



P01

From: Damjanovska, Meri on behalf of CECA
Sent: Tuesday, 26 November 2024 8:59 AM
To: EDU Complaints CECA
Subject: FW: Urgent Request Genius Gungahlin
Attachments: URGENT- Ongoing issues ; FW: Overdue invoices ; P01 Time off. ; Suppliers

OFFICIAL: Sensitive

Hi team,

The email doesn't say who they spoke to on the phone, please see below.

Thanks

From: P01 p01 <P03 >
Sent: Monday, 25 November 2024 4:38 PM
To: CECA <CECA@act.gov.au>
Subject: Urgent Request Genius Gungahlin

You don't often get email from P03 . [Learn why this is important](#)

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Good Afternoon,

I appreciate your time on the phone this afternoon.

As stated, I am the current Centre Manager and Nominated Supervisor at Genius Gungahlin. I am feeling quite vulnerable in this position at the moment as I feel the provider (unsure if we are TAK Operations or Abacus 49 PTY LTD, as we are listed as Abacus but paid under TAK Operations) is not operating to a high standard. I have actually Taken leave in the past fortnight due to these unresloved issues (email attached).

As discussed I am becoming increasingly concerned with the way our Provider is operating the service with the main issue being the access to our suppliers. I have attached the email that I have sent to management today. At the moment the issue is with our consumables suppliers but we have also had issues with other suppliers such as fresh food and produce in the past (above email attached) while this has since been resolved as you will see in the attached email this is happening quite often and we are needing to chase payment with the company for any supplier that we use at the service (cleaner, gardener, electrician, handyman). We have also received gas and electricity disconnection notices for the service in the mailbox.

Along with this immediate concern I do have a few other concerns that I would like to make note of. I began with the company on the 02/09/2024 and was informed that the Operations Manger would be P01 P01 for the ACT, however this was not the case, whiles she was supporting me at the service she was never formally given her role as Operations Manager and instead I report to P01 P01 who I have been informed is the ACT/NSW Operations Manager. this has meant that no one really knew what P01 role was in the company and has thus resulted in her resignation (last day 12.12.24).

While it has only occurred to myself one the provider has also on many occasions received their pay 3-4 days later than expected, pay day is meant to be Friday fortnightly but team are not receiving until Monday night or Tuesday. This is obviously causing frustration and concern among the team members, impacting on morale and financial well-being which is then having an ongoing effect on both my own and the team's mental wellbeing and causing financial stress and hardship for the team.

While I would appreciate remaining anonymous to the provider I understand that this may not be possible.

I am happy to answer any questions and provide further information if required.

Kind Regards,

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