

View results

Respondent

54 Anonymous

10:49
Time to complete

1. Full name

P0P01

2. Phone number

P03

3. Email *

P03

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

Genius Gowrie Daycare

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? *

Yes, they informed me of the situation

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? *

4 years

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

Happening over the last few weeks

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

Belief that a government agency would step in.

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?

N/A

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?

We have been informed by centre staff that, the owner of Genius Gowrie has neglected the centre to the point where their staff have not been paid and ALL STAFF have already resigned.
This has left many families in the difficult situation of trying to find an alternative daycare, at a time where there are already long wait lists. It is appalling that this has happened, staff are not getting paid and yet we are STILL paying exorbitant fees.
Further to this, it appears the owner of Genius has previously had trouble in this space before, with a centre in Melbourne that was liquidated due to unpaid bills.
How is it, that there is a government agency assigned to monitor these centers and nothing has been done as of yet?
This has left the staff unpaid for weeks, many families in stress finding alternative care and a company that has profited from this neglect?

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.

Please speak to the outgoing Centre Manager for more information