



**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	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	Complaint received Thursday 2 June 2022 6.52pm Parent emailed service the following concern: Hi, I need to bring to your attention the going on at family day care with P01 P01 and why we decided to give a weeks notice to cease her care. Their last day was meant to be Monday 6th June and today Thursday 2nd June P01 ceased care with us leaving us with no options for care. P01 had already submitted the timesheet for this week including tomorrow for care which I had approved. But since she has demanded that the children not return tomorrow I want this amended. Over the course of our limited time with P01 she has accused our children of stealing when they haven't, left the children for extended time alone and unsupervised, argued and yelled at our children, taken on more children than her licence allows and admitted this to the children, spent considerable time on her phone and become aggressive when interrupted by the children when they wanted to ask her

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



something. Stated to the children that she is having time by herself doing her own thing and to go and do their own thing away from her.

Today she accused our children of recording her on their phones when they weren't they were texting us about dinner. Being their personal property they refused to show her their phones as it is an invasion of their privacy. She refused to listen to our children when they were trying to explain that we have a family group chat, that they weren't recording her and that she respect their privacy. **P01** failed to take **P01**'s additional needs into account when she confronted him and admittingly **P01** could have been more tactful in her delivery.

Overall we were happy to cease care on Monday and address these concerns with you next week once care had been ceased.

We utilise Comms at Work for before school care and have had no reports of ill behaviour or concerns from there about our children. **P01** is on the Leadership team at Bonython Primary and neither of **P01**'s or **P01**'s teachers have reported ill behaviour or concerns either.

I'd be the first to admit our children aren't angels and can be assertive around anything they feel is an injustice to themselves and others and this can be a surprise to others. I also know my children don't lie, honesty, no matter how hard, is encouraged and fostered in our home and lying is disciplined with consequences.

Should you want to discuss this further please call **P01** on **P03** **P03**

Kind Regards

P01
"Your smile brightens the lives of all who see it. To someone who has seen a dozen people frown, scowl or turn their faces away, your smile is like the sun breaking through the clouds." ~ Dale Carnegie

Actions taken:

P01 **P01** has spoken to **P01** 3.6.22 about concerns and advised service will report to CECA and lodge in our own Get in Touch system to monitor feedback. Service will commence investigation into the matter from Monday next week. Additional information will be upload to the portal as investigation progresses.

Please upload any relevant documentation

Child Details

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



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