

View results



Respondent

44 Anonymous

46:13
Time to complete

1. Full name

2. Phone number

3. Email *

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

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? *

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? *

Since April 2021 (genius took over in may 2024)

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

*

Since genius took over from G8 as the approved provider for the gowrie ELC in may 2024

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

It has only come to the knowledge of parents in the last week since the manager and assistant manager of the centre simultaneously announced their resignation from the centre/approved provider and feel comfortable sharing the full extent of their treatment by their employer having secured employment elsewhere now

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

N/a

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

Management of Genius Group (managed outside of the ACT)

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 have 2 girls, a 3yo who started at formerly blinky bill ELC gowrie in april 2021, and a 1yo who started in sept 2024. As stated the approved provider, Genius group, took over ownership of the gowrie ELC from G8 in may 2024. With it came a range of new centre policies that parents had no option but to opt into (even though they would only benefit the provider) if they were to continue their enrolment. To my knowledge all staff stayed on in the transition. However, the recent resignation of the long serving centre manager and assistant manager signalled something was seriously wrong.

The worst offence is that the staff say they have not been paid their super entitlements since the transition (which is longer than the obligated 3 months to pay). Despite raising it with their employer (genius group), the ATO and Fairwork, to date no action had been made to resolve this major breach of legal obligations. In addition, staff say they were not paid on time during the transition to the new ownership and payment of wages had been delayed weeks (even though they had no issues overbilling parents an extra weeks fees in advance). I have been completely satisfied with the treatment and care by staff of my girls over the last few years, so to learn that they have been taken advantage of like this over the last 6months is disgusting and I think their registration/licensing should be revoked/put on hold until staff are actually being remunerated fairly. I'm shocked also that staff have been putting up with these excuses of unpaid super for months and had not left earlier, which shows their dedication to doing their job and looking after our kids. Sadly, staff say the same situation of poor treatment by this provider is being replicated at the other centres they recently took over in canberra. I think this group should be investigated immediately for their failure to adequately remunerate staff at all centres in the ACT and they should not be approved to receive federal and territory subsidy if they are not complying with minimum working standards and are essentially committing wage theft.

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.

I believe staff at the centre, who have no hesitation sharing the extent of their complaints with the ATO and Fairwork, would not hesitate sharing their proof of communication between them and the provider through emails. I am happy to be contacted.