



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

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|--------------------------|------------------|
| Provider Name | Communities@Work |
| Provider Number | PR-00005824 |
| Provider Approval Status | Approved |

Service

| | |
|---------------------------|--|
| Service Legal Entity Name | |
| Service Trading Name | Communities@Work Narrabundah Early Childhood Service |
| Service Approval Number | SE-00009817 |
| Service Approval Status | Approved |

Complaint Details

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| 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 P03 P03 P03 |
| Please supply the following information: - Name of child/children, gender and date of birth to whom complaint relates (if relevant) | P01 Male DOB: P02 |
| 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 | I, P01 (Assistant Director Children's Services) have been working with P01 around concerns expressed through our Get in Touch portal on the 19.11.2020. These discussions were in relation to events that took place at Narrabundah Early Childhood Service on the 5.11.2020 at 9.00am, between P01 and the service manager P01. P01. The family entered care under our emergency care program with complex needs and a large amount of support from the Tuggeranong Child and Family Centre, however care broke down after the second orientation visit on the 11.9.2020. Previously the concerns raised have been in relation to perceived judgement of the family, despite the intention of any conversation being to inform the family of the processes around the funding and the dissatisfaction of the child's items missing from the service. At the time we received the below Opportunity for Improvement I |

Submitted By: P01



initiated the following actions:

Spoke with the Centre Manager about the issue, her version of events was very different, and P01 claims that P01 (A school support worker) spoke to P01 about a conversation that she had previously had with P01 and asked P01 to speak to P01 about her experience at the service to support P01 with her anxiety of leaving the child. When P01 approached P01, P01 began screaming and yelling at her and P01 was required to retreat up the hallway. Spoke with the case workers at the Tuggeranong Child and Family Centre - who report that they are experiencing challenges with their support of P01.

Called P01 and spoke to her about the Get In Touch and spoke to her about our processes. P01 demanded that P01 was "sacked". She claimed that if she was not "saked" she would be taking the service to Human Rights. (The Tuggeranong Child and Family Centre also report that this is threatened often.)

I have continued to work with P01 as a vulnerable family to support her and resolve the matter.

At no time was there a complaint of "harm" prior to today despite ongoing conversations with the family. However, when speaking with P01 today about reimbursement for the missing items the following has escalated this situation, causing the need to submit a C01 Notification.

Whilst speaking with P01 today around her concerns to make a time to come together to resolve the issues and make a plan moving forward, that would support the parent to feel comfortable at the school (combined with the service). P01 made the statement that she did not wish to come together with P01 and resolve the matter, as P01 "harmed her child." I asked P01 what she meant P01 stated "She harmed my child, and you should report this to CECA" referring to event on the 5.11.2020 when P01 the service manager spoke with P01 at the front of the school. P01 said "you can go and ask P01 at reception, she saw the whole thing and kept asking me what is wrong with P01 and that's proof P01 harmed him with her words." I told P01 I would follow up reporting to CECA and provide my contact details via email to continue the discussion around the missing items replacement.

Copy of initial Get in Touch on 19.11.2020

Name: P01

Email: P03

Phone: P03

Submission Type: Opportunity for Improvement

Service: Staff

Submitted: 19/11/2020 - 13:31 (2 hours)

Communication:

P01 - (19/11/20 - 13:31)

Without Prejudice

I had a very poor experience at the childcare in narrabundah. I was given funded placement for my 2yo son. From the beginning I was treated poorly by the staff there. I believe this is because they thought I was indigenous due to the colour of my children's skin and presumption's they had voiced in passing about my children's indigenous status. Also the director P01 made demeaning remarks about my socio economic status.

I had asked someone from the school to collect my child's belongings left at the daycare as I felt uncomfortable talking to them directly due my bad experiences so far and was actively avoiding the staff.



When I was dropping my daughter to school the director P01 accosted me out the front of the school to try and bully and threaten me in to keeping quiet about my experience. Both my son and I were very shaken up by this experience and went to the office staff for help. I feel unsafe dropping my daughter to and from school and this is having ongoing impacts on my mental and physical health. I also hold concern for P01 working with vulnerable children, especially indigenous ones.

Please upload any relevant documentation

Contact Details

Name

P01

Phone Number

P03

Email Address

P03