



WA Consumer Product Advocacy Network

Toy Related Injuries



Partner:



Government of Western Australia
Department of Health

This report was produced by Kidsafe WA in collaboration with members of the WA Consumer Product Advocacy Network.



Government of **Western Australia**
Department of **Health**



Government of **Western Australia**
Department of **Mines, Industry Regulation and Safety**
Consumer Protection



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About the WA Consumer Product Advocacy Network

The WA Consumer Product Advocacy Network (WA CPAN) was established in October 2014 in partnership with the Department of Health Western Australia. WA CPAN provides leadership to ensure ongoing and emerging injury issues associated with unsafe products are identified and minimised, with a focus on products used by children. The network consists of representatives from organisations who are involved in the regulation, safe use, injury prevention, treatment and sale of products for use by consumers. These organisations include:

- the Department of Health Western Australia, Public and Aboriginal Health Division
- the Perth Children's Hospital Emergency Short Stay Unit (previously known as Princess Margaret Hospital Emergency Department)
- the WA Poisons Information Centre
- the Australian Competition and Consumer Commission
- the Burns Injury Research Unit - School of Surgery University of Western Australia
- the Department of Mines, Industry Regulation and Safety
- Goodstart Early Learning
- Kidsafe Western Australia

Products identified through the network are prioritised according to the level of risk posed or safety concerns raised by WA CPAN members. A documented action plan then supports the ability to advocate for change. The network aims to explore solutions for identified unsafe products and ultimately reduce the number and severity of childhood injuries related to consumer products.

WA CPAN members meet every two months, with approximately six meetings per year. The members are also in regular email contact between meetings so that quickly emerging issues can be dealt with in a timely manner.

Report Overview

This report provides an overview of toy related injuries to Western Australian children. The report also outlines the actions taken by WA CPAN to address the issue and to raise community awareness of toy related injuries.

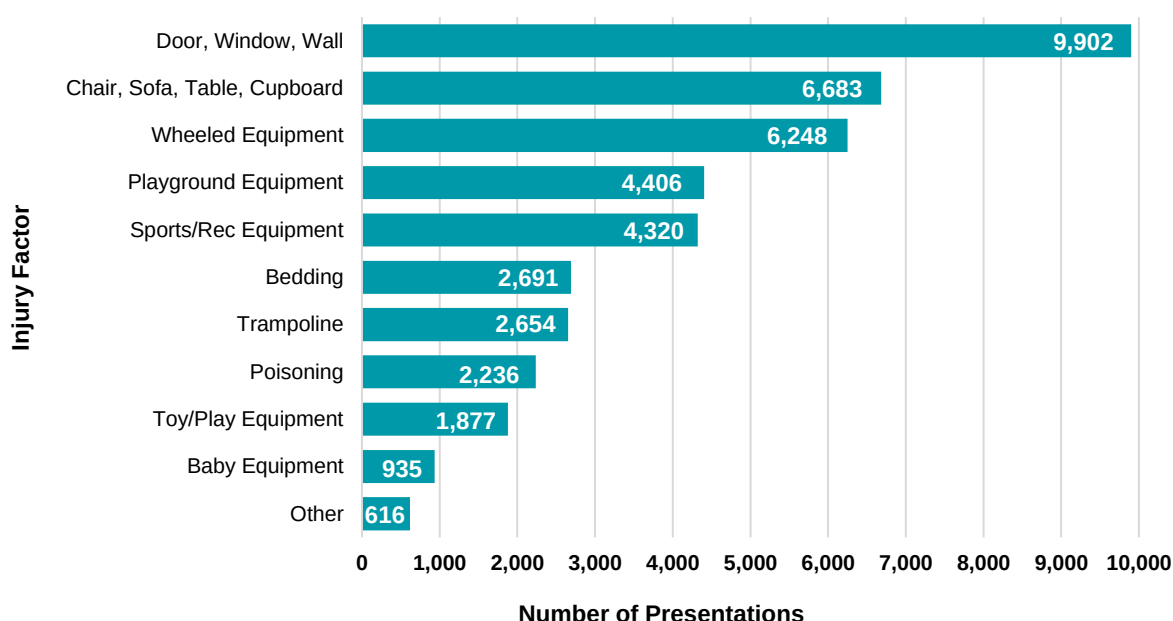
The data used in this report was provided by Perth Children's Hospital (PCH). PCH is the sole tertiary paediatric hospital in Western Australia, acting as a key referral source for childhood injury and disease within the state. The PCH Injury Surveillance System is an electronic database that involves the systematic collection of all emergency short stay unit (ESSU) injury data. Data is collected by triage nurses who initially assess the child presenting to ESSU. All clinical information and basic demographic details are recorded, together with the child's triage code, indicating the level of urgency based on the presentation reason. Additional surveillance data is collected for those children presenting with an injury. This data is then validated by a dedicated Injury Surveillance Officer.

Childhood Injuries in Western Australia

Annually, more than 27 Western Australian children die as a result of injury, with a further 7,000 children hospitalised¹. Between January 2013 and December 2017 there were more than 94,300 injury presentations to the PCH ESSU for children aged under 16 years. Of these presentations, approximately 45 percent (n=42,568) involved an injury factor. An injury factor can be a product or a structure that contributed to the cause of injury.

Consistent with previous reporting, of the presentations involving an injury factor the most common injury factors were house structures/building components such as doors, walls, and windows accounting for 23.3percent (n=9,902) of the presentations. This was followed by furniture, including items such as chairs, sofas, tables and cupboards (15.7%, n=6,683) (see Figure 1).

Figure 1: Presentations to PMH ED by Injury Factor, 2013 - 2017



A triage code is assigned to each child presenting to the emergency department, which is based on the level of urgency (see Table 1). Looking specifically at injuries with an associated injury factor, the majority of the presentations were recorded as being semi-urgent, accounting for approximately 77 percent of the presentations (n=32,791). In the majority of the cases (82.5%, n=35,137) children were able to depart ESSU with treatment completed. A further 15.9 percent (n=6,762) of children were admitted to hospital for further treatment, and the remainder were either transferred to another department/hospital or did not wait for treatment.

Table 1: Triage Category

Category	Seen within (mins)
(1) Resus	0
(2) Emergency	10
(3) Urgent	30
(4) Semi-Urgent	60
(5) Non-Urgent	120

Toy Related Injuries

Toys are an important part of childhood as they provide many benefits to a developing child, for example cognitive, physical and social skills². However, it is important to choose toys that are safe and suitable for the child's age and stage of development.

Currently in Australia, mandatory safety standards exist for a range of products for children including³:

- Balloon blowing kits;
- Children's projectile toys;
- Children's toys containing magnets;
- Flotation and aquatic toys;
- Lead and other elements in children's toys; and
- Toys for children up to and including 36 months of age.

These mandatory safety standards aim to reduce the risk of serious injury to children. Toys sold in Australia should undergo a series of tests to ensure they meet these standards before they are made available to the public. The injury mechanisms considered during this testing include choking; drowning; eye injuries; ingestions of hazardous substances or materials; lacerations from sharp edges; strangulation; and toxic chemical exposure.

Although there are mandatory safety standards for toys in Australia, toy related injuries to children still occur. One of the major challenges faced is the rapid growth of the product industry with many new products, including toys, being available for purchase online from anywhere in the world. This makes it difficult to monitor and control the safety standards of all toys coming into Australia.

As toy related injuries continue to occur among children, it is important to identify the mechanism of injury to assist with an action plan to prevent these injuries in the future. To achieve this, toy related injury presentations to PCH ESSU have been identified, analysed and summarised in this report.

Presentations to Perth Children's Hospital Emergency Short Stay Unit

Methods

Using Crystal Reports (v14) a custom search query was set up to identify potential toy related injuries. The query searched the PCH ESSU injury surveillance database between January 2013 and December 2017. The following inclusion criteria were used:

- Injury cause: *All*
- Intent: *Unintentional*
- Location: *All*
- Injury factor: *Toy/play equipment*

After identifying the injuries of interest (n=1,874), each case was manually reviewed to identify true toy related injuries. For the purpose of this report, larger items designed for children to be used outdoors or for sporting activities have been categorised as 'play equipment', and therefore have not been included in the data. This includes items such as bouncy castles, monkey bars, pogo sticks, slides and swings.

Using the injury description provided in the triage text, the toy involved in the injury presentation was identified and assigned a toy type based on the categories outlined on the Product Safety Australia website⁴. These categories include:

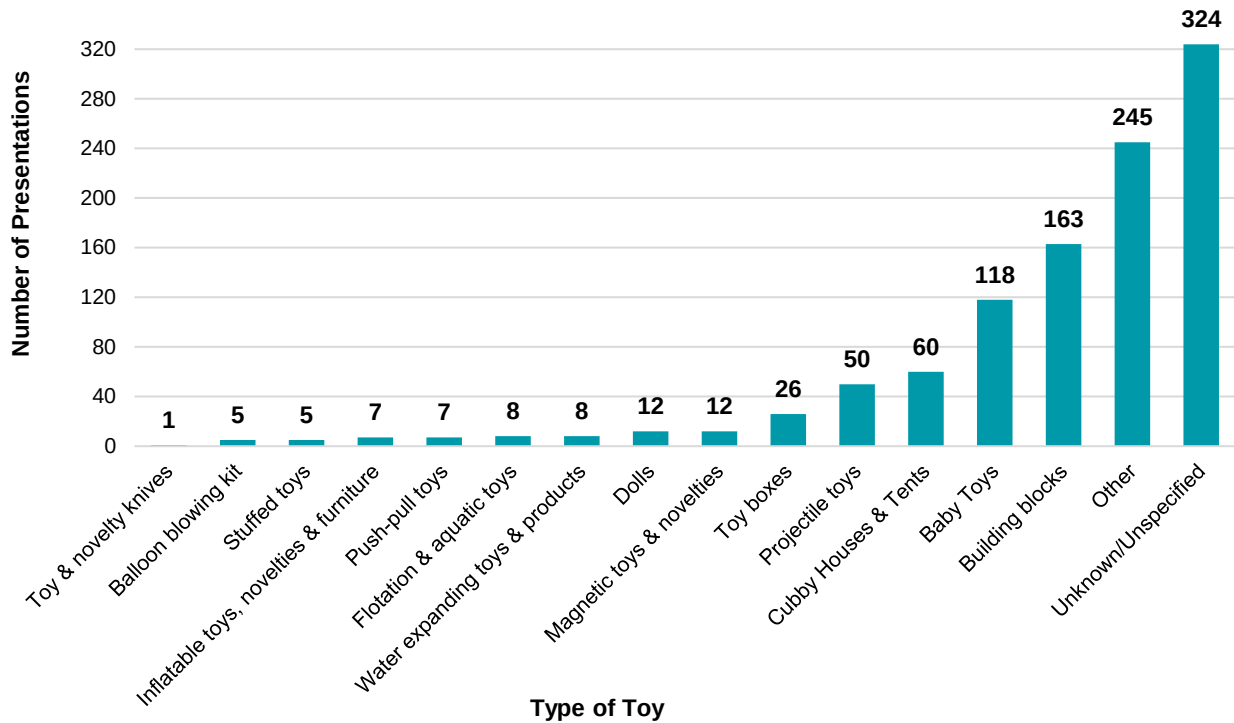
- | | |
|--|-----------------------------------|
| • Baby toys | • Magnetic toys & novelties |
| • Balloon blowing kit | • Projectile toys |
| • Building blocks | • Push-pull toys |
| • Cubby Houses & Tents | • Stuffed toys |
| • Dolls | • Toy & novelty knives |
| • Flotation & aquatic toys | • Toy boxes |
| • Inflatable toys, novelties & furniture | • Water expanding toys & products |

Toys that did not fit the category descriptions listed above were classified as 'other' and toys that were not specified in the injury description were classified as 'unknown'.

Results

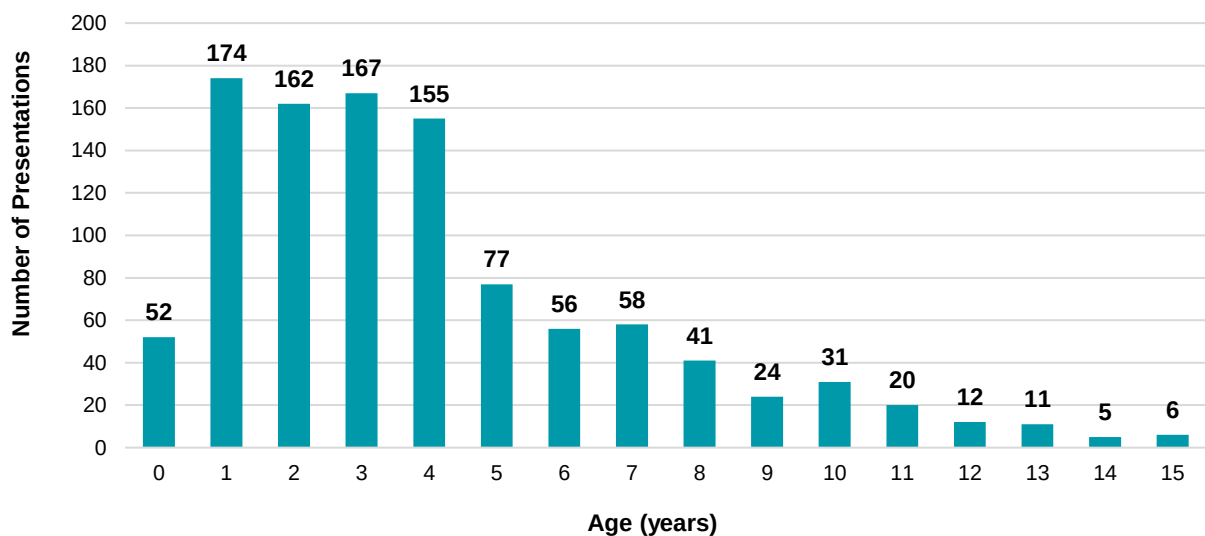
Between January 2013 and December 2017, there were 1,051 toy related injury presentations to the PCH ESSU. Almost one third (30.8%, n=324) of these presentations involved an unknown toy or play equipment. This was followed by other (23.3%, n=245) and then by building blocks (15.5%, n=163) (see Figure 2). Of the known toys, building blocks account for a large proportion of the injury presentations (33.8%, n=163).

Figure 2: Toy Related Injury Presentations by Type of Toy, 2013 to 2017



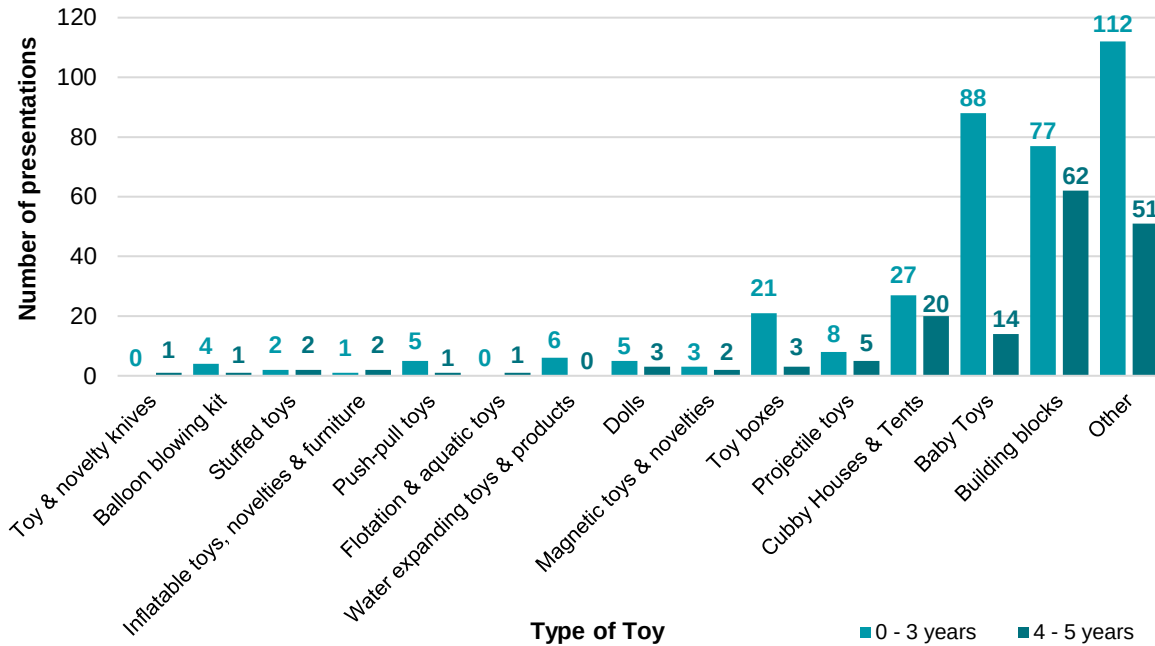
Like other injury presentations, males presented more than females for toy related injuries, accounting for 60.2 percent (n=633) and 39.8 percent (n=418) respectively. The majority of these children were between one and four years old (62.6%, n=658) (see Figure 3).

Figure 3: Toy Related Injury Presentations by Age, 2013 - 2017



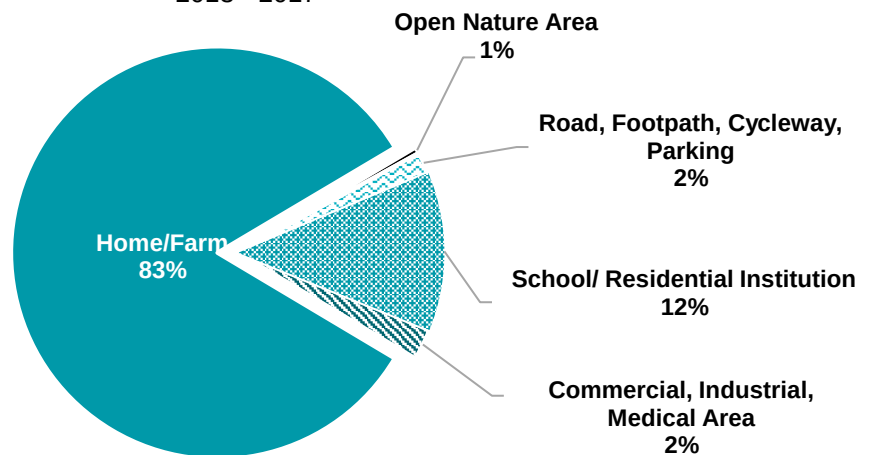
When reviewing children under 5 years old and taking into consideration the standard for toys for children up to 36 months, injury presentations have been categorised by age group and toy type (see Figure 4). Of the known toys, children between 0 and 3 years old presented more with an injury associated with 'other toys' (31.2%, n=112), followed by baby toys (24.5%, n=88) and building blocks (21.4%, n=77). While children between 4 and 5 years old presented more with an injury involving building blocks (36.9%, n=62), followed by 'other toys' (30.4%, n=51) and cubby houses and tents (11.9%, n=20).

Figure 4: Toy Related Injury Presentations by Type of Toy and Age Groups



The injury location for many of the toy related injuries was unknown, accounting for 61 percent (n=641) of the cases. Many of these locations are unknown as this was not reported at the time of triage or the location was unknown by the parent/carer. Of the known locations, 82.9 percent (n=340) occurred in the home which was followed by school/ residential institutions accounting for 12.4 percent (n=51) of the injury locations (see Figure 5).

Figure 5: Toy Related Injury Presentations by Location 2013 - 2017



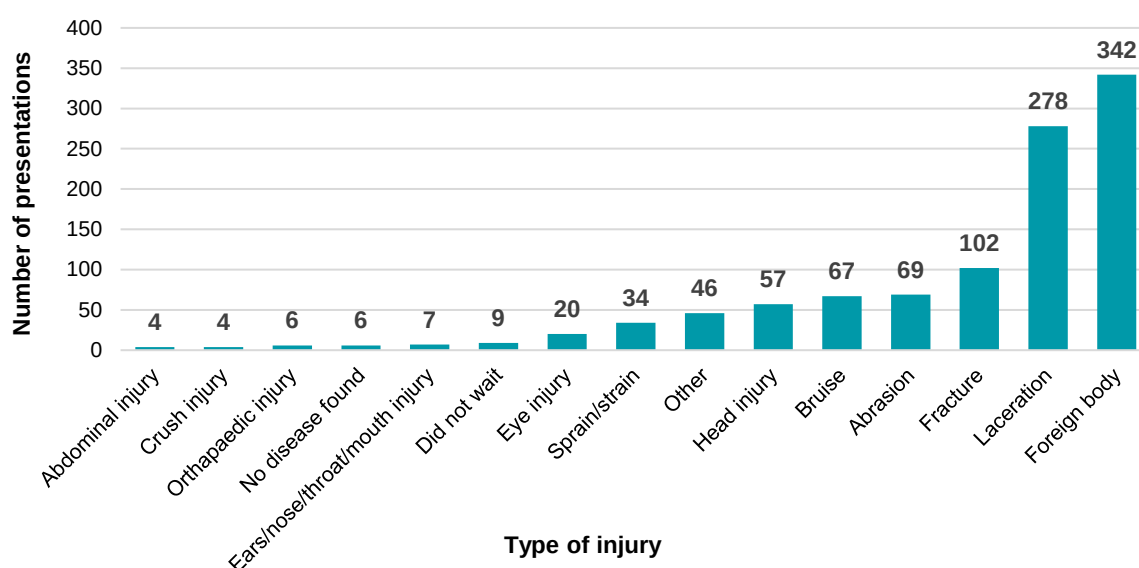
The majority of the presentations (84.1%, n=884) were triaged as semi-urgent. This was followed by urgent presentations (14%, n=147).

For many of the toy related injury presentations the cause of injury was assigned 'other cause', accounting for 32.7 percent (n=344) of the injury presentations. A large number of these presentations assigned 'other cause' are injuries associated with building blocks (n=127). Presentations are

assigned 'other cause' when the cause of injury does not fit into any of the injury cause categories and/or if the cause was unclear/unwitnessed. Of these presentations it was reported as unknown for the majority of cases if there was adult supervision (97.9%, n=337), 1.2 percent (n= 4) had no adult supervision and the remaining (0.9%, n=3) had adult supervision. Following 'other causes' were presentations caused by blunt forces (32.5%, n=342) and falls (45.3%, n=320).

The most common injury diagnosis resulting from toy related injury presentations were foreign body insertions, accounting for 32.5 percent (n=342) of the presentations. This includes presentations where part of the toy or the complete toy was inserted into a body opening, or penetrated the skin i.e. a splinter. Following foreign body insertions were lacerations accounting for 26.5 percent (n=278) of the presentations, which was followed by fractures (9.7%, n=102) (see Figure 6).

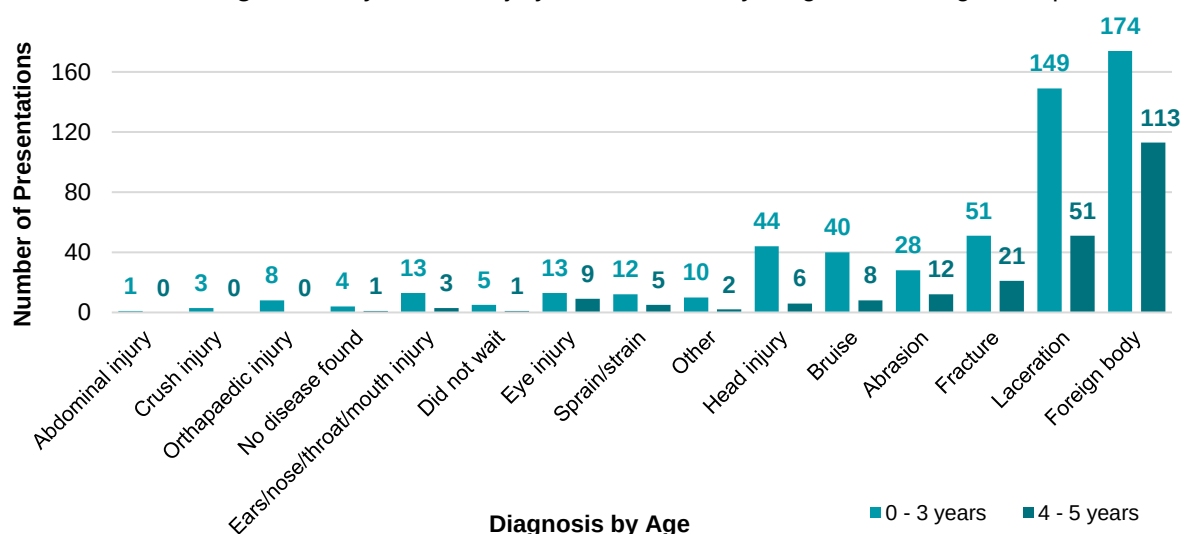
Figure 6: Toy Related Injuries by Diagnosis, 2013 to 2017



Of the injuries where a foreign body was present, it was identified that the nose was a common area of the body for children to insert foreign bodies (46.2%, n=342), this was followed by the mouth (32.7%, n=112), ears (16.1%, n=55) and other areas of the body (5%, n=17).

When considering injury diagnosis by age group, in the 0 to 3 range and 4 to 5 range the main diagnosis was a foreign body insertion accounting for 31.4% (n=174) and 48.7% (n=113) respectively. This was followed by lacerations and fractures (see Figure 7).

Figure 7: Toy Related Injury Presentations by Diagnosis and Age Groups



For majority of the presentations (88.5%, n=930) children were able to depart the ESSU with treatment completed, while 10 percent (n=105) of children were admitted to hospital for further treatment.

Discussion

Toys assist children with learning, cognitive development and the development of new skills, however there are many things parents and carers should consider when choosing toys for their child. Despite the mandatory safety standards for toys in Australia, toy related injuries are still occurring. This may be due to many factors including human behaviour and product design, however there has been limited research in this area.

This report describes toy related injury presentations to PCH ESSU between January 2013 and December 2017. Of the known toys identified in these injury presentations, building blocks were the most common toys associated with injury accounting for 33.8 percent (n=163), with the main diagnosis being a foreign body insertion (84.6%, n=138). This is consistent with the most common diagnosis for all toy related injury presentations, where a foreign body was found within the child. When analysing the data, it was identified that the nose (46.2%, n=342) was the most common area of the body in which the toy was inserted, followed by the mouth (32.7%, n=112).

It is unclear what the cause of injury was for the majority of the presentations (32.7%, n=344), particularly when looking at injuries associated with building blocks where 78 percent (n=127) of these presentations were assigned 'other cause'. This is likely due to low adult supervision rates at the time of the incident. Of the known injury causes, blunt forces (32.5%, n=342) was the most common cause of injury. These are injuries which occurred as a result of a child and toy colliding, for example the child running into the toy or being hit by the toy. The next most common cause of toy related injuries were falls (45.3%, n=320), this includes injuries resulting from a child tripping over a toy.

Similar to other injury rates, toy related injury presentations are more common among males, accounting for 60.2 percent (n=633) of toy injury related presentations. Children between 1 and 4 years old present more commonly for toy related injuries, accounting for 62.6% (n=658) of the presentations.

Taking into consideration the most common age for toy related injuries and the Australian Standards for toys for children up to 36 months, injury presentations were grouped by ages 0 to 3 years and 4 to 5 years. When considering age groups and toy type, children between 0 and 3 years old presented more with an injury associated with 'other toys' (31.2%, n=112), followed by baby toys (24.5%, n=88) and building blocks (21.4%, n=77). This demonstrates the possibility that children have access to toys that may not be appropriate to their age, as baby toys are designed for this age group. Children between 4 and 5 years old presented more with an injury involving building blocks (36.9%, n=62), followed by 'other toys' (30.4%, n=51) and cubby houses and tents (11.9%, n=20). As these type of toys seem to be appropriate for children of this age, factors contributing to injury in this age group may be more associated with product design or human behavior.

When considering injury diagnosis by age group, in both age ranges the main diagnosis was a foreign body insertion, which is consistent with the main diagnosis for all toy related injury presentations. Similar to the diagnosis for all ages, this is followed by lacerations and fractures.

Also similar to other injury rates, the majority of the toy related injury presentations were triaged as semi-urgent, accounting for 84.1 percent (n=884) of the presentations. This was followed by urgent presentations (14%, n=147). For a large proportion of these injuries (88.5%, n=930) children were able to depart the PCH ESSU with treatment completed.

In summary, for many of the toy related injury presentations to PCH ESSU, it is unclear what happened leading up to the incident. As the children presenting were predominantly between the ages of one and four years old it is likely that injuries occurred as children of this age are still exploring and learning. The children may not be using toys as intended which includes putting things into their mouths or other areas of the body⁵. This also suggests that children have access to toys that may not be suited for their age and stage of development, and/or are not being actively supervised by adults at the time of injury.

Recommendations

When considering these toy related injuries the following recommendations are aimed at reducing the risk:

1. Manufacturers

- Must ensure their products comply with the mandatory safety standards in Australia.
- Must ensure that age related messaging is displayed appropriately on the packaging.

2. Importers

- Must ensure that the products they are sourcing to sell into the Australian market comply with the mandatory safety standards.
Must ensure that age related messaging is displayed appropriately on the packaging.

3. Retailers

- Must ensure their products comply with the mandatory safety standards for Australia.
- Must ensure that age related messaging is displayed appropriately on the packaging and in the sales area

4. Buyers

- Choose toys suitable for the child's stage of development, keeping in mind the age recommendations provided. For young children avoid toys that have small removable parts as these can pose a choking risk.
- Read the label and instructions ensuring the toy is non-toxic and non-flammable.
- Consider the design of the toy and avoid toys with sharp edges.
- Consider the quality of the toy.
- Exercise caution with toys containing button batteries and magnets.

5. Parents/carers

- Check toys regularly for any loose or broken parts.
- Buy toys appropriate to the age of the child.
- Keep toys separate for older children and younger children.
- For electronic toys, ensure that the battery compartment is secure and inaccessible to children.
- Supervise children whilst at play, as children may use other items as toys.
- Teach children how to use their toys safely and about the dangers of certain items, for example batteries.

Limitations

There are some limitations with the data used in this report. A considerable portion of paediatric injuries in Western Australia present to the Joondalup Health Campus or Fiona Stanley Hospital, which may have different injury patterns compared to the PCH ESSU sample used for this report. The accuracy of this report's data is heavily dependent on parental recollection of injury circumstances under stressful circumstances, good triage recording, data validation by the Injury Surveillance Officer, and lastly, a database search query that does not exclude 'true positive' cases.

Actions Taken by WA CPAN

Members of WA CPAN meet every two months to discuss product safety issues and take appropriate actions in a timely manner. Actions taken by WA CPAN are typically led by the member who could have the biggest impact. See Table 3 for a full list of the actions taken by member organisations of WA CPAN between July 2017 and June 2018 to raise awareness around toy related injuries in WA.

Table 3: List of actions taken by WA CPAN to raise awareness around toy related injuries

Date	Actions
July 2017	• 1 Keeping Kids Safe workshops with 7 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) (see Appendix One) • Social media (see Appendix Two): ○ Facebook post – ACCC x 4, the Department of Mines, Industry Regulation and Safety (DMIRS) x 1 ○ Tweets – ACCC x 5
August 2017	• 8 Keeping Kids Safe workshops with 118 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • The DMIRS conducted safety checks of toys and novelties provided in the Perth Royal Show showbags to identify any unsafe products that require removal (see Appendix Three) • Home safety for baby segment was created which included information about toys. The video is available at https://www.youtube.com/watch?v=i6uEiiYc0jc. This was broadcasted on high rotation on Westlink during the month. The video has had 391 views. (see Appendix Four) • Social media: ○ Facebook post – ACCC x 2, DMIRS x 1, Kidsafe WA x 1 ○ Tweets – ACCC x 4, DMIRS x 3, Kidsafe WA x 1
September 2017	• 5 Keeping Kids Safe workshops with 100 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Announcement: 'Royal Showbags get Consumer Protection seal of approval' (DMIRS) (Appendix Five) • Social media: ○ Facebook post – Kidsafe WA x 1, DMIRS x 1 ○ Tweets – DMIRS x 2, Kidsafe WA x 1
October 2017	• 2 Keeping Kids Safe workshops with 27 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Social media: ○ Tweets – ACCC x 1, DMIRS x 1
November 2017	• 11 Keeping Kids Safe workshops with 101 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Social media: ○ Facebook post – Kidsafe WA x 1 ○ Tweets – Kidsafe WA x 1, DMIRS x 1

December 2017	• 1 Keeping Kids Safe workshops with 9 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Announcement: Commissioner's Blog: Tips for Christmas shopping' (DMIRS) (Appendix Six) • Social media: ○ Facebook post – ACCC x 1, Kidsafe WA x 1 ○ Tweets – ACCC x 2, DMIRS x 2, Kidsafe WA x 1
January 2018	• Online fact sheets: ○ Toy Safety Fact Sheets were updated; including information about furniture safety (Kidsafe WA) (see Appendix Seven)
February 2018	• 9 Keeping Kids Safe workshop with 50 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Social media: ○ Tweets – ACCC x 3
March 2018	• 10 Keeping Kids Safe workshops with 157 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Social media: ○ Facebook post – the Department of Mines, Industry Regulation and Safety x 1, ACCC x 1
April 2018	• 6 Keeping Kids Safe workshops with 112 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Social media: ○ Facebook post – ACCC x 2 ○ Tweets – ACCC x 2
May 2018	• 6 Keeping Kids Safe workshops with 63 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA) • Social media: ○ Facebook post – ACCC x 1 ○ Tweets – ACCC x 1
June 2018	• 5 Keeping Kids Safe workshops with 24 parents, carers and/or professionals which provided injury prevention information for toys (Kidsafe WA)

Future Directions for WA CPAN

To reduce the number of toy related injuries to children it is important for WA CPAN to continue raising community awareness when choosing safe toys and monitoring the toys condition over time. Member organisations of WA CPAN are working on a number of actions to achieve this. This includes conducting safety tests of toys in the Australian marketplace and promoting toy safety messages and recommendations within the WA community through education, data dissemination, advocacy, digital media and regulation. Members of the network also hold positions on relevant Australian Standards Committees.

In addition, WA CPAN will continue to identify other unsafe products and advocate for change in order to reduce the number and severity of child injuries associated with consumer products. WA CPAN will use its network to:

- Identify emerging child product safety issues through data collection and research
- Continue to monitor existing child product safety issues
- Advocate for appropriate product safety measures in children's products
- Raise public awareness of child product safety concerns
- Collaborate to achieve the best outcome for Western Australian children.

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Appendices

Appendix One

Keeping Kids Safe Presentation Slide – Toy Safety

Toy Safety

- Choose toys that suit your child's age and stage of development. Always follow the age recommendations for children under 3 years old
- Try to keep older children's toys separated from younger children
- Keep toys where children can reach them without climbing
- Regularly check toys for broken or missing parts



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Appendix Two

Social Media Content



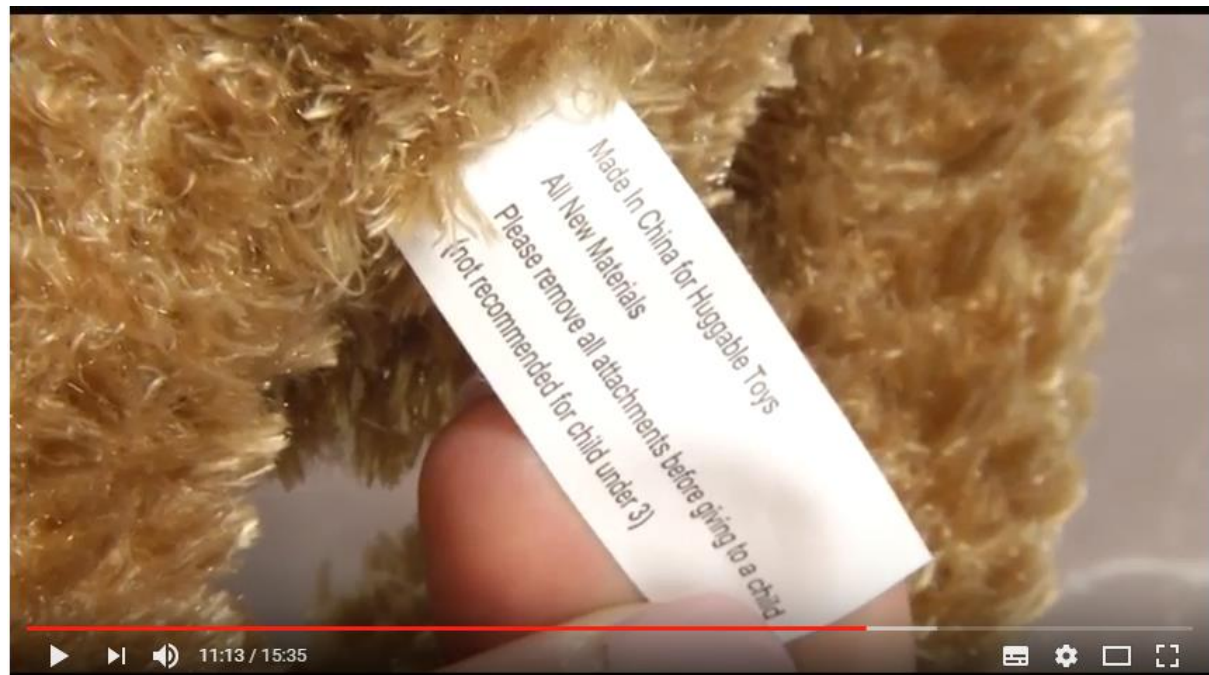
Appendix Three

Perth Royal Show Showbag Audits



Appendix Four

Home Safety for Baby Video



Video available from <https://www.youtube.com/watch?v=i6uEiiYc0jc>.

Appendix Five



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Royal Showbags get Consumer Protection seal of approval

This announcement is for: [Consumer](#) [Product safety](#) [Youth](#)

Children heading to this year's Perth Royal Show will have at least 258 safe showbags to choose from after Consumer Protection carried out its annual checks on toys and novelty items contained in the bags.

Commissioner for Consumer Protection David Hillyard said product safety officers have inspected more than 1,500 individual items before declaring the showbags to be safe.

"Of the hundreds of toys and novelty goods looked at by our product safety officers, only one item has been removed from the Perth Royal showbags – a button-battery powered wrist watch with an unsecure battery compartment," he said.

"The other issues identified were minor labelling problems in relation to a projectile toy and cosmetics, however we have been working with suppliers to fix the labels, so those items comply with Australian standards and can be included in the showbags.

"Thankfully no choking, strangulation or sharp edge hazards were identified."

The pre-show product safety inspections are carried out every year at the invitation of the Royal Agricultural Society of Western Australia; something the Commissioner for Consumer Protection commends.

"The Perth Royal Show is a major event in the WA calendar, known for its fun and family-friendly atmosphere and the last thing anyone would want is for a child to be hurt by a product in their showbag.

"We thank the Royal Agricultural Society for asking us to inspect the showbags prior to them going on sale. I would also like to recognise suppliers who cooperated by giving us showbags in advance and helping to rectify any issues we found.

"Product safety inspections will also be conducted during the show and suppliers who sell unsafe goods risk heavy fines. Consumers who see anything dodgy on sale at the show should report it to Consumer Protection."

The Commissioner reminded parents and carers to remain vigilant despite Consumer Protection's marketplace surveillance.

"Items containing button batteries that can easily be accessed can cause serious injury or death if a small child swallows the button battery. Flashing or noise-making products meant for older children or adults can still get into the hands of toddlers.

"Anyone who has, or cares for, children of varying ages should also make sure kids under three can't get hold of any toys meant for an older child. For example small detachable parts in an elder sibling's toy or novelty item are a choking risk to a toddler."

If you spot a product for sale that you believe is dangerous, whether at the Royal Show or at a shop in WA, report it to Consumer Protection for investigation by emailing consumer@dmirs.wa.gov.au or by calling 1300 30 40 54

Sign up for product safety alerts about recalls or bans by heading to the Product Safety Australia website: www.productsafety.gov.au

<ENDS>

The IGA Perth Royal Show runs from Saturday 23 September 2017 until Saturday 30 September 2017.

Tickets can be bought online from the official ticket seller ticketmaster until 22 September or IGA supermarkets until 30 September 2017.

Media Contact: Alina Cavanagh, (08) 6552 9366 / 0423 846 397

alina.cavanagh@dmirs.wa.gov.au



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Appendix Six



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Commissioner's Blog: Tips for Christmas shopping

This announcement is for: [Consumer](#)

With Commissioner for Consumer Protection David Hillyard

The Christmas shopping period has now begun and it's important for consumers to remember a few key tips to ensure they actually get what they pay for when buying gifts for family and friends.

Many post-Christmas complaints received by Consumer Protection relate to gifts bought online that don't arrive on time, so it's important to confirm that delivery can be guaranteed before Christmas Day when placing an order.

Buying local, whether online or in-store, will increase your chances of an on-time delivery and provide full protection on your purchases. If you purchase from overseas based businesses, you may not be protected by the Australian Consumer Law with regard to your refund, repair or replacement rights.

Those protections come in the form of a consumer guarantee that the gifts you buy will be free from defects, fit for their intended purpose, match the description in any advertising and are safe to use.

If you do need to claim a refund, repair or replacement then you will need proof of purchase so keep all the receipts for the gifts you buy although you do not need to keep the original packaging.

Returns based on wrong size, style or colour will be at the store's discretion and depend on their individual returns policy. The returns policy is in addition to, not instead of, your consumer guarantee rights.

Remember, goods purchased overseas must comply with Australian safety standards, particularly in relation to toys and electrical products. We've had many cases in the past of electrical products, such as power adaptors, coming into the country that can endanger lives and pose a fire risk to property.

When shopping online we recommend that consumers:

- Only use secure websites to make payment to protect against fraud and unauthorised credit card transactions. A secure website address will always begin with 'https', not 'http' and will display the image of a closed padlock which contains the site's security certificate.
- Never give out bank account details, credit card numbers or other personal details if you are not certain that the business is a reputable trader.
- Make sure you read and understand the terms and conditions of sale, the refund policy, the delivery details, returns and repairs policies, and any associated costs such as currency conversion or delivery fees.
- Only buy from websites you know and trust. Check that the company has a physical street address and landline phone number. Beware of scams as we've had many instances of fake websites and there are also fake sellers who like to advertise on sites like Gumtree.

Gift vouchers are also a popular option but we might as well recommend giving cash instead. Often the gift goes to the retailer instead of the recipient because many consumers fail to redeem their cards before they expire. It's estimated that retailers make hundreds of millions of dollars each year from unused gift cards.

The new trend in gift cards is for longer expiry times, but it is important you check first and favour those that are not limited. Receivers of gift cards should take note of the terms and conditions and the expiry date, and then set a reminder in their phone or via our free iShopWA app for consumers.

The iShopWA app is a free download from both the Apple app store and Google Play. The app puts information about your consumer rights at your fingertips plus it lets you store photos of receipts and set reminders.

WA shoppers who wish to seek advice or complain about an issue with a retailer can contact Consumer Protection on 1300 30 40 54 or send an email to consumer@dmirs.wa.gov.au. More information is also available on our website at www.consumerprotection.wa.gov.au.



David Hillyard, Commissioner for Consumer Protection

Consumer Protection | Media release | 12 Dec 2017

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Appendix Seven



Fact Sheet



Toy Safety

Toys, play and fun are important parts of a happy and healthy childhood. Choosing toys for children can be difficult, but it is important to choose carefully as toys that are not safe or suitable for your child's age and stage of development can result in injury.

Steps to choosing safer toys

1. Follow the age recommendation

Toys are graded for particular ages according to a child's stage of development. For example a toy marked as not suitable for a child under 3 years may have small parts which could be a choking hazard for young children.

2. Read the label and instructions

Check that the toy is non-toxic, non-flammable and has the distributor's contact details.

3. Consider the design of the toy

Avoid toys that have explosive or projectile parts, loud toys that could damage hearing and toys with long strings or ribbons - these should be less than 30cm in length.

4. Inspect the quality of the toy

Toys that are poorly constructed can break easily with normal play. This could be a choking hazard to young children if the pieces are small.

5. Avoid toys with batteries and magnets

These products can be dangerous if swallowed and cause severe and lifelong consequences.

Toy maintenance

It is important to keep in mind that toys can deteriorate and become unsafe over time. Make sure you check toys regularly to ensure they are still safe. If toys are faulty make sure you return them to retailers.

Storing toys safely

Only let children have access to toys that do not require supervision. All others should be kept out of their reach and out of sight, and only provided when the child can be properly supervised.

If using a toy box to store toys, make sure that a child cannot get trapped inside. Try to find one without a lid, or one with a lightweight, removable lid without a lock.



Australian Standard for Toys

The Australian Standard for Toys AS8124 covers requirements for design, construction, materials, test methods and labelling of toys.

For information on toy standards visit the ACCC Product Safety Australia website:
<https://www.productsafety.gov.au/>

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Child Accident Prevention Foundation of Australia
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