



I01 Notification of Incident

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 Incident

Provider

Provider Name	TAK Operations Pty Ltd
Provider Number	PR-40015589
Provider Approval Status	Approved

Service

Service Legal Entity Name	TAK OPERATIONS PTY LTD
Service Trading Name	Genius Symonston
Service Approval Number	SE-00009842
Service Approval Status	Approved

Incident Details

Incident Type	Any circumstances posing risk to health, safety and wellbeing
Incident date	25/06/2024
What action is required?	Any circumstances posing risk to health, safety and wellbeing
Risk due to	Localised Issue



Closed as a result of

Parent has sent through a number of concerns,
The details of the child and parent:

Child name: P01 P01
DOB: P02
Address: P03
Mother's name: P01 P01
Email: P03
Phone: P03

Please read this email in depth as there are several concerning things raised. I put what she said in dot points below:

- Lack of communication with comms going out Friday about take over and us taking over Monday
- Failed to discuss staffing arrangements - who was staying who was going
- CCS was not worked out prior - poorly managed and communicated to parents
- Many things emptied from building - particular offence to Indigenous art
- Several staff leaving - no communication to parents
- revolving door of staff still happening
- No Manager and assistant manager - disappeared without notice - yet to receive comms about thier departure or what we will do in the meantime
- no manager is putting childrens care at risk
- Teachers and careers cooking
- Staff remaining look tired and run down
- Injuries without explanation
- Google search found you had a fine and prosecution at the end of last year for allowing two under 2 year olds unaccompanied at a shopping centre and car park alone. - Links to this online provided.
- I will be making a formal complaint on all issues raised so you had best consider them and plan for a review of your service.

Parent decided to terminate care from the Service.
Please see attached response email to the parent outlining in Depth the actions and steps take or already implemented.
Also please find attached all supporting evidence documents.

Please upload any relevant documentation

Step taken.pdf	Steps Taken
Mail - P01 P01.pdf	Mail - P01 P01
Educational leader support for Symonston.pdf	Educational Leader Support
CentreManagerAds.jpeg	Centre Manager Ad
Indeed CM Ads.png	Indeed Ad
Symonston cook advertisement .png	Chef Ad
Family communication for Management at Service.pdf	Family Communication
Further communications staffing arrangements and changes.pdf	Further communication Staffing
Further staffing updates and communication for families.pdf	Further Staffing Communications

Submitted By:



Family communication Transition.pdf	Family Transition Communication
MyXplor _ Comms Centre Transition communications.pdf	Xplor Communication
Payment communication to families.pdf	Payment Communication
IMG_3283.jpeg	Image 3283
IMG_3285.jpeg	Image 3285
IMG_3286.jpeg	Image 3286
IMG_3288.jpeg	Image 3288
IMG_3289.jpeg	Image 3289
IMG_3290.jpeg	Image 3290
IMG_3291.jpeg	Image 3291
IMG_3292.jpeg	Image 3292
IMG_3296.jpeg	Image 3296

Contact Details

Name	P01 P01
Phone Number	P03
Email Address	P03