



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	World of Learning Pty Limited
Provider Number	PR-00000937
Provider Approval Status	Approved

Service

Service Legal Entity Name	
Service Trading Name	Gold Creek World of Learning
Service Approval Number	SE-00009779
Service Approval Status	Approved

Complaint Details

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 P01 - 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: 26/04/2023

The parent emailed the service with the following concerns:

1. It saddens me to see what was once a seven room centre, now running at three/four rooms. The continuous fee increase and staffing shortages, has made it clear to us that G8 care more for profits than the children or staff.
2. The centre no longer has a music specialist visit, nor do the children go on excursions.
3. Cleaners only attend three days a week and do not have time to do a thorough job. Repairs at the centre take an excessive amount of time even when the health and safety of children is at risk. An example is the programming room door handle which fell off and made it possible for children to shut themselves in and not get out again. Then more recently there was an enormous hole in the nursery room which allowed dust, rodents, insects and water into the cot room. The room is being held down by white duct tape.
4. On several occasions the nursery room has been over ratio, sometimes by four or more children. In fact on Friday the 14th of April, 2023, I dropped **P01** off at 9:06, there were two staff and eleven infants. Had I not needed to attend an appointment, I would have stayed until someone else arrived or taken her home. I called the centre after my appointment to check on her however the phone rang out.
5. Many of the staff such as **P01**, **P01** and **P01** are amazing, there are too many casual and not enough consistency. While G8 continues to put its profit margin first it leaves me with no other choice. I would like to thank you for all that you have done for our family and wish you all the best.
Please see attached email from parent to the service.

Action Taken:

1. Feedback passed on to Regional Manager regarding operations of the service.
2. Revised rosters to ensure adequate team are rostered for morning and afternoon periods.
3. Response to family and advising feedback have been passed on and reviewed.
4. Revise notification and review all procedures with team and casuals.
5. On the day (14/4/23) - 2 team called sick, Centre Manager contacted agency's and g8 services asking for team. Centre Manager was in ratio on the floor, inducting 2 casuals to be in ratio.

Please upload any relevant documentation

attendance_summary_ 14.04.2023.csv	Supporting Docs
Sup Docs.pdf	Supporting Docs

Child Details

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

Contact Details

Submitted By: **P01** **P01**



Name	<u>P01</u> <u>P01</u> - Assistant Centre Manager
Phone Number	<u>P03</u> [REDACTED]
Email Address	<u>P03</u> [REDACTED]