

From: P01 <P03>
Sent: Wednesday, 29 July 2020 8:09 AM
To: Mawson <P03>
Cc: P01 P01 <P03>
Subject: Complaint- incidents 24/7 and 27/7

Dear P01

I wish to make a formal complaint about the care provided by Community Service #1 at the Mawson Primary School.

My son P01, who attends the after-school care at Mawson Primary School, was involved in two incidents which occurred as a result of inattention of certain staff members in this service.

On Friday 24/7/20, P01 was playing with the climbing equipment within the school playground. He unfortunately slipped and fell. His face/head hit ground. He cried for help and was assisted by two of his classmates in Year 2. P01, who was responsible for students in the playground that evening, did not notice his struggle on the playground equipment and his call for help after he fell as she was reported to be busy typing on her mobile phone. The left side of his face was red and swollen when I picked him up in the evening. The lack of supervision and distraction on a mobile phone is unacceptable.

On Monday 27/7/20, P01 suffered another injury to his face and head again. This occurred in a football game the school field. One of your staff members, P01 admitted to delivering a hard kick on a ball which struck P01's head and face. P01 was standing still in the field and did not notice the ball coming when it struck his head. The right side of his face was scratched, red and swollen when I picked him up about 45 minutes later. I question the action of this particular staff member who was meant to be supervising these young primary school students, rather than "competing" with them. The hard ball delivery was unnecessary and unfortunately had resulted in head trauma.

We have not been notified of these significant accidents at the time when it occurred. I was only informed of these in the evening when I picked him up. I also believe that these events could have been avoided if these two staff members had paid more attention to the responsibilities they are assigned to.

Injuries to the head, no matter how trivial, is always clinically significant in young children. Repeated concussions can cause permanent damage to the brain. I am extremely concerned about the care provided in your service after the injuries P01 sustained over 2 school days in a row.

I wish for this complaint to be investigated. I look forward to your response to this matter and strategies you will implement to ensure safety of the children in your care.

Yours sincerely

P01 P01