

View results

Respondent

55 Anonymous

90:19
Time to complete

1. Full name

P01 P01

2. Phone number

P03

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

Communities at Work ACT

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

No - would like to make the CECA aware of my concerns as appose to Communities Directly

6. What is your relationship to the Service? *

- Parent or Guardian
- Staff Member
- Other

7. How long have you had an association with the Service for? *

on and off for 5 years

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known).

*

18/11/2024 and 19/11/2024

9. If there has been a delay in reporting, please state the reasons for the delay.

Nil

10. What are the names and date of birth of the children involved in the incident?

P01P01

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

I recently enrolled my daughter into FDC (through communities @ work). I returned to work after 14months leave from my place of employment. P01 was very accommodating and held a spot for me for some months, where we met on a number of occasions prior to my daughter's commencement on the 12/11 (as an orientation if you call it that). P01 welcomed me into her home and treated me like family almost straight away.

I had been sending my daughter only a week when I got a call from Communities @ Work (18/11) asking me some pretty pressing questions about P01 as an educator. With no context to these calls I was very confused as to what was happening?

P01 had advised me that she would need to take the following day (19/11) in personal leave, so I organised my husband to work from home to care for our daughter.

I came to work this day (19/11) to find an email that read "We would just like to let you know that we are aware that P01 is unavailable for care until further notice.

Should you require backup care, please contact the office on P03"

And roughly 2hrs form that email another that read;

"Dear Families,

We are sad to inform you that as of today, P01 has resigned as one of our Family Day Care educators.

If you need replacement Family Day Care, please contact the office at P03 or P03 and we will see if we can help."

This was very unsettling, distressing form of comms to get as a mum who has just returned to work, to find I am without care for my daughter from the time of said email.

P01 was not given the opportunity to update families between such time and I believe Communities @ Work did not even properly acknowledge her resignation before sending out that email.

This has caused a great deal of stress to me and my family; I can't speak for the other families that go to P01 but I imagine is the same for them.

I am not sure the resolution strategy for this as yet? but this matter has left abit of a bad taste in my mouth toward Communities @ Work, so I plan to take up another provider and preferably stay with P01 (Whatever that may look like)

Many thanks in advance and I look forward to hearing from you

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.