



**213A
EDU**

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 Family Day Care and In-Home Care
Service Approval Number	SE-00009666
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	P01P01P03 P01P01 P03
Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant)	P01P01 Female P02
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	31.3.2021 at 3.30pm P01P01 called the service and spoke to P01 P01 P01 raised a concern that her daughter P01 disclosed to her that her educator P01 P01 had laid hands on her. P01 said she would get a senior staff to call her back. P01P01 returned P01 's call at 3.35pm. P01 explained that when P01 picked up P01 from care P01 called her on the mobile and disclosed that when P01P01 (authorised emergency pick up/ P01 P01 husband) picked P01 up from school. P01 put her hand out the window to feel the breeze and when they got back to P01 's house P01 told P01 and P01 yelled at P01 and then smacked her. P01 then indicated this had not been the first occasion

Submitted By: **P01 P01**



and that an event had taken place some time ago, where P01 was too scared to ask if she could use the toilet and soiled herself in P01's backyard, on this occasion P01 yelled and smacked P01. P01 then followed up with P01 P01 regarding P01's allegations, as P01 has sole custody of P01. P01 confirmed that he picked up P01 from P01's care and when he was driving home, he heard P01 crying and telling her mum that P01 smacked her. P01 pulled over the car to confirm with P01 what had happened, and she confirmed the same story she told P01. P01 then confirmed that six to seven months ago P01 got in trouble for soiling herself and that P01 told him she yelled and smacked P01 for this. P01 did not report this incident to anyone, as P01 had always been good to P01 and he had no other concerns. P01 was advised the service would follow up the allegation and provide feedback.

4.30pm P01 P01 and P01 P01 went to the home of P01 P01 and advised that an allegation alleging she had physically harmed a child had been made. P01 was advised that this was a serious accusation and that she would be stood down effective from COB today pending investigation and the complaint reported to the Children's Education and Care Assurance. In addition families would be advised she would not be providing care at the present moment and back up care would be offered to families. P01 responded that she would also advise families and tell them of the allegation. P01 denied the accusations and said I only grabbed/tap her from behind as she walked pasted.

5.30pm All families have been advised P01 is not providing care at the present moment and P01 would be contacting them to explain further back up care provided to those who needed care.

6.00pm P01 P01 spoke to P01 and advised that P01 had been stood down from her role and investigation by the service would be conducted, in addition the service would also be reporting the Children's Education and Care Assurance team. P01 thanked the service for following up and a discussion held around replacement care was held service is currently following up. P01 said that P01 had called him and said, "thanks a lot you got me suspended, I only gave her a tap". P01 requested to cease care with P01 effective immediately and that it was disappointing as P01 had always been good in the past and helped the family out with early starts.

6.05pm P01 P01 called P01 and explained P01 had been stood down an investigation would be conducted, and the matter reported to the children's Education and Care Assurance.

Additional Steps to be followed up today:

Letter sent to P01 in regards to allegations
Contact to be made with guardian

Please upload any relevant documentation

Contact Details

Name

P01 P01

Phone Number

P03

Submitted By: P01 P01



ACT
Government
Education

Notification Number: **NOT-40526044**

Date generated: 01/04/2021

Email Address

P03

Submitted By: **P01** **P01**