01 P01 to discuss ongoing support which commenced the following inquiry:

P01 disputed the decision making in sending her child home for the day on the basis that P01 had relayed a minimised version of events to her. This was contrasted by three staff members reporting his behaviour as having a notable negative impact on the experiences of others. Additionally, she believes that incident reporting should be more comprehensive involving the analysis and a holistic review of behaviour in relation to support planning on each occasion.

Although the service had recorded the behaviour of concern, implemented an end of session, and communicated the events to P01 at collection, an incident record form was not initially completed. As this concern was raised, the service was directed to complete the appropriate form to be reviewed upon next attendance.

P01 has a long history of highly aggressive behaviour documented through multiple years and versions of behaviour support plans. However, his attendance has recently been quite positive, hence contact from the Inclusion support team as a pattern of aggression was beginning to re-establish.

P01 P01 was invited to meet with P01 P01 (Director, Children's Services) and P01 P01 (Senior Manager, OSHC) to discuss her concerns. Shortly after the meeting commenced, P01 noticed that P01 had been recording the meeting without consent being sought from all parties. P01 asserted that she did not believe she needed to seek approval, and refused to cease the recording. P01 and P01 declined to continue the meeting based on this information.

P01 informed P01 and P01 that she would then be escalating a complaint with the Human Rights Commission and ACECQA. However, the provider is unclear as to the actual nature of this complaint as P01 is currently attending the service without suspension or other penalty relating to any behaviours of concern.

Furthermore, based on P01's consistent combative demeanour, deceptive attempts at recording, and conduct in the conclusion of the meeting, an occupational violence incident report has been made by P01 P01, with another to follow from P01 P01. P01 has previously been instructed to remain respectful and professional when engaging with Communities at Work staff.

Attached is the initial email chain, incident record, occupational violence report, and behaviour support plans pertaining to P01 P01.

Please upload any relevant documentation

Email chain P01.pdf	Email chain
Incident Record 4.7.23.pdf	Incident Record
Occupational Violence Incident Report STEWAK0902_001.pdf	OV Report
P01 Behaviour Plan 2020.pdf	Behaviour Plan out of date
P01 BSP Current.pdf	Behaviour Plan Current



P01	P01	BSP Version 2.pdf	Behaviour plan out of date 2
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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	P01	P01