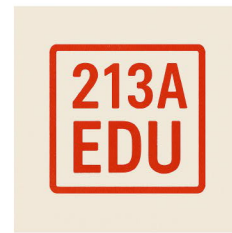


View results



Respondent

43

Anonymous

22:49

Time to complete

1. Full name

P01 [REDACTED]

2. Phone number

P03 [REDACTED]

3. Email *

P03 [REDACTED]

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

Genius Gowrie - Blinky bill

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? *

Yes. They made no comments and refused to answer.

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? *

Almost 6 years

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

Has been going on since genius bought the day care centre February 2024

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

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

All children at the centre affected.

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

All staff at the Center are victims of miss treatment by genius.

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?

Genius have not being paying their staff !

They are not paying for sanitation/ cleaners or sanitary bin collection(e.g. nappies etc).

They are not paying for basic maintenance of the property(e.g. repairing the kids toilets that have been broken for over 6 months, tree roots the children's and parents keep tripping over, lighting in the car park etc.).

While the staff try their best to get professionals to take care of these services as soon as they mention it's for "Genius care centre" companies refuse to do any work because EVERYONE in Canberra knows they won't paid any bills/invoices.

Staff have been paying for things out of their own pockets to keep the place going !!!! - given that these are the same staff that are not being paid their wages or superannuation, you can imagine a parent's outrage at discovering this.

How was this business owner allowed to buy a childcare business' giving his TERRIBLE track record ?

Staff at the centre are so wonder and professional and it took a mass exodus for us to realise something was wrong and discover they weren't getting paid.

We are depressed and distraught that we will have to leave the Center if something isn't done soon as there will be no staff.

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.

PLEASE TALK TO THE STAFF AT GENUS GOWRIE daycare . I KNOW they have logged multiple complaints with No response.

They staff have be threatened with being sued for defamation if they say anything to parents .

What are we to do ?

Please help or point us in the right direction.