



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	G8 Education Limited
Provider Number	PR-00000898
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Blinky Bill Early Childhood Centre
Service Approval Number	SE-00009751
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	Complainant Name - P01P01 Contact - 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

Complaint received: 05/10/21

Parent email:

I'm writing this email in regards to the recruitment protocols that Blinky Bill management staff undertake when recruiting new staff to the centre. My concern relates to two articles about **P01 P01 P01**.

This former staff member is **P01 P01 P01** who was sentenced last week for throwing a child head first into the ground in December 2020 at a childcare centre in Conder. He was also charged with having child exploitation material. I would like to know why and how, this person was then employed at Blinky Bill Gowrie after this event. Were there no background checks taken? My son, **P01 P01**, was a child at your centre at the same time this man was part of your staff earlier this year. How could something like this happen?

I am really shocked and horrified that this has happened and would like an explanation of what protocols were and were not followed.

Area Manager Contact: Area Manager **P01** contacted **P01** on 05/10/21 to discuss the concern raised - **P01** advised that she witnessed the educator mentioned in the article working at Blinky Bill ELS in February 2021. I advised **P01** that the individual in question was stood down pending investigation at the time of the incident and was not working in any G8 services since that time. **P01** was persistent that she saw him working at Blinky Bill's in February but couldn't recall exactly when. I advised **P01** that I would do another cross check and call her back. I spoke with NS **P01** who had already reviewed all WDWC from January 2021 to March 2021 in response to seeing the email. At no time was **P01 P01** rostered at Blinky Bill's or didn't attend via agency appointment. We checked agency deployment to be 100% accurate.

I phoned **P01** back at 4:55pm, and **P01** still maintained she saw **P01 P01** working at Blinky's. I advised that we would follow up this concern and lodge a C01 with CECA and submit all evidence of person's working directly with children in support of her concern. I verified that we have checked all records. In addition I advised **P01** that if she could submit to me an email any information detailing what she can recall about the time she alleges to have seen **P01 P01** at Blinky Bill ELS in Feb 2021 to assist with gathering more information, this would assist in being able to gather as much information to support resolution.

Additional Information:

- Family had ended care and no longer attending the service. Last date of attendance: 23 March 2021.
- 6.10.201: No further information has been sent by the family as discussed above.

Please upload any relevant documentation

Rosters Jan FEB MARCH.docx	rosters
P01 P01 BB ELS.pdf	parent grievance



Child Details

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

Contact Details

Name	P01 P01 - Area Manager
Phone Number	P03
Email Address	P03