



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	KIDS BIZ HOLIDAYS & SPORTS PTY LTD
Provider Number	PR-00008211
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Kids Biz OSHC
Service Approval Number	SE-40003292
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 - P01 - Ph: P03 P01P01 - P01 - Ph: 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	The request to make a complaint was advised in person during meeting at Mother Teresa School regarding the suspension of P01 and P01 P01 from after school care. No written complaint has been received by the service. Both children were suspended in line with the Behaviour Management Policy, specifically with regarding situations where a child's behaviour regarding repeated behaviour or and one-off serious incidents. "Level 6: Continued misbehaviour will be referred to Service management/business owners and child's position at the program will be reviewed. If the child's ongoing misbehaviour or one-off serious offence/incident is considered to be detrimental to the safety and wellbeing or respect of other children/staff/service property, the child may be asked to leave the Service. Note: As mentioned in 'Level 6', should a child's behaviour be deemed so severe or inappropriate that levels preceding Level 6 appear insufficient, inadequate or inappropriate; the Coordinator/Service management reserve the right to move a child straight to Level 6 if they feel this is warranted."

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



As **P01** had punched another child in the back of the head without provocation it was determined that a 1 week suspension was warranted.

P01's ongoing negative behaviour, rapid and violent escalations and the detrimental effect of these on other children and our Educator were determined to also warrant a 1 week suspension from the service.

Following email notification on of the suspension of care for both **P01** and **P01**, Mr and Mrs **P01** (their Parents) requested an in person meeting. This occurred on Friday 22 March with myself (**P01**), Director of Kids Biz OSHC and our Kids Biz OSHC Mother Teresa School Coordinator, Ms **P01**. Mr and Mrs **P01** requested that the suspensions be reconsidered as they believed this was unnecessary and did not reflect the actions of both **P01** and **P01**. I advised that the decision to suspend both **P01** and **P01** were considered individually by myself, our General Manager (**P01**) and Ms **P01** and full consideration was undertaken prior to reaching the decision to implement suspensions.

Both parents dismissed the notion that the safety and well-being of our staff and children in our care was impacted by the actions of **P01** and **P01** (as outlined in the most recent incident reports). I again reiterated that as a child care provider we have a duty of care that must be afforded to children within our care. I advised that we also have a duty of care to provide a safe workplace for our educator team and they should be subject to violence in harrasment in the performance of their duties.

With regard to the incident reports pertaining to **P01** **P01**, Mr **P01** laughed that our staff have been physically hit and kicked and emotionally impacted by his daughter. It was then raised that our Senior Team Leader on Wednesday 20 April 2024 felt physically threatened and uncomfortable with Mr **P01**'s actions towards him when collecting **P01** from After School Care. Mr **P01** dismissed this indicating that was not his intention and refutes any intimidation occurred.

With regard to **P01** punching another child in the back of the neck, Mr **P01** again dismissed this matter stating his son is only 5 and what impact could it have done. Mr **P01** explained **P01** had also hit a child during school time earlier in the day and hadn't been sent home for that.

At the conclusion of the 90-minute meeting when it was confirmed that the 1 week suspensions would not be revoked, Mr and Mrs **P01** advised that they wished to lodge a formal complaint in relation to the suspensions implemented. I advised Mr and Mrs **P01** that I would contact Children's Education and Care Assurance (CECA) later that afternoon to determine the next steps required from us as the child care provider.

At 3.15pm on Friday 22 March 2024, I contacted Mr **P01** by phone to advise that we would be making a submission through the NQAITS portal early the following week regarding the verbal complaint. During the same conversation, I advised Mr **P01** that he and Mrs **P01** are also able to submit a complaint directly to CECA.

Please upload any relevant documentation



18-03-2024-Incident-[P01]-[P01].pdf	18-03-2024-Incident-[P01]-[P01]
19-03-2024-Incident-[P01]-[P01].pdf	19-03-2024-Incident-[P01]-[P01]
20-03-2024-Incident-[P01]-[P01].pdf	20-03-2024-Incident-[P01]-[P01]
Behaviour Log and Management Plan - [P01], [P01].pdf	Behaviour Support Plan and Behaviour Log - [P01], [P01]
Behaviour Management.pdf	Behaviour Management Policy

Child Details

Child's Name	[P01] [P01]
Child's Gender	Male
Child's Date of Birth	[P02]

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]