

From: P01 P01
To: [EDU Complaints CECA](#)
Subject: Incident Teddy Bears Macarthur
Date: Wednesday, 7 October 2020 8:16:36 AM
Attachments: [Report Page 2.pdf](#)
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[bruise.jpg](#)

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Hi,

My Son attends Teddy bears childcare in Macarthur. Yesterday he has had a significant fall from a high chair and I am wanting to confirm if a report has been submitted to yourselves. I would also like to ensure that this does not happen again to another baby.

My Son is 10 Months old and very mobile he was placed in a high chair without the three point safety belt that was installed bucked up. The educator was in the room with 5 babies in high chairs preparing morning snack while the second educator changed a nappy. She did not see my son stand up in his high chair and remain standing until he fell from over a meter head first onto tiles. To add to my concern this happened just after 9am in the morning and I didn't not receive a phone call from the day care until over an hour later at 10:23. I have reviewed the camera footage and it is quite shocking that something like that can happen at a child care. I took him to the Dr straight away and they completed an exam and the bruise appears to just be superficial at this point and he is sore.

I have some concerns with the incident report (I was too shaken up to question it at the time I received it).

1. It appears no first aid eg ice pack was administered to the large lump on his forehead.
2. The director had not signed off on the form when I was given it but I did talk to her.
3. The team waited for the room leader to start work at 10:00am to tell anyone instead of going straight to the director (or if they did the director chose to do nothing about it)
4. The report says no products or structure were involved when he was in a high chair.
5. No time of incident recorded on the report.

For your reference I have attached the incident report I was given and a photo of the large lump/bruise on my sons head.

I have been unsuccessful in getting a space in another childcare in the area so I need to make sure my son will be safe at teddy bears.

Looking forward to hearing from you

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