



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	Amaroo School Age Care
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 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

P01 P01 (Manager) received a phone call from **P01 P01** on the 24/1/24 to express frustration with her experience with Amaroo OSHC, specifically regarding behaviour support for her son **P01** (notes attached below).

P01 provided directive instruction to the Amaroo educator team to effectively build understanding and improve response (email attached). Additionally **P01 P01** (Inclusion Officer) and **P01 P01** (Educational Leader) conducted site visits to observe interactions and provide feedback to staff.

On 2/2/24 **P01 P01** relayed that **P01 P01** (educator) was quite upset, as during his conversation with **P01** she outright threatened to "have him fired". **P01** followed up with a phone call and confirmed this exact phrasing was used, and responded to **P01**.

On 5/2/24 **P01 P01** responded with an escalated complaint which also denied any such conduct.

On 6/2/24 **P01** spoke to **P01** who again confirmed the firing threat, but explained that the commentary on "where are you from" was incorrectly relayed as it was **P01** stating "do you know my background?" in reference to skill at escalating complaints. **P01** again directly asked **P01** what words were used specifically, after which **P01** confirmed that no actual threat was stated. As a note, **P01 P05** and believed he was correctly communicating the feel of the conversation. **P01** acknowledged the families concerns and recognised misinformation informing his response to **P01** (email attached).

The provider will continue to work towards **P01**'s positive inclusion in the service, while attempting to repair any strained relationship **P01 P01** (Director Children's services) has been referred any complaint regarding process. **P01** will coordinate a supported meeting with **P01** to detail the seriousness of falsely reporting information.

24/1/24

P01 P01 - phone call.

Called to voice mounting frustration with the service's handling of **P01**'s behaviour. It appears that the service do little to hear **P01**'s side of the story, and label him as the "bad child" due to physical responses to other children. **P01** described several calls to end his session of care.

Little information available in behaviour registers. Hard to identify context and function of behaviours. The service is not documenting this behaviour as required to support management's oversight.

Discussed meeting with **P01** at the end of last year that the family had to cancel. Initially planned to coordinate prior to return in Term 1, however the family ended up using SHP.

P01 described being quite emotive upon her return to the service after her husband collected **P01**. **P01** could not seem to explain the proactive or responsive measures taken to manage his behaviour effectively. Described view of required oversights.

Please upload any relevant documentation

Submitted By: **P01 P01**



P01 P01 Recount.pdf	P01 P01 recount
Parent Complaint - P01 .pdf	Parent Complaint
Prior Communication Inclusion Support.pdf	Inclusion Support
Service Communication following initial family contact.pdf	Service communication
Staff1 Recount.pdf	Staff#1 Recount
Staff2 Recount.pdf	Staff#2 Recount

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