P01

From: Damjanovska, Meri on behalf of CECA
Sent: Tuesday, 26 November 2024 8:54 AM
To: EDU Complaints CECA
Subject: FW: Genius Gowrie Childcare: P01 P01 Termination of Care

OFFICIAL: Sensitive

213A EDU

Hi team,

Apologies , this email was not forwarded on Friday.

Thanks

From: P01 P01 <P03>
Sent: Friday, 22 November 2024 11:35 AM
To: P01 P01 <P03>
Cc: CECA <CECA@act.gov.au>
Subject: Genius Gowrie Childcare: P01 P01 Termination of Care

You don't often get email from P03. Learn why this is important

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

P01 ,

As you are aware on 13 November 2024 I provided the required 4 week termination form to end my daughter's (P01 P01 's) care with your centre, taking effect from 8 December 2024. I have included below for your reference, also below is your acknowledgement/response received on 14 November 2024. In my termination form I listed a number of concerns I had with regards to your poor management of the centre and advised that I would be reaching out with regards to fighting the 4 week cancelation period should the state of the centre continue to decline.

Given this most certainly is the case. I am writing to inform you that I no longer believe your centre is a safe environment for my daughter and am withdrawing P01 from your care effective immediately and will not be paying any fees from today onwards. I have outlined the main areas of my concern below in support of my decision.

- I have been informed that the majority of educators at the centre have handed in their resignation and have commenced leaving the centre as a result of your poor management around paying their wages and superannuation.
- Due to the poor conditions since you have taken over the centre the mental health and wellbeing of staff is at an all time low. This is resulting in low concentration and a level of care that is not acceptable for my children.
- I have also been informed that the cleaners who were employed at the centre prior to you taking over resigned quite some time ago as you were not paying their invoices. This has resulted in the educators having to clean the rooms themselves which is not being done at an

appropriate or safe standard. This has also resulted in a lower number of staff being available to care for our children as they are required to clean.

- Children are being grouped together with the toddler room, no longer as an opportunity to socialise but out of necessity due to the inadequate staff ratio and to enable rooms to be cleaned in business hours. As a direct result of the constant grouping learning opportunities are no longer occurring at the correct level for my daughter's age group which is extremely concerning.
- Illness in the centre is also at an all time high. My daughter has been in the care of the centre (prior to your take over) for years and following on from the initial 12months when her immune system was developing she has been well and healthy more often then not. Since your take over (and the resignation of your cleaner) my daughter has been sick every other week and is only getting well again if I take her out of care for a week and then the cycle begins again. This claim is supported by the fact that there is currently a huge gastro outbreak in the centre.

I would also like the emphasis how highly I value honest communication especially concerning my daughters health, safety and wellbeing. So far I have been extremely disappointed with the Genius managements **nonexistent** communication to parents. I refer to your response email below from 14 November 2024 in which you mention "actively working to stabilise the management team to ensure continued support and consistency for both staff and families" and that "We will have further updates end of next week.", this is almost laughable given the current state of the centre including and most importantly the fact that we are still yet to receive and formal notification of the state of affairs within the centre or any acknowledgement of wrong doing on your behalf. Also in your email you reference how much you "We value the trust and commitment you have placed in our service." and yet you have been completely disrespectful in not being forthcoming with information. Trust is something that comes from mutual respect and it is clear from your actions that you do not respect your families or your staff which makes trusting you impossible.

I would also like to reiterate and formally acknowledge how much I appreciate the educators and management staff within the centre for continuing to do the best for our children under such dire circumstances. I would also like it noted how upsetting it is to have to remove my child from educators and friends that she has built strong relationships with. The situation is devastating.

I believe that your company is putting the children in harm and have included the Children's Education and Care Assurance, Early Childhood Policy and Regulation, Education Directorate in this email to ensure they are aware of your negligence.

Noting the above areas of concern i have outlined with regards to my daughters safety which are in direct breech of your company mission statement (refer your website https://genesisearlylearning.com.au/about/?gad_source=1&gbraid=0AAAAAC1m43x56lIT389sacPI_v6uSroPJ&gclid=EAIaIQobChMImtWJjKruiQMV9hKDAx2dzQX7EAAYASACEgITLPD_BwE) I would appreciate confirmation of termination of care effective immediately at your earliest opportunity.

Regards
P01 P01
P03

On 14 Nov 2024, at 8:09 PM, P01 P01 <P03> wrote:

Hi P01 ,

Thank you for submitting the termination form, and I apologise for the delay in my response as I have just returned from leave. I understand your concerns regarding recent changes and the transition under Genius Gowrie.

We recognise the challenges that have surfaced, including matters surrounding our dedicated staff, and I assure you that we are addressing these issues as a priority. I want you to know we are actively working to stabilise the management team to ensure continued support and consistency for both staff and families.

I would appreciate the opportunity to discuss this further with you and to address any specific concerns you may have. If it's convenient, I'd like to schedule a time to discuss either tomorrow or Monday. Please let me know which day suits you best.

We value the trust and commitment you have placed in our service. If there is anything else you'd like to share during this transition, please don't hesitate to reach out to me directly. Our goal is to foster a positive and secure environment for the children and families in our care.

We will have further updates end of next week.

Warm regards,

P01 P01

NSW/ACT Operations Manager

P: P03

E: P03

W: www.genius.edu.au

Inspire. Innovate. Connect. Create.

Genius Childcare acknowledges the Traditional Owners of Country throughout Australia. We pay our respects to Elders past and present. Genius Childcare Management, Employees, and Volunteers are committed to the safety and well-being of all children and young people. Genius childcare has zero tolerance for child abuse.

Parent feedback included in termination form (referenced above).
From P01 P01 to Genius on 13 November 2024.

Due to the overwhelming staffing changes that are impending at Genius Gowrie and complete lack of communication from overseers within the Genius group with regards backfill arrangements, likely resulting in the centre being unable to function to a safe standard with the kids health and wellbeing in mind I have made the decision to withdraw P01 P01 from Genius Gowrie effective from Sunday 8 December 2024 (inline with the 4 week cancelation policy) - final day of care Thursday 5 December 2024.

I would also like to emphasis how much I appreciate the open communication from the centre manager P01 and her staff with regards to their movements as these changes directly affect my family. I would like it noted that I am extremely disappointed that parents have not yet been formally notified by Genius of the changes including, and most importantly, a plan to mitigate disruption as much as possible for our children, this does not inspire confidence.

The lack of communication is simply is not good enough especially given the current recruitment shortages nationwide (this isn't likely to be an easy issue to resolve). Noting this I believe it is irresponsible not to communicate openly with parents about a plan to ensure the centre is able to stay open and operate safely and effectively.

I would also like to express my frustrations around the 4 week cancelation policy, I think this is completely unnecessary, it feels as though you were anticipating this type of situation. As standard, other centres offer 2 week cancelation which is inline with Centrelink CCS rebate payments.

Finally I would like it noted that if the mental health and wellbeing of staff continues to decline within the 4 weeks notice period I will be seeking the notice period be waved entirely. Employee wellbeing should be at the forefront of your mind as employers because when your employees feel disrespected and under-appreciated it affects their daily work in turn could have detrimental effects on the children's health and safety. The only reason I am not fighting the 4 week notice period at this stage it that my notice lines up with the end date of majority of the staff which gives me some confidence that my child will be well cared for until conclusion of P01 's care at the centre. However if things continue to decline throughout this time I will be making contact with you again requesting my child's care end effective immediately.

Regards
P01 P01