



From: Colosimo, Vittorio
Sent: Thursday, 8 June 2023 11:58 AM
To: P01 [REDACTED]
Cc: P01 [REDACTED]
Subject: Incident at Nan's Child Care Centre
Attachments: Direct Complaint Form - Online Submission.rtf

OFFICIAL: Sensitive - Legislative Secrecy

Good Morning P01 [REDACTED],

I am following up on the below email.

Please find attached a Direct Complaint Form if you wish to submit a formal complaint to CECA. 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. Please also attach any emails or written correspondence that you may have had with the Service related to your concerns.

Once completed, can you please return the form to complaintsCECA@act.gov.au.

Kind Regards,

Vittorio Colosimo | Authorised Officer
Education and Care Regulation and Support | Education | ACT Government
51 Fremantle Drive, Stirling- Hedley Beare Centre for Teaching and Learning
GPO Box 158 Canberra ACT 2601
www.education.act.gov.au | [Facebook](#) | [Twitter](#) | [Instagram](#) |

From: EDU Complaints CECA
Sent: Tuesday, 30 May 2023 9:21 AM
To: P01 [REDACTED]
Cc: P01 [REDACTED]
Subject: RE: Incident at Nan's Child Care Centre

OFFICIAL: Sensitive - Legislative Secrecy

Good Morning P01 [REDACTED],

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 find attached a Direct Complaint Form if you wish to submit a formal complaint to CECA. 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.

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From: P01 P01 <P01 P03>
Sent: Sunday, 28 May 2023 9:11 PM
To: EDU Complaints CECA <ComplaintsCECA@act.gov.au>
Cc: P01 P01 <P01 P03>
Subject: Incident at Nan's Child Care Centre

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. [Learn why this is important](#)

To whom it may concern,

I am writing to report an incident that occurred at my child's daycare centre, Nan's Child Care Centre, on 24 May 2023. I have already discussed this incident with the centre, however given the seriousness of the incident I am choosing to report it too.

When I arrived to collect my 5-month-old daughter, who is exclusively fed breast milk, an educator was administering a bottle to her. I noticed that the bottle being given was not one of hers and had another child's name on it. I pointed this out to the educator and only after I repeated myself did she realise and stopped giving my baby the bottle. She said my child would have drunk only a small amount, maybe 15mls, and that it was cows milk in that bottle. The educator apologised and I was in such shock about the error that in the moment I politely said my baby hasn't had cows milk before but we'd see how she goes and accidents happen.

Once we got home, my daughter started vomiting repeatedly/uncontrollably. We had to take her to Emergency for fear of dehydration. We spent the night in hospital, where she vomited more and was closely monitored until her blood sugars returned to stable levels and she could keep down small amounts of breastmilk. The doctors at the hospital said it was safe to assume that the vomiting was caused by the cows milk, given my child has a history of not tolerating dairy-based formulas, the timing of her reaction, and given that cows milk should not be given to babies under 12 months old and my baby is only 5 months old.

The next morning, we went into the centre and spoke to the centre director and manager. They were unaware that the incident had occurred, as an incident report had not been written at that point in time. They were extremely apologetic, understanding, and assured that all staff would be spoken to and procedures put in place to ensure a mistake like this wouldn't happen again.

I appreciate the sincerity of the staff's apology, however I am concerned that the nursery did not have appropriate systems in place to avoid this happening in the first place. My baby is the youngest child at the centre and this was only her fifth day in care; I am concerned the educators may not have the appropriate training for young babies given that this happened, the educator's reaction to when she realised the error, and the fact that it wasn't reported immediately after the incident.

Apart from this incident we've had a positive experience with Nan's Child Care Centre so far. But it would be remiss of me not to report this so that a regulatory body can ensure there are appropriate and rigorous practices going forward.

Should you require any further information please let me know.

Kind regards,

P01 P01