



## 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	Communities@Work
Service Trading Name	Communities@Work Bonython Out of School Hours Care
Service Approval Number	SE-00009645
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 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><b>Compliant Information</b> Received: 22/11/2024 at 8:59AM</p> <p><b>Contents:</b> Thank you for your email. P0 P05 is still highly dysregulated and will not be in attendance at school or OHSC today; they were unable to attend school yesterday, either. I am writing to formally lodge a complaint regarding the severe and ongoing issues with the Outside School Hours Care (OSHC) program provided by Communities At Work at Bonython Primary. As a parent, I have consistently raised concerns about the wellbeing, safety, and inclusion of my child, P0; an example of this can be seen in email exchanges with P01 in December of 2023 when P0 had written death threats on a wall outside of bounds due to lack of supervision. The Comms at Work Leadership Team did nothing to address this. I have sent through, repeatedly, P0 P05 to build a support plan, both to Monash ASC/SHP and to Bonython, as well as speaking to individual educators about their experiences and capacity needs, yet these issues persist.</p>

Submitted By: P01 P01



The situation has now become unsafe, and you have fundamentally failed in your duty of care for my child and others; this is entirely unacceptable.

This is made urgent by an incident that occurred on Wednesday, 20 November, involving my child and another child attending your program - a situation that has been building over the course of the year due to the lack of proactive, necessary, essential and fundamental support needs being met for my child living with a disability.

Regarding the incident on 20 November:

- My partner, a listed contact, arrived to collect P01 at approximately 4:30 pm. I do not dispute that P01's escalated behaviour constitutes a serious incident; however, the lack of responsibility and direction shown by educators has not been adequately explained.

- Upon collection, P01 returned to the hall from the playground in tears and was highly dis-regulated. P01 was unable to form sentences and appeared highly distressed. This is a state of dysregulation as a part of

P05 that occurs as an involuntary

P05

- When an educator (female, name unknown) was asked about what had occurred, the first response was "friendship issues". While leaving, my partner was informed by another educator that they had phoned my mother and me to arrange a collection.

- This educator (male, name unknown) advised that P01 and another child had been "at each other" all afternoon and that it had escalated to the point where P01 was chasing her other child, threatening harm.

- In a follow-up phone call from P01, I was advised that educators had "told to play separately" and that "they kept going back to each other."

- I was advised that educators cannot require children to separate as "they have some agency."

Your own Framework requires that your educators determine the extent to which all children are progressing and, if not, what might be impeding their progress. This includes identifying children who may need additional support to progress and providing that support.

A 10yr old child with P05 should have been identified as requiring additional support to regulate, and your staff should have provided early intervention to prevent the continued escalation of emotional disruption to all my child and others.

The view that children should be allowed to maintain complete autonomy and choice when their capacity is diminished is dangerous. It goes against various perspectives and theories that challenge traditional ways of enabling children.

Facilitating learning and empowering children requires (as your Policies and Frameworks state) proactive investigations into

- Why do all children act in the ways that they do,
- Discussing and debating theories to identify strengths and limitations within their teams

- Recognising how the theories and beliefs that the educators use to make sense of their work will enable but also limit both their actions and thoughts

- Consider the consequences of their actions or inaction for children's experiences.

The educators in this instance failed to act; therefore, they proactively failed to manage and maintain a safe environment, allowing P01 and the other child to continue to interact, which echoes the multiple concerns I have raised regarding services provided by Comms@Work.

These issues are outlined below and need to be urgently addressed as part of a resolution.

Issues of Concern:

1. Threats Against My Child

On multiple occasions, P01 has been threatened by other children while under your care. This behaviour is unacceptable, and I am deeply concerned about the lack of appropriate intervention and support provided to ensure my child's safety. This includes written death threats



on the wall of the hall building, something reported to educators but never followed up on; this was raised in the phone call today, and the program manager, P01, stated: "She has never heard about it."

#### 2. Ongoing and Sustained Bullying

Despite raising these concerns repeatedly with educators, P01 continues to experience bullying from peers. The response to these incidents has been inadequate, leaving my child emotionally distressed and unsupported. This has led to the drastic escalation in reaction we are now seeing from P01

#### 3. Failure to Meet Diversity and Inclusion Needs

P01's specific diversity and inclusion needs, which have been clearly communicated, are not being met. Despite repeated requests from family and the school, there has been no effort to implement a tailored inclusion or diversity plan to support them in your program.

#### 4. P05 My Child

P01 has consistently been P05 by staff despite being clear about their P05. This is hurtful and directly undermines their sense of belonging and safety within the OSHC environment.

#### 5. Lack of Supervision

Numerous incidents have occurred where children, including P01, were left inadequately supervised. This fundamental failure of duty of care poses serious safety risks. This includes P01 being found alone with other students with no educator present in the room, once found outside of the school grounds, and educators having no idea where they are at the time of collection. I have also repeatedly seen educators gathered collectively under the shelter space while children played on equipment or the oval - completely unsupervised.

#### 6. Lack of Proactive Support and Stable Services

There is an ongoing lack of proactive support for P01's needs and consistency in the services provided. Frequent staff turnover and lack of continuity in care have created an unstable environment, further impacting P01's ability to feel safe and supported.

#### 7. Concerns Regarding Child Safety During Drop-Off and Pick-Up

I have serious concerns about the program's processes during drop-off and pick-up. On several occasions, I have been able to sign P01 in or out without an educator present, raising significant questions about child safety and accountability.

#### Next Steps

I expect an immediate and thorough investigation into these concerns. Specifically, I request the following:

A formal response detailing how these issues will be addressed.

Implementation of a clear and actionable Diversity and Inclusion Plan for P01

Proactive steps to ensure all staff are trained in inclusive practices and the importance of using correct P05

A review of supervision and safety procedures, particularly during drop-off and pick-up times, to ensure all children are accounted for and safe.

The repeated failures of this program have caused significant harm and distress to both P01 and myself. I trust that Communities At Work will treat this complaint with the urgency and seriousness it deserves.

I look forward to your prompt response.

#### Planned actions by provider:

Review of incident and educator response

Service investigation around allegations of bullying, lack of supervision and inclusion support

#### Additional Context:

P01 P01's preferred name is "P01" and their P05

P05  
The program had P01 P01 as responsible person on at the time due to staff absences, when P01 was chasing the child they failed to reach P01 by phone and sent text requesting immediate collection



which accidentally P05 P01  
P01 P01 (Assistance Program Coordinator) noted that P01  
had informed the school and service in September that she was in  
hospital and P01 was the primary contact during this time. P01  
believes that she remained in there for some time as the program has  
primarily been in contact with P01 until recently but has not had this  
confirmed. P01 then described to P01 the facility her mum was at,

P05  
P05 This likely speaks to some stressors P01  
may be experiencing in their home life.

Please upload any relevant  
documentation

P01 Email.pdf	Email
P01 P01 ISP.docx	Inclusion Support Plan

## 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