



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 Fadden Out of School Hours Care
Service Approval Number	SE-00009672
Service Approval Status	Approved

Complaint Details

Please select the relevant notification and provide/attach the information required	Complaint alleging that a serious incident has occurred or is occurring
Please supply the following information: - Complainant name and contact details	P01 and P01 P01 , Phone: P03 (P01) and P03 (P01) - P01



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 service Program Coordinator received an email from **P01** and **P01** on 05.05.2023 as follows:

Hi **P01**,
P01 and I would like to arrange a face to face meeting with you to discuss the incident with **P01** **P05** this week and determine whether additional safeguards can be implemented to ensure her safety. We are suspending her attendance at OSHC until this has been discussed. We also feel that a formal incident report may be required. Had **P01** not realised his error on Tuesday, the consequences for **P01** could have been catastrophic. Please let us know when you might be available to meet in person. Thank you
P01 and **P01** **P01**

P01 forward the email (05.05.2023) through to the OSHC Acting Manager with the following information:

Hey guys,
P01 informed me yesterday afternoon about an incident involving **P05** administration to a student at Faden - **P01**
P01
P01 informed me that when he went to administer the medication he did not bring an additional educator with him. When he was putting in the info he selected the wrong button and administered the wrong injection. He corrected this mistake immediately and notified the family. The family are concerned that **P01** did not have an additional educator with him, and that this mistake was potentially life threatening. They are asking for more educators to be trained (By them) in the **P05** which I am all for.

The family mention an incident form which I require your guidance about as I am not sure what that would entail I have yet to respond to the family but would like to be C.O.B today.

Initial investigations are that **P01** realised the mistake and did not administer the wrong **P05** however this was a very serious near miss. A formal meeting with **P01** will be arranged early next week in relation to the near miss and not having a second educator present as per policy and procedure. An internal investigation will be conducted. Our inclusion support team will arrange for all staff onsite to complete the **P05** training next week so that more staff are aware of **P01**'s needs and they will be reviewing the Medical Risk Minimisation and Communication plan. We will meet with the family and work through their concerns and further opportunities for risk mitigation.

Please upload any relevant documentation

Complaint Email and Information from Service.pdf

Initial Complaint and Service email

Child Details

Child's Name **P01** **P01**

Child's Gender Female

Child's Date of Birth **P02**

Contact Details

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



ACT
Government
Education

Notification Number: **NOT-40852701**
Date generated: 05/05/2023

Name	<u>P01</u> <u>P01</u>
Phone Number	
Email Address	<u>P01</u> <u>P01</u>