



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 Charles Weston Out of School Hours Care
Service Approval Number	SE-40005645
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	Name : P01 P01 Phone number: P03 Email: 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 initially complains to the responsible person, where leadership team member has tried to follow her up through the phone call with no response. On 09/04/2025, P01 P01 (Senior OSHC Manager) reached out her through email. Please see the email below: " Good afternoon P01, I am reaching out to you through the email, as my team and I have tried to reach out to you over the phone several times and were unsuccessful. I am reaching out in regard to the concerns that you recently shared with one of our responsible persons on the site. We recently have come across that you have some concerns around children getting picked up by unauthorized person. Please let me know what's the best time to call you to discuss your concerns. My team and I are here to work on the continuous improvement for the service and also to ensure that children feel safe and secure within our environment.

Submitted By: P01 P01



Please reach out to us through email or the number below!!!

Warm regards

P01 P01

Senior Manager - Out of School Hours Care"

In response to this email P01 shared her concerns as follow:

" Hi P01,

Yes that is true I sent my neighbours and friends who are not authorised to pick up my child for 5 days in a row. And only on a following week when I sent in a stranger to my son, someone realised they better check who that is, after my son asked "who is picking me up" and "who are you". In this instance they texted me and I replied with just the first name. They looked at her ID but couldn't really verify anything because I didn't give them any more details. They let him go with her. On each occasion I was waiting outside the door in the parking lot.

I was also concerned about his safety due to kids ability to run out the door. Something I myself witnessed in the past when an educator in charge of the door gets distracted, kids run out on the street. This happened a few times.

In addition, my son has come home with full bite marks on his arms and multiple bruises. I requested once that I get emailed all the incident reports. I was told yes they will do that next time they're in the office. That never happened. I asked for this because they often don't even write an incident report.

I am very unhappy with customer service as well. I called on a few occasions to get some clarification on invoices/payments as well as your online portal and majority of times the staff was irritated and annoyed. So I just stopped calling.

I have decided to pull him out of care as much as I can but unfortunately I have no choice to use your services.

Regards,

P01 "

P01 replied to her email:

"Hi P01,

I wanted to acknowledge your concern you have with the service and wanted to ensure that we do take these things seriously. I also wanted to bring a few things to your attention in regard to pick up and drop of, as per our records on the sign in and out, I can clearly see that it is your account that has been signing in & out your child. I have attached the records for your reference. As the sign-in and out records are legal documents passcodes should not be shared or utilized by anyone other than the person they belong to, as according to the current records there is no evidence of someone else collecting P01. Whereas I still will follow up with my team and will set up expectations, as it is non-negotiable from our end as an organization.

Whereas It comes someone new picking up children, it is family's responsibility to inform services and also it is services responsibility to reach out to the families if someone random shows up to pick up the child. I can assure you that we will follow up with the service and will put a system in place for you to feel confident.



When it comes to incident report, I can follow up with the team and can arrange it for you.

Children accessing the front door, team is well aware about the situation and always keeps a close eye on the exit door, we do have absconding children in the service and team always ensure to follow them up if they choose to abscond out of the service. The team uses strategies to deescalate the situation to bring the child back to the service. The team has also been working on setting up the expectations with children in regard to use of the exit door.

Please let me know what's the best time to give you a call to further discuss how we can support you and **P01** in the service!!

Warm regards

P01 **P01**

Senior Manager - Out of School Hours Care"

We will be waiting for her to reply with the best time to contact her to meet with her and work on the quality of the service.

Please upload any relevant documentation

Screenshot 2025-04-09 170009.png	Email thread 1
Screenshot 2025-04-09 170019.png	Email thread 2
Screenshot 2025-04-09 170037.png	Email thread 3
P01 - Sign in.out record.pdf	Sign in & out record

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	P03

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