

From: Withers, Nicole
Sent: Friday, 2 February 2024 2:40 PM
To: P03 [redacted]
Subject: CECA - Complaint



OFFICIAL: Sensitive - Legislative Secrecy

Dear P01 [redacted]

Thank you for your email regarding Guardian Childcare & Education Forrest. We take the issues you raised very seriously.

By way of background, education and care services in the ACT are regulated by the Education and Care Services National Law (ACT) (National Law). CECA is the ACT's Regulatory Authority for the education and care sector. A core function of CECA is to ensure protection of children from risk and harm when attending an education and care services in the ACT.

Please be aware that CECA do not investigate matters on behalf of individuals, but as the regulatory body for education and care services in the ACT. Please find relevant links, for your convenience: <http://www.acecqa.gov.au/national-law>, and <http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>.

Please click on the following link to complete an online complaints form [CECA Online Complaints Form](#)

If choosing to complete the form, it would be appreciated if you could include as much detail as possible in your account, inclusive of dates (or date ranges), other persons present, and any conversations you may have had with specific persons at the Service regarding your concerns.

This form is for internal use and contains prompts for important information to enable an assessment to be carried out.

Once submitted, your form will be automatically directed to our investigations team who will reach out to you as soon as possible.

Kind Regards,

Nicole Withers | Senior Investigator

Phone P03 [redacted] | nicole.withers@act.gov.au

[Education and Care Regulation and Support](#) | [Education](#) | [ACT Government](#)

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Hybrid work locations this week for me are:

Mon	Tues	Wed	Thur	Fri



I acknowledge the traditional custodians of the lands and waters where we live and work, and pay my respects to elders past, present, and future.

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From: P03 <P03>
Sent: Friday, February 2, 2024 2:01 PM
To: CECA <CECA@act.gov.au>
Cc: P01 <P03>
Subject: Guardian Forest childcare centre

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

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To whom it may concern,

My grandson is attending Guardian childcare centre in Forest and we have been happy with the experience he has had until this year.

Over recent weeks we have become aware of a number of key staff and educators leaving. We have noticed that the ratio of staff to students has increased and do not appear to be meeting [ACECOA Guidelines](#).

We are also noticing that he is coming home sunburnt, with minor injuries and his nappy is often not changed as frequently as we would expect. This is very concerning and a safety risk.

I am writing to request that action needs to be taken and to inform you of the situation.

Please advise next steps.

Kind regards,

P01

P03

P03

