

View results

Respondent

36 Anonymous

51:24
Time to complete

1. Full name

P01 P01

2. Phone number

P03

3. Email *

P03

4. What is the name of the Service you wish to complain about? *

Belconnen Early Childhood Centre

5. Have you raised the complaint directly with the Service?

- If **yes**, what was the response?

- If **no**, please indicate why you have chosen not to raise this issue with the Service? *

Yes; I called them next morning as I was worried and concern for his future continuous enrolment and the director replied that educator cannot keep an eye on each and every child. Please find the details under answer of Q#12.

6. What is your relationship to the Service? *

- Parent or Guardian
- Staff Member
- Other

7. How long have you had an association with the Service for? *

more than two years

8. When did the incident(s) occur? Please indicate dates (or date ranges) and approximate times (if known). *

On 22-10-2024 at 15:30pm

9. If there has been a delay in reporting, please state the reasons for the delay.

Childcare centre informed us after putting him to sleep.

10. What are the names and date of birth of the children involved in the incident?

P01 P01
P02

11. What are the names of the educators(s), staff member(s) or other persons involved in the incident?

P01
P01
P01

12. Please tell us about the details of your complaint.

You may wish to consider such details as:

What happened?

Where did it happen?

Has it ever happened before?

Who was present?

Who was involved?

Have you discussed the incident with anyone else?

Has any action been taken?

On date 22-10-2024 at 3:47pm, I received a call from Belconnen Early childhood centre from Educator [P01] saying that [P01] has fallen off from the slide. Further, they mentioned that he was complaining about the shoulder pain, and they applied ice pack. They also added that [P01] had fallen asleep after the incident. My husband rushed to Childcare and reached there around 4:19pm to pick him up. My husband found that [P01] was still sleeping. As my husband was not aware that this could be a major incident, trusting educators, he decided to wait there for a few minutes. Meanwhile, [P01] asked my husband to sign the incident report. My husband tried to give a quick glance, but the educator mentioned that "she has already informed the mother over" phone so please sign the report straight away on the bottom of the report and trusting the educator (which we should) he signed.

However, with further conversation after signing, [P01] confirmed that at the time of incident, no one was around, and no one is aware of how [P01] fell off from slide and what position/how the incident occurred? It was very strange and shocking for my husband to find out that [P01] was playing in an outdoor setting and was unsupervised. My husband waited there for a few more minutes as the educator said that [P01] was ok but fallen asleep as he was too much tired. When [P01] woke up, he was in acute pain. He was crying and mentioned that his shoulder was hurting a lot. We immediately went to GP, and he recommended going directly to Emergency (Canberra hospital) with the possibility of fracture. Canberra Hospital confirmed the 'Fracture of Clavicle'.

Other day (23-10-2024) morning, I called at Childcare Centre to inform about how severe the accident was and also to raise my concerns about the supervision. I spoke with Director [P01], I was shocked and surprised with her response.

[P01] mentioned "Our educator [P01] cannot keep an eye on each and every child as we are fulfilling the ratio requirement". She also mentioned that she was at 'K-Mart' at the time of incidence and only got to know once she was back. Hence, she has no idea about how the incident occurred. When I discussed further to raise my concerns and how stressed I am as a mother, she just asked to share [P01]'s X-ray report and send it to the team to verify the [P01]'s fracture.

As the Doctors at hospital wanted to investigate [P01]'s injury and asked me to find the position and on which part of body did [P01] fell, I requested [P01] to check with educators in case they have little bit of information about the circumstances, at least before the incident or after the incident about the medical procedure followed to comfort [P01] as well to find out why was [P01] unsupervised. I was again shocked and now stressed with [P01]'s response that "our staff has already informed you everything." As she did not make me comfortable to talk further about the incident, I was super stressed for my son. As a mother to find out that child was unsupervised and the major incident occurred, I now feel very unsafe to send my son to any childcare.

I am not a medical person, but I believe that it is common sense that in any injury (especially any injury to shoulder and above), it is not ideal to let the child sleep. It also makes me think now that may be my child fainted because of the pain/trauma.

I might be overthinking, but just in case the child had a head injury, is it usual practice for any childcare to let the child sleep?

I am raising my concerns here, as these are major health and safety issues. Not only was my son unsupervised, but also no one was bothered to reassess the supervision plan from the lessons learnt.

As a mother, I am raising the concerns, as I do not want any other child and parents to face this kind of stressful situation/trauma.

I request and appreciate if my complaint/concerns are taken into serious consideration, to escape any major incidents in future.

13. Do you have any other information (documents, memos, emails, photographs) that could substantiate the allegation(s)? If **yes**, please email a copy of these documents to complaintsCECA@act.gov.au.

Yes

I will be sending some emails and Clinical assessment report.