

FAMILY HANDBOOK



Our Centre is located at:-

BRISBANIA PUBLIC SCHOOL

High ST, SARATOGA

PO BOX 6293, KINCUMBER, NSW 2251

PH: 43696737

0410469673

Email: admin@bbascc.com.au

www.brisbaniaschoolcare.com.au

WELCOME

We hope that your children enjoy their stay with us. Our service aims to provide a homelike, fun, safe and happy but challenging environment. All children are treated with respect and independence is encouraged. Please read our information booklet carefully and feel free to ask any questions.

PHILOSOPHY

Brisbania Before & After School & Vacation Care Centre, recognise that middle childhood is the important stage that bridges the gap between childhood and adolescence.

Educators at BBASVCC work together and in consultation with children to create an environment that is both supportive and challenging, providing interactions that foster social, emotional, physical and cognitive development through a fun, self-selection play based program that encourages creativity and active participation, and reflects the needs of the community.

BBASVCC will provide a physical and intellectual environment suited to the needs of all children, parent/carers, staff and community members attending the centre.

All children/parents/carers, educators, office staff and the management committee will be treated with dignity and respect.

There will be no discrimination due to gender, cultural background, religion, social-economic status or ability.

The management committee, educators and staff will maintain a caring and professional relationship with families based on mutual trust and open communication that supports the child rearing role of the family and respects each person's right to privacy and confidentiality. The environment will be safe, caring and child friendly.

The development of independence, self-esteem and self-help skills will be encouraged.

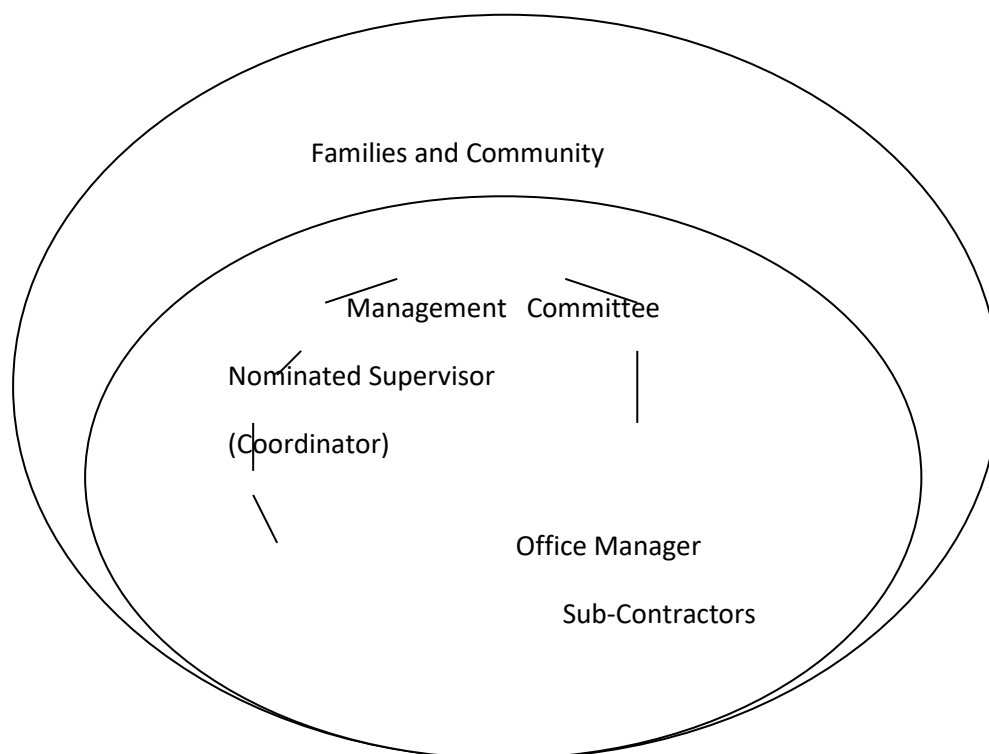
Programming will be based on the respect and consideration of the rights and diversity of all children attending the centre and through the guidelines of My Time, Our Place.

Positive behaviour will be encouraged through clear and consistent guidelines and discipline techniques that clearly reinforce the centre's expectations.

MANAGEMENT

The management committee of Brisbania Before & After School & Vacation Care Centre, is run by a voluntary group of parents. The centre is run according to the new National Quality Framework for Early Childhood Education and Care, and Outside School Hours Care services in Australia. ACECQA is the Australian Children’s Education and Care Quality Authority which is the National Body responsible for providing oversight of the new system and ensuring consistency of approach. The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for centre based services.

The management committee decides matters of policy, fees, staffing and all matters relating to the smooth running of the centre.



Comprehensive Policy and Procedures are available to view at the centre and on the centres website. Minutes of management committee meetings are available upon request. Co-ordinator is the Nominated Supervisor of our service and oversees the day to day running of the centre in collaboration with our Office Manager. Office manager is employed to handle all the centres accounts. Certified Supervisors are in charge of the children & Educators on their designated shifts.

CONFIDENTIALITY

The following principles in regards to confidentiality apply:

- All personal information will be treated confidentially
- Educators and staff will not disclose any personal details to others
- Educators and staff are mandatory reporters in regards to risk, neglect or abuse and must comply with regulations as outlined by the Department of Family and Community Services
- Educators and staff are required to read and sign a confidentiality contract.

PRIORITY OF ACCESS

The Department of Education, Employment and Workplace Relations (DEEWR) has directed our service to allocate places following three levels of priority

PRIORITY 1: A child at risk of serious abuse or neglect

PRIORITY 2: A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the “A new tax system (Family Assistance) Act 1999”

PRIORITY 3: Any other children

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families on low incomes
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents

SPECIAL NEEDS

We welcome the inclusion of children with additional needs provided we have the capacity to cater for their specific needs. In some circumstances The Australian Government funded Inclusion Support Program can offer assistance.

STAFFING

The centre employs a permanent part time Coordinator and 2IC, Accounts manager and several educators. All Educational staff will hold relevant Child care, Outside of School Hours Care qualifications or experience. Every shift has a Nominated/Certified Supervisor who is trained in first aid, asthma management and the use of an Epipen.

We operate according to National Standard Educator Ratios Guidelines:-

- 1 staff to 15 children (whilst at the centre)
- 1 staff to 8 children (whilst on an excursion)
- 1 staff to 5 children (whilst on a swimming excursion)

Educators attend regular staff meetings to discuss programming, menu plans and activities. Educators also attend regular training regarding the latest issues arising in the Outside of School Hours Care environment.

HOURS OF OPERATION

BEFORE SCHOOL CARE (BSC)

Monday to Friday 6.30am-8.30am

AFTER SCHOOL CARE (ASC)

Monday to Friday 2.50pm-6.30pm

VACATION CARE (VC)

Monday to Friday – 7.00am-6.30pm

PUPIL FREE DAYS/STRIKE DAYS

Note: 7.00am-6.30pm if full day or hours as needed for strikes. The centre will offer care on strike/pupil free days if sufficient bookings are obtained. Children must be booked in prior to the days commencing. Meals are not provided on these days. Please provide morning tea, lunch, afternoon tea and drinks.

CARE IS NOT PROVIDED ON PUBLIC HOLIDAYS AND AROUND CHISTMAS AND NEW YEAR. There is no charge during this period.

FEES ARE ALWAYS TO BE PAID 2 WEEKS IN ADVANCE –Statements are accessed via the OWNA app- If families do not abide by this policy, your child’s attendance will be cancelled and a debt collector will be employed to collect fees and the family being responsible for all fees associated in recovering the debt.

DEPOSIT: A \$50 family bond applies to new enrolments; this is refundable upon leaving the service.

FULL FEES (as determined by the management committee)

BEFORE SCHOOL CARE \$16.00 per child per day

AFTER SCHOOL CARE \$23.00 per child per day

BEFORE SCHOOL CARE CASUAL \$21.00 per child per day

AFTER SCHOOL CARE CASUAL \$28.00 per child per day

VACATION CARE \$55 per child per day (Centre days) for children who
do attend before or after school care on a regular
basis at the centre.

VACATION CARE \$60 per child per day (Excursion days) for children
who do attend before and after school care on a
regular basis at the centre

VACATION CARE \$60 per child (Centre days) for children who do not
attend before or after school care on a regular
basis

VACATION CARE \$65 per child (Excursion days) for children who do
not attend before or after school care on a regular
basis

SYDNEY/NEWCASTLE EXCURSION \$5 extra cost on top of the normal Vacation care excursion fee

All fees for the current school term must be up to date before any vacation care bookings will be processed.

Payment Methods

- Direct Deposit to BSB: 032596 AC: 124464 (surname as reference)
- Direct Debit – A method by which your fees are automatically direct debited each week where you give permission to collect an agreed amount of funds from your Bank Account, Credit Union, Building Society or Credit Card.

Please ensure that you have sufficient credit limits and daily withdrawal limits in place.

ANNUAL EQUIPMENT LEVY

A levy of \$27 will be automatically billed to your account upon enrolment. This fee is to be paid by all families at the beginning of each year or upon enrolment of your children. This includes the annual \$2 membership fee.

LATE FEE

Fees not kept up to date will incur a \$10 late fee without exception, to be levied each week the fee is overdue. Families may be asked to enter a payment plan as per Fees Policy.

An initial letter stating fees are overdue will be issued 7 days after fees due date, giving 7 days for full payment, or arrangement of a payment plan (All payment plans must be in writing and approved by the Accounts Manager).

If neither full payment nor a payment plan is received within the 7 days, a second and final reminder will be issued, giving 7 days full payment of account.

Failure in paying the account will result in your child/ren will no longer be able to attend the centre.

The Approved Provider will reserve the right to employ the service of a debt collector and the family will be responsible for all fees associated with recovering the debt.

NOTICE OF CANCELLATION

Two weeks written notice must be given to the service to cancel a booking or make changes to a current booking. (Please email all permanent booking changes, absent days are to be marked by parents via the OWNA app)

Fees will only be waived for:

- Before & After School fees in **Normal** School Holidays
- When two weeks' notice of non-attendance has been given
- Public Holidays.

NON-NOTIFICATION FEE

If your child/children will not be attending the service when they are booked to attend, the child must be marked absent by parent via the OWNA app so educators are not looking for children who are not attending. Parents may mark absent any time before 2.30pm. Non notification fee is \$20.

Fees are subject to change at the discretion of the Management Committee.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- 1. Combined Family Income*
- 2. Activity Test for both parents*
- 3. Service Type*

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through myGov. Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of child care your family uses.

Allowable Absences

You can be paid for any absence from approved care your child attends for up to **42 days per child per financial year**. Additional absences beyond 42 days for certain reasons may be approved and paid.

Please talk to us about the additional absences.

You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

ENROLMENTS

Any alterations regarding your bookings or cancellations must be completed through Owna (For casual bookings or absences) or Email for permanent changes. All cancellations (permanent or casual) REQUIRE 2 WEEKS PAID NOTICE

For permanent, casual and vacation care bookings, before a child attends the centre parents or guardians must ensure the following:-

- A completed online enrolment form via our website updating as circumstances arise. Parents must update any changes in matters like emergency contacts, medications, allergies etc using OWNA

- A completed ‘application for membership’ form via the OWNA app (Fee will be charged to your account).
- **No children will be accepted without a current enrolment form and membership application.**

Casual Bookings

The Centre accepts casual bookings via the OWNA app in accordance to the following conditions:

- Vacancies being available.
- The child’s teacher must be informed i.e. by phone or a note that your child is attending the centre
- **Once you have made the booking, payment is due whether the child attends or not.**

Vacation Care Bookings

All bookings must be made via our website

Statement of Vacation care fees owing will be issued final week of term with fees payable before commencement of vacation care .

Our website and OWNA will be updated once Vacation care bookings open (Usually 5 weeks before end of term), with bookings closing the Sunday before the last week of term. You will find all information needed there i.e. vacation care rules, programme, booking form, enrolment forms for new families and any permission notes that need to be filled out.

Kindy Care Bookings

KINDY CARE is a service we offer to new kindergarten children who may need care for the first couple of weeks as kindergarten classes comes out of school at 2.40pm and the remainder of the school comes out at 2.50pm.

We pick the children up from their class teacher with lots of “TLC”, children will receive a light snack and activities until the other children arrive. We offer care from 2.40pm to 2.50pm Please see the nominated/certified supervisor if your child/children require Kindy care.

ARRIVING/DEPARTING PROCEDURES

BEFORE SCHOOL AND VACATION CARE ARRIVALS

All children must be signed in by the parent or guardian via OWNA. This is a legal requirement. An educator must be made aware by the parent or guardian that the child has arrived.

SIGNING IN

Under no circumstances are children to be left at the centre prior to 6.30am for BSC and 7.00am for Vacation Care.

If a parent/carer does not sign their child/ren in when arriving or departing via OWNA, the child/ren's Child Care Subsidy will be forfeited for that day.

AFTER SCHOOL CARE ARRIVALS

ASC educators take responsibility for the children once they greet them at the centre or designated meeting or pick up point.

Educators DO NOT pick up children from classroom teachers except in the case of special circumstances or during Term 1 Kindergarten children.

SIGNING OUT

All children must be signed out by a parent/carer upon departure via OWNA

Educators are to be made aware that the parent/carer is departing with the child.

The centre must be notified of any changes in the person who will be picking up the child, each emergency contact must have a OWNA login with authority to collect children. If educators have not met the person picking up the child they will be asked to show identification. Children must be collected from the centre by a responsible person. Person's under 18 must complete an acceptance & refusal authority form.

LATE DEPARTURE

If parents are going to be late, the centre should be notified as some children become distressed. An additional fee of \$20 for every 15 minutes will be charged after 6.30pm, this is to cover wages of the staff members involved. If late departure occurs regularly your child's position in the centre may be jeopardised. If your child is not collected after a reasonable time, persons nominated as emergency contacts will be asked to collect your child. Please ensure these people are aware of this responsibility. In the case of the centre being unable to contact either the parents or the emergency contacts, police will be notified, and the children taken to the police station. If this occurs a message will be left on the door of the centre as to the child's whereabouts.

NON ATTENDANCE

If a child is booked in on a permanent or casual basis the parent must give notification if the child WILL NOT be attending on any given day. Parents may notify the centre any time before

2.30pm by marking them absent in the OWNA app. If notification is not received a \$20 non-notification fee will be charged to cover costs of phone calls and locating the child.

** If you wish to cancel your child's booking two weeks notification must be given or normal fees will be charged, change of booking forms to be completed and signed

FAILURE TO NOTIFY CENTRE OF AN ABSENCE

If a child has not shown up at the centre and the centre has not been informed of any absence for that day, the nominated/certified supervisor will contact the child's parents/carer. If parents/carers cannot be contacted the child's teacher will be called to see if they know of the child's whereabouts. In the event of other contacts not being able to be contacted, police will be notified if deemed necessary. As it may put other children at risk, educators may not be able to leave the service to look for the child. Please note non-notification of an absence will incur an extra fee of \$20.

A CHILD MISSING OR LEAVING THE CENTRE

If a child is not at the centre without permission every effort will be made by the educators to search for the child without leaving other children unsupervised. If the child is not found parents will be contacted and questioned as to any ideas they may have on the child's whereabouts. If this does not bring results police will be notified.

PARENTAL CUSTODY

The nominated supervisor should be made aware by the parent if there are any court orders relating to their child and a copy of such should be attached to the child's enrolment form.

A parent cannot be refused access if there is no court order applicable to the child. In the event of a non-custodial parent attempting to take the child from the centre the custodial parent will be contacted immediately and staff will make every effort to keep the child at the centre, without physically putting themselves or other children at risk, whilst the police are being contacted.

PARENT/CARERS ARRIVING UNDER THE INFLUENCE

Educators have a duty of care when releasing children to parents/carers who appear under the influence of alcohol or substances. Educators are mandatory reporters of possible abuse, such as putting a child at risk whilst driving a vehicle under the influence.

If an educator suspects a parent/carer is under the influence and if educators feel confident and safe to approach the parent/ carer we will

- (1st) Offer to ring emergency contact or taxi, if they declined
- (2nd) Will ring police and report the incident
- (3rd) If incidents continue to occur then the “Department of Family Community Services” will be notified of the suspected abuse

HEALTH MATTERS

ILLNESS

Please make sure all allergies, additional needs and medical conditions are completed correctly on the enrolment form and provide a copy of the medical management plan.

If a child says they are not feeling well, but educators are not sure if they are sick or just needing attention, the child will be observed for a short time before any action is taken.

If a child is genuinely sick they will be placed in a quiet area to sit or lie down. The nominated/certified supervisor will watch for rapid rises of temperature and contact parents whenever possible. No medication will be administered unless instructed by parents/carer. If parents are not able to be contacted and the child’s condition becomes worse, the child’s doctor will be contacted for advice and consultation. A sick child will not be left unattended. Educators at the centre may contact a parent/carer to pick up any child who is not well enough to be at the centre. If parents/carers suspect their child is ill they need to be kept home until symptoms have been checked by a doctor and therefore protect other children and educators at the centre from unnecessary exposure to illness. The centre follows the guidelines set down by NSW Government Health. Guidelines can be accessed at:

<http://www.health.nsw.gov.au/Infectious/factsheets/Pages/default.aspx>

ACCIDENTS

If a child is involved in an accident, a trained first aid educator will attend to the child and all first aid procedures will be followed. If the child requires medical attention the following procedures will apply:

- the parents/carers or contact person will be phoned
- an ambulance will be called if needed
- the child’s enrolment form will be taken with the educator to the doctor or hospital
- the educator will stay with the child until parents/carers arrive
- the educator will compile a written report as soon as possible and notify ACECQA if required
- parents/carers are asked to sign an accident or incident form

On enrolment an agreement is obtained in writing from the adult responsible for the child to allow the staff to seek medical attention if required.

MEDICATION

If your child/ren is taking medication, the following procedures must be observed.

Medication must not be sent with the child, an adult must hand medication to nominated/certified supervisor. The only exception is an asthma puffer. However, an asthma plan must be on file at the centre.

Medication forms must be filled out and signed by the parent/ carer.

These forms will also be signed off by the nominated/certified supervisor with the time and date of dosage given to the child. This process will also be witnessed by another certified supervisor.

Medication must be fully labelled with child's name on it in the original packaging including instructions by pharmacist. It is the responsibility of the person collecting the child to ask for the medication.

No medication will be given to a child to take home.

ONLY ONE DAY'S DOSE WILL BE ACCEPTED. Exceptions may be made for regular medication that will need to be packed in a WEBSTER PACK.

Children will not be given medication that is prescribed for another person.

FOOD

A weekly nutritional menu plan is displayed on the NOTICE BOARD and in the OWNA app. The **BSC** offers breakfast or you can supply. No high fat and/or sugary foods will be allowed e.g. Coco Pops. The **ASC** provides afternoon tea. Junk food is not to be consumed at the centre with the exception of the occasional treat and party days. We aim to provide a nutritious and healthy menu and ask that you advise the centre if your child has any dietary needs as you may be asked to assist by supply food if difficult to guarantee the correct type.

- Water is always available
- Educators attend regular training addressing safe food handling and nutrition
- During Vacation and School Development Days please send morning tea, lunch, and plenty of liquids. Afternoon tea will be provided to your child each day,
- PLEASE REMEMBER WE ARE A NUT FREE ZONE AND WHEN PACKING LUNCHS FOR VACATION CARE OR AFTERNOON

SNACKS THAT NO NUT PRODUCTS ARE ALLOWED. WE HAVE CHILDREN ATTENDING THE CENTRE THAT HAVE LIFE THREATENING ALLERGIES.

- Children are encouraged to learn life skills whilst preparing afternoon tea and cooking activities.

PROGRAMS

A weekly program is displayed in our programming area. We aim to offer a balanced program of structured and unstructured activities for children to choose from taking in to consideration the diversity of children's needs. Children are exposed to a variety of experiences and we encourage equal opportunity. Children learn through play and are encouraged to problem solve any incidents that may arise with the support and supervision of educators. Suggestions can be placed in the suggestions book, which is stored near the in/out area. This book is tabled at staff monthly program meetings for consideration in the program. Our educators attend regular training

YOUTH ROOM

Children in middle childhood (years 5 & 6) have different developmental needs than their younger peers. Having their own space will allow educators to cater to their individual likes and needs and let the children grow and become independent teens.

This room will provide the children with an area to do homework, independent and group projects or to just chill out and relax. Resources include a supervised computer with internet access, television, DVD and video console with age appropriate games. Afternoon tea is provided.

EXCURSIONS

All excursions that involve leaving the centre parent/carer must give authorisation on booking form. All departure times are to be adhered to, therefore if a child is not present at the time of departure the centre does not accept responsibility for the child. It is the responsibility of the parent/carer to ensure that their child/children are adequately prepared for the days outing i.e. suitable shoes, hats, cool or warm clothing (including sun protection clothes that cover the shoulders) and sufficient nutritious food and drinks. Spending money is not required as all is

included in the day's fees. When participating in water activities a centre sun shirt must be worn and permission notes signed on the day.

HOMEWORK

Although homework is considered a very important part of a child's education, educators do not force children to do homework. A suitable area, time and resources will be made available to children. Educators will encourage children to do homework but will not be responsible for a child doing or not doing their required homework.

TOYS FROM HOME

Children are unable to bring toys and games from home as we are unable to take responsibility for your belongings if they are lost, stolen or broken.

If toys are bought from home parents will be asked to take these with them, or the item will be placed in the office and returned to the parent on collection from the centre.

SUN PROTECTION

- **PLEASE SUPPLY A HAT**
 - Hats must be worn outside at all times when the UV rating is over 3. Broad brimmed hats are recommended.
- Sunscreen is provided by the centre and will be applied regularly.
 - Play clothes are to have sleeves (i.e. T-shirts and sun safe clothes must be worn when participating in water play. It is the parent's responsibility to advise staff of any allergies to sunscreen and give permission to apply sunscreen on the centres enrolment form.

PARKING

The centre does not have a specified parking area. Parents/carers are **not** permitted to drive into school grounds or park up the driveway. Children and educators use the driveway to access the hall, COLA and garbage disposal. By using the driveway you are not only breaking the centres lease agreement with the Department of Education, but you are putting children and centre staff at risk. Please be reminded to display courtesy to other drivers particularly when you are being a role model in front of your children and other members of the public. Parking is available in Brisbania Close and High Street.

Please DO NOT LEAVE SIBLINGS UNATTENDED IN PARKED CARS. Educators at the centre are mandatory reporters and will have to report any incidences of this nature.

CHILD DRIVEWAY SAFETY

Parents/carers are encouraged to remind children that they are to remain in the centre area i.e. on the veranda, until they are signed out and are in their parents/carers care. Children are not to walk to their car without adult supervision.

CENTRE RULES AND DISCIPLINE

CENTRE RULES

Parents please run through the following rules with your child/children so you both have a clear understanding of the centres guidelines.

1. Children must be courteous to all educators, staff, children and visitors.
2. Children must not use offensive or hurtful language.
3. No physical violence or fighting at any time.
4. No child is to leave the centre or boundaries without adult supervision.
5. All children must pack up equipment they have used and assist in any overall clean ups.
6. Indoors are quiet areas. No running inside.
7. Signage must be obeyed

BEHAVIOUR POLICY:-

- 1) Children will be informed of behavioural expectations whilst attending the centre. If the behaviour of the child does not meet these expectations the following steps will be taken:-
 - a) Children will be spoken to and warned that continued bad behaviour will be discussed with parents.
 - b) If unacceptable behaviour continues parents will be contacted and the problems discussed. It is the expectation of the service that parents support the staff in all ways and explain to the child that staff has complete authority while the child is in their care. If a parent disagrees with the method in which a situation was resolved, then the matter may be discussed quietly on a one to one basis with the nominated supervisor but not in the presence of any children. This can be arranged away from the service to help with confidentiality if needed.
 - c) If the situation cannot be resolved with the above steps then we may have to look at the suitability of the child's attendance at the centre.
- 2) If the child's behaviour is completely uncontrollable or the child's behaviour puts other children or educators attending the centre at risk, educators will report to the

management committee who reserve the right to dismiss the children from the centre without going through the procedures of (paragraph 1)
Brisbania Before & After School & Vacation Care Centre reserve the right to ask parents to immediately remove any child who is putting others at risk.

VISITORS

All visitors will be fully supervised at all times and are required to sign the visitor's sign in sheet.

PARENT AND COMMUNITY INVOLVEMENT

All members of the centre (parents/carers) are encouraged to be involved in our program. Such areas of assistance are from sharing a skill, become involved in fundraising or becoming a committee member. Please feel free to suggest other means of involvement.

AGREEMENT

Upon filling out your family's enrolment forms you will be asked to sign off saying you have read and understand this booklet. If you need further clarification please see the nominated supervisor. We aim for parents/carers, children and the community to feel free to offer constructive suggestion, to enable the children to attend and have a truly enjoyable recreational experience in out care!

FEEDBACK

The centre encourages feedback from our families both positive and constructive. If families have any concerns with the running of the service, they are encouraged to first approach the coordinator so a solution can be sought. If families do not feel happy with the result they can follow the procedures as stated in the "Complaints and Grievances Policy". All complaints will be formally acknowledged by the chairperson.

Grievance & complaint forms are available at sign in area. Committee meetings are held six times a year, meetings times and dates are displayed on OWNA. All are welcome to attend. Dinner and child care are provided.

Reviewed Caitlin Richards Michelle Davis May 2018

Reviewed Caitlin Richards Michelle Davis May 2020

For all feedback please feel free to use the Family survey found on our website.

BRISBANIA BEFORE & AFTER SCHOOL & VACATION CARE CENTRE INC.
MANAGEMENT

Title: Complaints and Grievances Policy

Status: CURRENT

Date of Origin: July 2012

Policy No: P 6

Last Review: June 2017

POLICY STATEMENT

Brisbania Before & After School & Vacation Care Centre, will maintain a complaints and grievance management system to ensure that all educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

PROCEDURE

The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the chairperson or liaison person of the management committee, either in writing or verbally.

The management will discuss the issue with the nominated supervisor and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the nominated supervisor and individual to resolve the problem. All complaints will be recorded on the complaints and grievances form and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances

will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.

The nominated supervisor or management will inform the person making the complaint of what has been decided regarding the issue. Educators and staff will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or nominated supervisor will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

CONSIDERATIONS

National Regulation 168 "Education and care service must have policies and procedures" (dealing with complaints).

National Standard 7: Element 7.3.4 "processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner".

Community Services Complaints, Appeals and Monitoring Act, 1994.

Document Date/Author:	Network of Community Activities July 2012 Donna Burrows July 2012
Reviewed by:	Management Committee, March 2015
Accepted by Management Committee:	June 2016
Date for next Review	June 2017