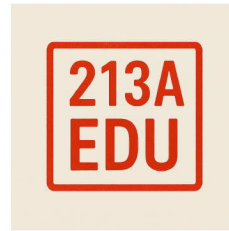


View results



Respondent

49 Anonymous

19:12
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? *

2 years 9 months

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

The parent company Genius took over approximately 6 months ago.

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

I became aware of the extend of these issues around a week ago.

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

All children at the service at impacted by this issue. My daughter is 3.5 years old, but the service caters for a range of children across baby, toddler and preschool rooms.

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

All educators, staff members and persons involved in the service are impacted, however Genius the parent company are the perpetrators.

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?

My understanding is that since Genius took over the service 6 months ago, the Centre Manager has not been provided with adequate resources (for example, having to fight to purchase nappies), and I'm not sure of the exact arrangements but I understand the yard is not being maintained regularly or adequately. I observed that the fence was in state of disrepair and was held up for a temporary shade cloth over a number of months. Additionally, I've been told that the parent company have stopped paying the cleaning service, and they have since ceased to provide services to the centre. The educators, who are hardworking and care greatly for our children have been picking up the slack to keep the centre in a reasonable state, but this is having a significant impact on wellbeing. While I imagine it is outside the scope of CECA, I feel obliged to also let you know that the parent company has not been paying staff on time, or paying super for the last 6 months (I'm not sure if this has been resolved in any way since it initially started occurring). As a result of this, my understanding is that all but educators (who are still deliberating) have resigned from the service. As you can imagine, this is a significant emotional trauma for educators, and families who are faced with uncertainty about the future of the service. The majority of families who need to ensure we continue to have a daycare option for our children are looking at other services, with an intention to leave before the service is unable to open due to lack of Educators. I am concerned with the ethical stance of the company that they would continue to open without meeting quality standards such as educator ratios, and would cut corners in other ways that would put children in danger. The current centre manager (who resigned several weeks ago) is in place until 6 December, after which point I'm not sure I will feel confidence to send my child.

These issues have been widely discussed between Educators and parents over the last week or so, but have been known to some for a longer period.

I have not raised with Genius directly, as I understand the centre manager and educators have raised these issues with management repeatedly, and management have ceased to communicate adequately with them or provide any solutions (hence the mass resignation).

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.

No - but many parents of the service are aware, and I believe educators could provide, if they have not already.