



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 Emmaus Out of School Hours Care
Service Approval Number	SE-40022752
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	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	<p>15.7.2022 12.45pm - P01 P01 made contact with Communities at Work's WHS team, in relation to an injury her daughter (P01 P01, aged 10 years) had sustained at the Emmaus OSHC service on 21.6.2022. IO1 was submitted 23.6.2022. P01 was speaking with P01 P01 (Workers Comp Advisor) explaining P01 would not require any further medical attention from the injury. During this conversation she brought up a concern, providing feedback she had got from P01 after she had returned to service on 27.6.2022. On this particular afternoon, P01 told her mother she stood in the middle of a handball game, and Educator named P01 had said to her P01 you will need to move out of the square or I will get P01 to break your other finger". Another educator laughed, but P01 couldn't remember their name.</p> <p>P01 passed this information through to WHS Advisor P01 P01 who contacted P01 P01, Manager of OSHC to report the concern.</p> <p>1pm - P01 contacted P01 asking if he recalled an interaction with P01 P01 on 27.6.22 while playing handball. P01 was vague at</p>

Submitted By: P01 P01



first, stating it was a few weeks ago but explained he remembers having to ask her to move out of the way of the game, and when she didn't move he repeated himself. P01 complied and moved away from the game. P01 asked P01 what his engagement with P01 was like during that conversation, P01 explained she appeared to be annoyed at being asked to move, but then laughed before moving away. P01 then went on to say he has always had a positive interactions with P01 and often has friendly banter with her. P01 thanked P01 and reminded him to keep partnerships with children positive, professional and appropriate at all times, and if he had further information to provide to give her a call.

4.30pm - P01 called P01 P01 to discuss her concern. P01 was open and friendly, however did explain her concern at what P01 had told her. P01 validated P01's concerns, and reaffirmed Communities At Work expectations around positive and professional interactions between children and educators. P01 explained to P01 she had spoken to P01 and provided his feedback that confirms P01 was requested to move out of the way of the game twice. However he did not provide any words that reflect what P01 had said occurred. P01 said there was another educator there but P01 couldn't remember who that was. P01 was with P01 while talking to P01, and therefore asked her again. P01 said no she couldn't remember his name. P01 reaffirmed she would follow up with the whole team regarding this interaction, but reassured her that educators are to encourage positive and safe conversations with children, keeping dialogue light and supportive. P01 acknowledged that it was her daughter's version and understands their could be confusion, but if P01 did say this, even as a joke, it was in poor taste and often children doesn't understand adult humour. P01 agreed on this point, and reminded P01 that P01 didn't recall saying anything to that affect. However, P01 will remind all educators on the expectations of appropriate and respectful conversations with children. P01 was understanding, and the conversation ended positively and politely.

5.28pm - P01 P01 (Director of Children's Services) received an email from P01 asking for the results of our inquiries into this incident.

18.7.2022

9.20am - P01 responded to P01 explaining P01 had been speaking with P01 P01 on Friday (we believe P01 may have confused us), and P01 would respond.

9.30am - P01 spoke with the Program Coordinator (P01 P01) who explained she was on leave that particular afternoon but was able to confirm who was present and would follow up with P01 (2IC).

1.53pm - P01 replied to P01's email, explaining due to the uncertainty of not knowing who the other educator was that P01 referred to, decided the best approach was to address this with all teams, reminding them to be mindful of the appropriate approach when re-directing children, as well as in general conversations. P01 reiterated this in an email to all OSHC services, outlining the required and appropriate manner in which educators engage children in conversations.

19.7.2022

P01 P01 made contact with her child's school, Emmaus Christian College, whereby the Provider is operates the OSHC and School Holiday Program. She expressed her concerns about the alleged threat towards her daughter made by an educator. At 10.10am



P01 followed up with an email, requesting to be kept in the loop.

11.10am - **P01** called **P01** to discuss the alleged incident as well as **P01**'s concerns to the school. **P01** explained **P01** felt distressed. **P01** was concerned, and explained that during her conversation with **P01** on Friday, at no point did **P01** sound upset, or distressed, and appeared satisfied that we were following up with the team about the appropriate manner in which educators speak to children. **P01** also explained she had reassured **P01** on the following Monday, responding to her email, that all teams had been reminded of appropriate conversations with children. **P01** told **P01** she would once again contact **P01** to discuss any further concerns she may have.

11.30am - **P01** spoke with the Program Coordinator (**P01** **P01**) and 2IC (**P01** **P01**) of Emmaus OSHC, to double check if **P01** recalled the interaction between **P01** and **P01** on that particular afternoon. **P01** confirmed there was a game of handball happening with **P01** involved as well as a about 3-4 children, but at no point did herself or the other educators hear or see an inappropriate conversation. **P01** also confirmed the other educator were supervising other areas of the hall at the time, and **P01** appeared happy that afternoon.

1pm - **P01** called **P01**, with no answer.

Please upload any relevant documentation

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Correspondence x 6

Child Details

Child's Name	P01 P01
Child's Gender	Female
Child's Date of Birth	P02

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03