

From: P01 P01
To: [EDU.Complaints.CECA](#)
Subject: Coombs early learning centre.
Date: Saturday, 5 February 2022 11:48:53 PM
Attachments: [image_67193345.JPG](#)
[image_50380289.JPG](#)



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Hello,

My daughter recently started attending Coombs early learning centre and has been attending every Friday for the past 4 weeks. She is an outgoing happy 2.5 year old. She was super excited for childcare but the past two weeks there was a massive change in her. Last Friday she screamed the whole way and two workers had to pull her off me. Every single day after she kept saying unprompted with no one mentioning childcare "I don't want to go to childcare" and "im scared to go to childcare." Yesterday was very tough she screamed as soon as she saw the centre and as I put her down to open the door she ran away screaming. Again someone had to take her from my arms. Then at 3:30pm I arrived to pick her up and she was being held by one of the child carers and I was informed she had been injured. She had two bruises on her forehead with two lumps (I have attached pictures below). There was some confusion over what happened with none of the carers responsible for her age group witnessing the incident. Ultimately another care worker (who was wonderful) said that she was standing with other children and showed me where and from that distance she saw a four year old child hit my daughter in the head with a toy and then she witnessed another child pick up a toy and hit my child. This worker showed me where the kids were and where she was and I understand she was far away and couldn't intervene but she also mentioned there were two colleagues closer. I am wondering why these other employees did not respond to a crying child who had been hit in a timely enough manner to prevent her from being hit again. I am not convinced they are doing anything to address this. I am also wondering if this wasn't the first incident and was only the first that left a mark (or I guess two separate distinct marks). It just screams of inadequate supervision. I just keep asking myself why no one was there to prevent her from being hit again as she sat crying.

I have also never been asked to sign my daughter in or out, which doesn't sit right with me, because I could be anyone with a mask on and just walk out with a child.

I'm concerned about the intermingling of children of such different sizes/Ages especially when covid should warrant limiting interactions between such large groups of too young to be vaccinated kids. For all these reasons she will not be returning.

I know this may not be actionable, but perhaps if you have other reports from other parents it may end up being something that gets looked into, so I just wanted to say it anyways. If there is anything else you would like to know, let me know.

Thank you,

P01 P01

