

# PARENT HANDBOOK

2023–2024



**Ku-ring-gai Council**  
**Vacation Care**

[krg.nsw.gov.au/Community/Children/Vacation-Care](http://krg.nsw.gov.au/Community/Children/Vacation-Care)



---

## Contents

Welcome to Ku-ring-gai Council Vacation Care .....	2
Acknowledgement of Country .....	2
Philosophy .....	2
Staff .....	3
Centres .....	4
Policies and Procedures .....	7
General Guidelines .....	7
Enrolment Form .....	8
Child's Attendance Once Enrolled .....	8
Cancellation of Enrolment.....	8
Fees .....	9
Child protection policy.....	9
Custody and guardianship .....	10
Complaints procedure.....	10
Privacy and confidentiality .....	10
Centre staffing .....	10
Staff / Child Ratios and Supervision.....	10
Nominated Supervisor and Educational Leader .....	11
Communication with parents.....	11
Arrivals and departures.....	11
Children's Health and Safety .....	12
Emergencies.....	12
Accident, illness and trauma .....	12
Medication .....	12
Allergies.....	13
Asthma .....	13
Sun protection .....	14
Food .....	14
Nut free services.....	15
Program.....	16
Appendix 1: Complaint Handling Procedures.....	17

---

## **Welcome to Ku-ring-gai Council Vacation Care**

We are pleased to welcome you to the Ku-ring-gai Council Vacation Care programs; we hope that the time you and your family spend with us is an enjoyable and fulfilling experience. Our service provides high quality care for school aged children in the local community during the Department of Education and Community school holidays.

### **Acknowledgement of Country**

Ku-ring-gai Council Vacation Care would like to show our respect and acknowledge the traditional custodians of the land and we pay our respects to the Elders past, present and future.

We would also like to acknowledge the present Aboriginal and Torres Strait Islander people, who now reside in this area and acknowledge the strength, resilience and capacity of the Aboriginal and Torres Strait Islander people in this land.

### **Philosophy**

Ku-ring-gai Council Vacation Care provides a safe, fun and engaging school holiday program for primary school age children. We value the importance of play-based curriculum and incorporate opportunities for creativity, exploration, spontaneity and safe risk taking. We believe that through experiential learning, children will cultivate enthusiasm, independence, confidence and resilience.

We strive for open communication and respectful relationships between educators, families, children and the community. We value our connections with our wider community and continue to build such partnerships to foster children's sense of belonging, enhance cultural awareness, and respect for cultural differences and similarities.

We value each family's unique history, culture, language, traditions, child rearing practices and beliefs. We value children, educators and family members as individuals with unique qualities, skills and abilities. We embrace diversity and inclusion. We believe that by leveraging on the diversity, strength and contribution of the Ku-ring-gai community we create a place where children feel safe to continue to grow and develop.

---

## **Staff**

*Yvonne Wang - Vacation Care Coordinator*

Phone: 9424 0904

Mobile: 0417 277 993 (holiday period only)

Email: [vacationcare@kmc.nsw.gov.au](mailto:vacationcare@kmc.nsw.gov.au)

*Joanna Nie - Vacation Care Administration Assistant*

Phone: 9424 0943

*Nicola Fussell - Children Services Coordinator*

Phone: 9424 0960

Email: [nfussell@kmc.nsw.gov.au](mailto:nfussell@kmc.nsw.gov.au)

---

## Centres

### Kids Club

Our Kids Clubs provide a range of centre-based activities and excursions targeted for children aged 5 to 8 years (but open for children up to 12 years). Children participate in a wide variety of fun, planned, age-appropriate activities, supervised by experienced staff in a safe and caring environment. The program offers up to three excursions within the Sydney metropolitan area each week.

#### *West Pymble Kids Club*

**Location:** West Pymble Community Hall, Lofberg Road, West Pymble

**Phone:** 0419 267 691 (only use during holiday period)

**Facilities:** Large hall with air conditioning, new kitchen, close to netball courts, play equipment and Bicentennial Park. Parking at hall.

**Operation Hours:** 7:30am – 6pm

#### *St Ives Kids Club*

**Location:** Corpus Christi School, Link Rd, St Ives

**Phone:** 0417 242 129 (only use during holiday period)

**Facilities:** Covered outdoor learning area, variety of indoor play spaces, large oval and fields, play equipment, picnic tables. Street parking available.

**Operation Hours:** 7:30am – 6pm

---

## **Kids Getaway**

Our Getaway programs are recommended for children aged 8 to 14 years. They provide excursions to a variety of locations around Sydney and beyond, supervised by experienced staff. There are also centre-based activities and workshops including arts and crafts, sport, movies, music, board games, PlayStation, Wii, table tennis and more!

Please note that we only accept bookings for St Ives Getaway for children aged 8+ years. We accept bookings for West Lindfield Getaway for children aged 5+ years.

**Note:** Children can bring money for “shop run” where they may purchase a small snack or drink. This will only occur for the whole service once per week. Staff always encourage children to make healthy food choices.

### *St Ives Getaway*

**Location:** St Ives Community Hall, Memorial Avenue, St Ives

**Phone:** 0419 625 064 (only use during holiday period)

**Facilities:** Large hall, close to sports facilities including oval, tennis courts, skate ramp and shopping centre. Indoor facilities including: kitchen, pool table, Nintendo Switch and television.

**Operation Hours:** 7:30am – 6pm

### *West Lindfield Getaway*

**Location:** West Lindfield Community Hall, 2-10 Bradfield Road, Lindfield NSW 2070

**Phone:** 0468 988 230 (only use during holiday period)

**Facilities:** Large hall, enclosed play area, natural play space, walking distance to sports facilities including oval, Playstation and television. Street parking available.

**Operation Hours:** 7:30am – 6pm

---

## **National Quality Framework**

The Centre complies with the National Quality Framework for Early Childhood Education and Care (NQF), a set of national guidelines recently introduced in Australia for the childcare sector, including out of school hours care services. The NQF includes a national legislative framework, a National Quality Standard, a quality rating and assessment process and a national body to provide oversight of the system – the Australian Children’s Education and Care Quality Authority (ACECQA).

The Centre is regulated by the NSW Department of Education & Communities. Ku-ring-gai Council Vacation Care is assessed and rated against seven national quality standards areas:

- 1. Educational program and practice**
- 2. Children’s health and safety**
- 3. Physical environment**
- 4. Staffing arrangements**
- 5. Relationships with children**
- 6. Collaborative partnerships with families and communities**
- 7. Leadership and services management**

All results are published online at: <http://www.acecqa.gov.au/national-registers>

As part of the NQF, a Quality Improvement Plan has been developed to ensure that certain aspects of the Centre’s operations are improved to comply with the National Quality Standards.

---

The Centre policies will continue to be updated as required. Please contact the Vacation Care Coordinator with any questions or comments.

Additional information can be found on the following websites:

- **ACECQA:** <http://acecqa.gov.au/home/>
- **NSW Department of Education:** <http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care>
- **Department of Education and Training (Federal):** <https://www.education.gov.au/>
- **Network of Community Activities:** <https://networkofcommunityactivities.org.au/>

## **Policies and Procedures**

Ku-ring-gai Council Vacation Care has an extensive Policy manual which reflects the philosophy and practices of our service. The manual is available for you to read at each of the centres or upon request.

## **General Guidelines**

Ku-ring-gai Council Vacation Care accepts enrolments for primary school age children in accordance with funding priorities and guidelines. All enrolments are made through the centre website and parent portal <https://kmc.fullybookedccms.com.au/family/login>

## **Priority of Access / Waiting List**

Access and eligibility is subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR), as follows:

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 child

Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the Centre's ability to meet these needs. Ku-ring-gai Council Vacation Care actively seeks Inclusion Support funding to ensure that all children are included in the service and build capacities of service to cater for individual needs.



---

Siblings of children already enrolled in the Centre will be given priority whenever possible.

Where demand for care exceeds the number of approved places, families will be placed on the waiting list.

### **Enrolment Form**

Enrolments will not be accepted from families without full completion of the enrolment details online.

The enrolment form contains all relevant details relating to personal, medical and custodial information for each child, parent or guardian and emergency contacts along with any special requirements relating to that child.

Enrolment forms are to be updated annually or when there are changes to the family's circumstances. It is the parents responsibility to ensure that all information entered is complete and correct.

All personal information is kept strictly confidential as per the Confidentiality Policy

### **Child's Attendance Once Enrolled**

The Centre's responsibility for the child begins when placed in the staff's care by a parent or guardian. If a child is to be absent on a day they are booked, the family must notify the Centre as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences.

### **Cancellation of Enrolment**

Families are encouraged to choose days carefully as cancellations for vacation care enrolments will not be accepted once confirmed.

---

## **Fees**

The Centre fees are set by Ku-ring-gai Council in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days notice of any fee increase.

Vacation Care daily fees- \$70 per day + excursion/workshop costs
---

Late Collection Fees- Parents arriving late to collect their child after 6pm will be charged a late fee of \$1 per minute per child. If the child has not been collected by 6.15pm, the parent will be charged an additional fee of \$2 per minute until the child is collected.
--

Fees are to be paid for the days the child is booked into the Centre, including times when the child is absent due to illness or any other reason.

Parents will be provided with fee statements, which are sent via email. Parents may access details and information regarding their fees through access to My Family Lounge or at any time upon written request.

Fees are payable via automated direct debit only. Our direct debit system is Debit Success, which automatically deducts fees from your nominated account. This takes place 24-48 hours after a statement is sent to families. Debit Success will charge a fee of \$14.95 for every failed payment.

## **Child protection policy**

It is every child's right to be safe and protected from all forms of abuse, violence or exploitation. It is the legal and moral obligation of all adults who work within our Centre to ensure the safety and wellbeing of all children in our care. All staff, including casual staff, volunteers and students have a duty of care to ensure the safety and protection to all children who access the Centre's facilities and/ or programs.

The safety and welfare of all children is of paramount importance. Staff and management have a legal responsibility, as Mandatory Reporters, to take action to protect and support children they suspect may be at significant risk of harm.

Our Centre will carry out the responsibilities of Mandatory Reporters as indicated under legislation. This responsibility involves following the procedures as outlined by Community Services and the NSW Commission for Children and Young People.

---

## **Custody and guardianship**

If a child is subject to an access order or agreement, the Centre must have a copy on record plus any subsequent alteration registered by the court.

Evidence of court orders or agreements will be considered part of the enrolment in order to minimize the likelihood of distressing situations occurring in the future. Records will be kept confidential at the Service. Staff will also be made aware of the requirements of the custody order.

## **Complaints procedure**

Please see Complaints Procedure attached (Appendix 1)

## **Privacy and confidentiality**

The Centre will make every effort to protect the privacy and confidentiality of all individuals associated with the Centre by ensuring that all records and information about individual children, families, educators, staff and management are kept in a safe and secure place and are not divulged or communicated, directly or indirectly, to another person.

We aim to ensure that all appropriate and required records are kept for the specified period of time.

## **Centre staffing**

### **Staff / Child Ratios and Supervision**

All staff ratios are in accordance with or above those in the guidelines set in the Education and Care Service National Regulation. Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm.

Staff ratios are:

A minimum of 1 staff member to every 15 school aged children

A minimum of 1 staff member to every 10 children for excursions

A minimum of 1 staff member for every 8 children for swimming

For school aged children there will at all times be at least 2 adult staff members. Staff should know which children are in their group and move amongst them throughout the activity area.

### **Working with Children Check**

All staff and volunteers at the Centre are screened with the Working with Children Check, in compliance with the National Regulations, the Child Protection (Prohibited Employment) Act 1998 and the Commission for Children and Young People Act 1998.

---

## **Nominated Supervisor and Educational Leader**

The Nominated Supervisor will be responsible for the service at all times regardless of their attendance at the Centre. The centre Co-ordinator, is designated as the Responsible Person in charge of the daily operation of the Centre. The Centre will display the details of the Nominated Supervisor and Responsible Person at all times the Centre is operating.

The Nominated Supervisor is the Educational Leader and contact details are displayed for families should they wish to discuss the Centre's programming practices.

## **Communication with parents**

Ku-ring-gai Council Vacation Care encourages communication with and participation by parents/guardians as it enhances the service we provide. We encourage parents to voice any concerns in a way that will assist us to provide a better service.

Parents will be shown support, kindness and respect. Staff should always acknowledge parents and make themselves available when needed. Effort will be made by staff to get to know parents who access the service and ensure parents are familiar with who is caring for their child.

All families will receive regular e-news communications from the service and regular feedback is sought from families regarding their experiences of our services.

## **Arrivals and departures**

Children must be signed in and out by a parent or authorised caregiver on the daily roll as they arrive and leave the centres. On excursion days, before the buses depart, if children haven't arrived staff will use the contact details supplied to contact the families, however the bus is unable to wait for them.

Staff will always be aware of members of the public entering the centre or area where an activity is being conducted. If staff have any uncertainty about adults signing children in or out they will ask for their ID, check the contact details provided and if there is any further confusion call the Vacation Care Coordinator for the child's enrolment information. If staff are unsure whether or not to authorise the collection of children they should consult the Vacation Care Coordinator immediately.

---

## **Children's Health and Safety**

### **Emergencies**

The Centre will provide an environment that provides for the safety and wellbeing of the children. All children and staff will be aware of, and practiced in, emergency and evacuation procedures. Emergency and evacuation procedures are practised twice each holiday period to familiarise staff and children with these procedures.

It is possible that drills will be conducted while parents are dropping off or collecting children. Families are expected to participate in the drill to model appropriate participation to children.

### **Accident, illness and trauma**

Ku-ring-gai Council Vacation Care proactively strives to avoid injuries occurring at the centres, and to minimise the impact of injuries, illnesses and traumas by responding appropriately and as quickly as possible.

The rights and responsibilities of parents with respect to injuries to and illnesses will be taken in to account in administering all procedures. See Incident, Injury, Trauma and Illness Policy and Procedure.

The Centre Coordinator will inform staff as to the location of the First Aid Kit during the employment orientation. The First Aid Kits are checked and restocked before each vacation care period, however, should staff notice that supplies are low they will relay this information to the Centre Coordinator.

A record is kept on each child's medical conditions and allergic reactions to any form of medication.

### **Medication**

In the interests of health and wellbeing of the children, the Service will only permit prescription medicine to be given to a child if a medical practitioner prescribes the medicine. A parent/guardian must complete and sign the School Holiday Program Medication Consent Form prior to the child being administered the medication.

Staff should never give children any medication without first consulting the Centre Coordinator and two staff are required to be present to administer and check the dispensing of medicines. Efforts should be made by staff to familiarise themselves with children who have ongoing, self-administered medication such as Ventolin or Insulin. Refer to Administration of medication policy.

---

## **Allergies**

The Centre is committed to providing safe and effective care of children with allergies. Parents are advised to inform the Centre of any allergies their child/ren may have at the time of enrolment.

Where a child has been prescribed an EpiPen, the parents must provide a copy of the child's anaphylaxis action plan signed by their doctor, with a photo of the child, and a current EpiPen and any other medication specified on the action plan.

Families will also be forwarded a Risk Minimisation Plan which must be completed and signed by the family prior to the first day of care.

All Action Plans and Risk Minimisation Plans will be reviewed every 12 months.

If a food allergy exists, parents may be asked to supply any particular diet if required.

Details of all allergies will be provided to centres before the vacation care session.

Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be seated separately during meal times and all children will wash their hands before and after eating. A separate plate, knife, fork, spoon and cup will be provided as required to the child with a food allergy for their personal use only.

All Ku-ring-gai Council Vacation Care services have access to a spare EpiPen for use in emergencies.

## **Asthma**

Ku-ring-gai Council Vacation Care is committed to raising the awareness of asthma amongst those involved with the Centre by providing the necessary procedures to ensure the health and safety of all persons with asthma. The Centre is committed to provide an environment in which children with asthma can participate in all activities to their full potential and to provide a clear set of guidelines and expectations to be followed with regard to the management of asthma.

Where a child has been diagnosed with Asthma the parents/carers must supply the centre with a written Asthma Management Plan signed by their doctor.

Families will also be forwarded a Risk Minimisation Plan which must be completed and signed by the family prior to the first day of care.

All Action Plans and Risk Minimisation Plans will be reviewed every 12 months.

All Ku-ring-gai Council Vacation Care services have access to a spare Ventolin/Asmol puffer and spacer for use in emergencies.

---

## Sun protection

All children must bring a **sun hat** for participation in outdoor activities and play. It is recommended a wide brim hat or legionnaire style hat is used and children must wear a hat in order to play outdoors. Sunscreen will be made available for children, and applied every 2 hours when the UV index exceeds 3.

Where children have allergies or sensitivity to the sunscreen, parents will be asked to provide an alternative sunscreen, or the child encouraged to play indoors.

## Food

Families are required to provide their child with enough food for morning tea, lunch and snacks for the day. Each centre will provide fresh fruit platters for afternoon tea. We actively encourage all families to choose healthy food that are able to sustain the children for the day. Foods such as chips, lollies and cakes should be kept to a minimal. Please pack a full water bottle for children to access throughout the day.

### *What makes a healthy snack?*

Here are some simple ideas for healthy snacks that you can make at home or add to lunchboxes:

- Fruit muffins or slices, baked using monounsaturated or polyunsaturated oils and margarine instead of butter
- Fresh, frozen, canned (in natural or unsweetened juice) or occasionally dried fruit
- Raisin or fruit toast\*
- Toasted English muffins, preferably wholemeal or wholegrain\*
- Reduced fat custard with fruit
- Rice crackers or corn cakes
- Plain popcorn (unbuttered and without sugar coating)
- Muesli and fruit bars – look for the healthier choices.
- Scones or pikelets (plain, fruit or savoury)\*
- Snack-sized tub of reduced fat yoghurt (plain or fruit flavoured)
- Cubes, slices, shapes or wedges of reduced fat cheese with wholegrain crackers or crispbread
- Potatoes, topped with reduced fat cheese and baked in the microwave or oven.
- Corn on the cob
- A boiled egg

(Taken from: <https://www.healthykids.nsw.gov.au/home/fact-sheets/eat-fewer-snacks-and-select-healthier-alternatives.aspx> )

---

For additional ideas on what to provide please check these resources:

<https://www.healthykids.nsw.gov.au/parents-carers/healthy-eating-and-drinking/lunch-box-ideas.aspx>

<https://www.healthykids.nsw.gov.au/home/fact-sheets/choose-water-as-a-drink.aspx>

We also work to encourage the children and staff to reduce the amount of rubbish that is accumulated by packaged foods. For ideas on sustainable lunches please click here:

<https://www.treehugger.com/green-food/10-ways-pack-your-kids-more-sustainable-lunch.html>

### **Nut free services**

Please note that all Ku-ring-gai Council Vacation Care Services promote NUT FREE environment. Please do not pack nut products for your child to consume at the centre. If your child brings nut products, their lunch box will be checked for alternatives. You will be contacted and may be asked to provide alternate food. If this is not possible, they will need to move away from the group and eat away from children with allergies. They will then need to wash their hands and rinse their mouth before joining the other children.



---

## **Program**

Excursions form the basis for each vacation care period. Getaway services generally attend 9 to 10 excursions per 2 week period, and Kids Club services attend 4 to 6 excursions per 2 week period. Excursions vary according to children's developmental stage, interests, community events, seasonal weather and the ability for the service to manage risks associated. An excursion or in centre activity will be programmed for each day. In addition, there are opportunities for quiet unstructured play and children to engage in independent or joint imaginative play.

There are also many resources provided to the children and staff. Centre activities can range from cooking to sport, craft, dance, drama and games. Staff will then fill out a Daily Staff Evaluation and Feedback Sheet as a record of the activities they have implemented. At the end of each day staff will gain children's feedback regarding the activities planned. Children's feedback is then used to form the basis for future planning.

The Educational Leader sets goals for future planning and mentors educators to extend on children's learning.

## Appendix 1:

### Complaint Handling & Grievance Policy

<b>Document Distribution:</b>	Children's Services Staff and Educators	<b>Document Status:</b>	Approved
<b>Trim File No:</b>	Document:2020/252935 Container: S10414	<b>Approved Date:</b>	August 2015
<b>Document Owner:</b>	Family Day Care Coordinator Thomas Carlyle Children's Centre Director Vacation Care Coordinator	<b>Contact Officer:</b>	Children's Services Coordinator
<b>Approved by:</b>	Manager Community Development- Department of Community		
<b>Reviewed</b>	July 2023	<b>Next Review:</b> July 2024	

#### National Quality Standard

QA7	7.1	Governance supports the operation of a quality service
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.
	7.2.1	There is effective self-assessment and quality improvement process in place

#### National Regulations

Regs	168	Dealing with complaints.
	173	Prescribed information to be displayed.
	176	Time to notify certain information to Regulatory Authorities.

#### Aim:

- To provide a process whereby participants in the Kur-ring-gai Childrens Services will be free to raise and seek resolution of any grievance they may have regarding the service,
- To ensure grievances are addressed, firstly by keeping children's needs primary and ensuring all adult concerns are validated, listened to and acted upon to ensure acceptable outcomes for all participants.

#### Background:

Everyone using Ku-ring-gai Childrens Services has a right to comment on, complain about or appeal any action or decision which they feel has an adverse reaction on them. Acknowledgment is given that an effective complaints mechanism may result in an increase in complaints but should also result in a refinement of the service and ultimately in an increase in the quality of the program.

The process should acknowledge that the child's needs are the primary focus of any childcare service. The process should address the problem rather than the person who made the complaint or the person about whom the complaint is made and should ensure that complaints are handled in a fair and equitable manner.

The process should ensure that the complaint is handled promptly and that feedback on the complaint is provided to the complainant and the person complained about. The process must be flexible enough to deal with disputes between parents and Educators, Educators and Coordination Unit staff, parents and Coordination Unit staff, Educator and Educator and to deal with complaints made by members of the wider community. Communication will aim at all times to be open, honest and confidential.

The process must also take account of Ku-ring-gai Council's existing complaints handling mechanism.

---

**Practices:**

- Family Day Care Educators will be provided with a copy of the document as a part of the 'Guidelines and Procedures for Educators and Staff' document and informed about this in training prior to registration as an Educator.
- Vacation Care and Thomas Carlyle Children's Centre Staff will receive a staff handbook with this information in it.
- A copy of the document can be provided to all service users.
- Complaints/grievances will be handled at all times confidentially and promptly. The process at Levels One, Two, Three and Four shall be informal, approachable and non-legalistic.
- It is expected that prior to a formal complaint being made to the Service that those involved will have discussed the issue. Open communication between Educators, service staff and parents, will reduce the likelihood of a formal complaint being made.
- All concerns/complaints should be addressed in the first instance directly to the Service or directly to the staff and service coordinators unless the issue relates directly to the Nominated Supervisor.
- At any step in the process the person complained against may have a support person or advocate with them.
- Any complaint which clearly relates to an allegation of abuse or neglect of a child by an Educator or staff person will be dealt with according to Ku-ring-gai Council's Child Protection Guidelines. On completion of an investigation of the complaint a copy of all documentation will be sent to be NSW Ombudsman as required by the Ombudsman Act.

**Level One - Concern Procedure (Informal):**

- Parents and Educators need to feel able to freely express any concern regarding their service to any staff member at the Children's Service.
- Concerns are listened to and information and advice is given to assist in addressing their concern.
- As a matter of routine, the person expressing the concern is strongly encouraged to discuss their concern directly with the other person.
- In the event this does not lead to a satisfactory conclusion or the person does not feel able or comfortable in addressing the person directly the Level Two Complaint Procedure will be followed.
- Unless the person is willing for such a complaint to be recorded and to proceed to Level Two (a formal complaint), they will be advised that no further action can be taken.
- No written record will be kept of matters involved in Level One procedure. In the situation where this involves an Educator and parent, the relevant staff member / service coordinator will be made aware of the complaint.
- Level one complaints can be raised to the direct staff (room leader or coordinator)
- Vacation care informal complaints will be dealt directly with by the nominated supervisor in conjunction with the certified supervisor.

**Level Two - Complaints Procedure (Formal):**

- It is envisaged that the majority of complaints will be effectively handled at this level.
- Any formal complaint received either verbally or in writing will be recorded on a Complaints Form (see attached). The Children's Services Coordinator will first be advised that a complaint has been lodged, if it continues the Manager of Community Development will be advised. Family Day Care complaints of a very serious nature which are a breach of the Regulation of the Educator Agreement which could clearly result in deregistration will be handled according to the Deregistration Procedures.
- A letter will be sent to the complainant noting the complaint and advising that this will be investigated and reported back.
- The concern will be brought to the person's notice within five working days by the Nominated Supervisor of the scheme. Where this involves an Educator, they may be provided with a copy of the complaint. However, attempts will be made to try to protect the identity of the person who has complained.
- A written response will be obtained from the person concerned and attached to the Complaints Form. A copy of all correspondence on the issue will be filed
- A letter will be sent to the two parties on conclusion of the investigation concerning the findings and decision and/or recommended resolution.
- Should either of the two parties be unhappy with the handling of the investigation or the resolution, they may wish to proceed to Level Three of the procedure and appeal the decision.

---

### **Level Three - Appeals Procedure:**

- The appeal must be in writing and addressed to the Children's Services Coordinator
- A meeting will be convened within 14 days of the receipt of the appeal. The purpose of the meeting is to review the complaint and the reason for the appeal, to listen to each party, identify the issues and to seek a resolution or an agreement.
- The meeting will be outside of business hours if possible, at the Children Services office and will have the following participants: a Council management representative, preferably with mediation experience to act as mediator; those directly involved in the conflict and the Nominated Supervisor from the appropriate Children's Service.
- Each of the participants in the conflict and the Children's Service Nominated Supervisor may elect to bring a support person to this meeting.
- A written report of the meeting and its results will be provided to each person in attendance.
- Should any of the parties be unhappy with the result of the handling of the meeting or the results they may wish to proceed to Level Four of the process. The conflict has now become a grievance.
- In the event that the Department of Education and Communities directs the removal of an Educators name from the register of the service, the Educator can appeal to the Administrative Decisions Tribunal.

### **Level Four - Grievance Procedure:**

- At this stage an independent qualified mediator will be invited to resolve the dispute. A meeting will be convened as soon as possible at a neutral venue and if possible outside of business hours.
- Present at the meeting will be all those in attendance at the previous meeting outlined in Level Three and the qualified mediator, eg from the Community Justice Service.
- A written report of the meeting and its results will be provided to each person in attendance.

### **All Formal Complaints should be forwarded to:**

- Name of Service
- Name of Approved Provider
- Name of Nominated Supervisor
- Address and phone number.

Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.

### **Evaluation**

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement.

Complaints managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety, health or wellbeing of the child was, or is affected or that the service has broken the Education Care Services National Law, within 24 hours of the complaint being made.



# Children's Services Complaint Register

*Please ✓ where appropriate*

Date: .....	Time: .....
Complaint received via      Phone <input type="checkbox"/> Written <input type="checkbox"/> In person: <input type="checkbox"/>	
Parent's Name: .....	
Child's Name: .....	
Educator's Name/ Staff Member .....	
Nature of Complaint: (specific details) ..... ..... ..... .....	
Follow up (action taken) ..... ..... ..... .....	
Approved Prover notified      Yes <input type="checkbox"/> No <input type="checkbox"/> Date: .....    Time: .....	
Name of Approved Provider representative .....	
Department of Education and Communities notified within 24 hours    Yes <input type="checkbox"/> No <input type="checkbox"/>	
Name of Officer .....	
Date notified: .....	Time notified .....
.....	
Approved Provider's Signature .....	Staff Member's Signature .....
Date .....	Completed by .....