

P01

**From:** Damjanovska, Meri on behalf of CECA  
**Sent:** Thursday, 28 November 2024 7:57 AM  
**To:** EDU Complaints CECA  
**Subject:** FW: P01 P01



OFFICIAL: Sensitive

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**From:** P01 P01 <P03 >  
**Sent:** Wednesday, 27 November 2024 2:51 PM  
**To:** CECA <CECA@act.gov.au>  
**Cc:** Genius Childcare Gowrie <gowrie@genius.edu.au>  
**Subject:** Re: P01 P01

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.

Good morning,

As you will read in my below email, I have alarming concerns of this service and what is occurring now it is under new ownership. I have picked up in a few significant matters and my child was attending once a week, my child will not be returning regardless of the outcome of my request.

I have yet to receive any response from the operations manager, however, as a parent I believe we need to advocate, and I would not accept these circumstances for myself so I don't think any child should be subjected to them either.

Parents pay \$180 a day, simple things like soap, paper towel and cleanliness is not too much to ask and I am concerned there's more than what I have witnessed.

I would like to highlight:

NQS - QA2. Children's health and safety

- 2.1.2

NQS- QA7. Governance & Leadership

- 7.1.2
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Kind regards,

P01 P01

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**From:** P01 P01 <P03 >  
**Sent:** Monday, November 25, 2024 8:30 am  
**To:** Genius Childcare Gowrie <P03 >  
**Cc:** P01 P01 <P03 >; Genius Childcare Enrolments <P03 >  
**Subject:** Re: P01 P01

Thanks, P01. No worries.

Kind regards ,  
P01

Kind regards,  
P01 P01

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**From:** Genius Childcare Gowrie <P03 >  
**Sent:** Monday, November 25, 2024 8:28:12 AM  
**To:** P01 P01 <P01 >  
**Cc:** P01 P01 <P01 >; Genius Childcare Enrolments <P03 >  
**Subject:** Re: P01 P01

Good Morning P01 ,

I am so sorry i did not get back to your email sooner, both P01 and I were away.

I have CC's our operation manager into this email and she will be in contact with you regarding your email.

Warm Regards,

P01

**Assistant Center Manager | Genuis Gowrie**

P: (02) P03

E: P03

W:



[www.genius.edu.au](http://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.

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From: P01 P01 <P03 >

Sent: Thursday, November 21, 2024 8:33 AM

To: Genius Childcare Gowrie <P03 >

Subject: P01 P01

Hi P01,

Wondering if you are in the centre today? I have tried to call 4-5 times this morning since dropping P01 and I haven't been able to get through to anyone.

As you're aware, I have informed you P01's last day will be the 19th of December, I would like to change that end date to today and I would like any potential additional notice waived.

We have loved the centre (when it was Blinky Bill), your management & the educators however, since the new ownership I have noticed a significant difference in many aspects and not for the better. I feel these differences are impacting the quality of the centre, cleanliness & overall moral of the centre. For an example, P01 is now toilet training, I took him to the toilet at drop off and the toilets were dirty, there was no soap in the dispensers or paper towels. As you're also aware, I have worked in the industry, I know that if there are professional cleaners attending each afternoon/ evening it wouldn't be in that state, nor would there be gastro hanging around for what, 3 weeks now?

As a mother, I am paying \$180 per day for my son to be in the best care and environment, not to see things being skimmed on.

I no longer feel comfortable to leave my son in the centre, especially knowing yourself and P01 will be gone as of the 6th.

P01 was meant to finish up on the 19th of December, I would like his final day to be today.

**Let me emphasis, this is not the educators or your management!** It's very sad to see what has happened to such a vibrant, inviting, and pleasant centre. Yourself and the team had always gone above and beyond for the children & their experience within the service and it has been so appreciated.

I am happy to discuss this further if you like.

Kind regards,

P01 P01