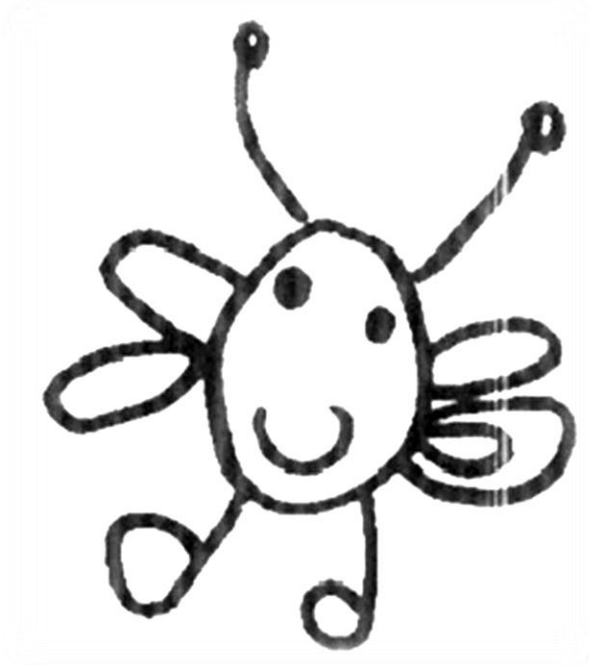


# Petersham Early Childhood Education Centre

12-14 BRIGHTON STREET, PETERSHAM, NSW 2049

PHONE / FAX: (02) 9560 8810



## **PARENT HANDBOOK**

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# Petersham Early Childhood Education Centre's Philosophy

At Petersham ECEC we seek to provide a warm, safe, caring home like environment which is stimulating and meets the individual needs of children and their families. We work together to create an environment that promotes equality, fairness, respect and appreciation for our natural world. We will also endeavour to create an environment of comfort, safety and aesthetics.

## **Children**

We believe that each child comes to us with a different set of knowledge and experiences and we seek to build on the child's home experiences.

We provide an environment where children can develop socially, emotionally, intellectually and physically with respect for many diverse cultures and family background.

We create an enjoyable but challenging learning environment where children are encouraged to have fun, interact with children and take on roles to develop relationships with others through play.

We provide an educational program with opportunities for the children to explore in language, music and movement, science and art based on their strengths, interests and developing skills. We believe that each child has the right to develop a strong sense of trust and self-esteem, dignity as a human being and self respect. Care and respect for others is promoted.

Each child should have the opportunities and guidance to develop self-discipline and the confidence to make choices, take responsibility and achieve independence.

## **Families**

We work in partnerships with families and understand the importance of developing a strong relationship with open communication.

We will respect the rights and opinions of parents and the community and encourage parent participation and a broad interest in the community.

We involve and invite parents into every aspect of our curriculum. We embrace cultural diversity and backgrounds, beliefs, traditions, life experiences and knowledge. Families are encouraged to share their culture, language and experiences with Educators, staff and children.

## **Educators and staff**

We are committed to professional teamwork, and ongoing professional development to extend our skills and abilities. Educators engage in regular reflective practices to gain further understanding of their role and knowledge. All staff value and respect one another and the contributions they make to create a cohesive team.

We recognise our responsibility in ensuring and maintaining current workplace policies and procedures

## **Community**

We believe the community participation is a contributing factor of our learning, being, belonging and becoming.

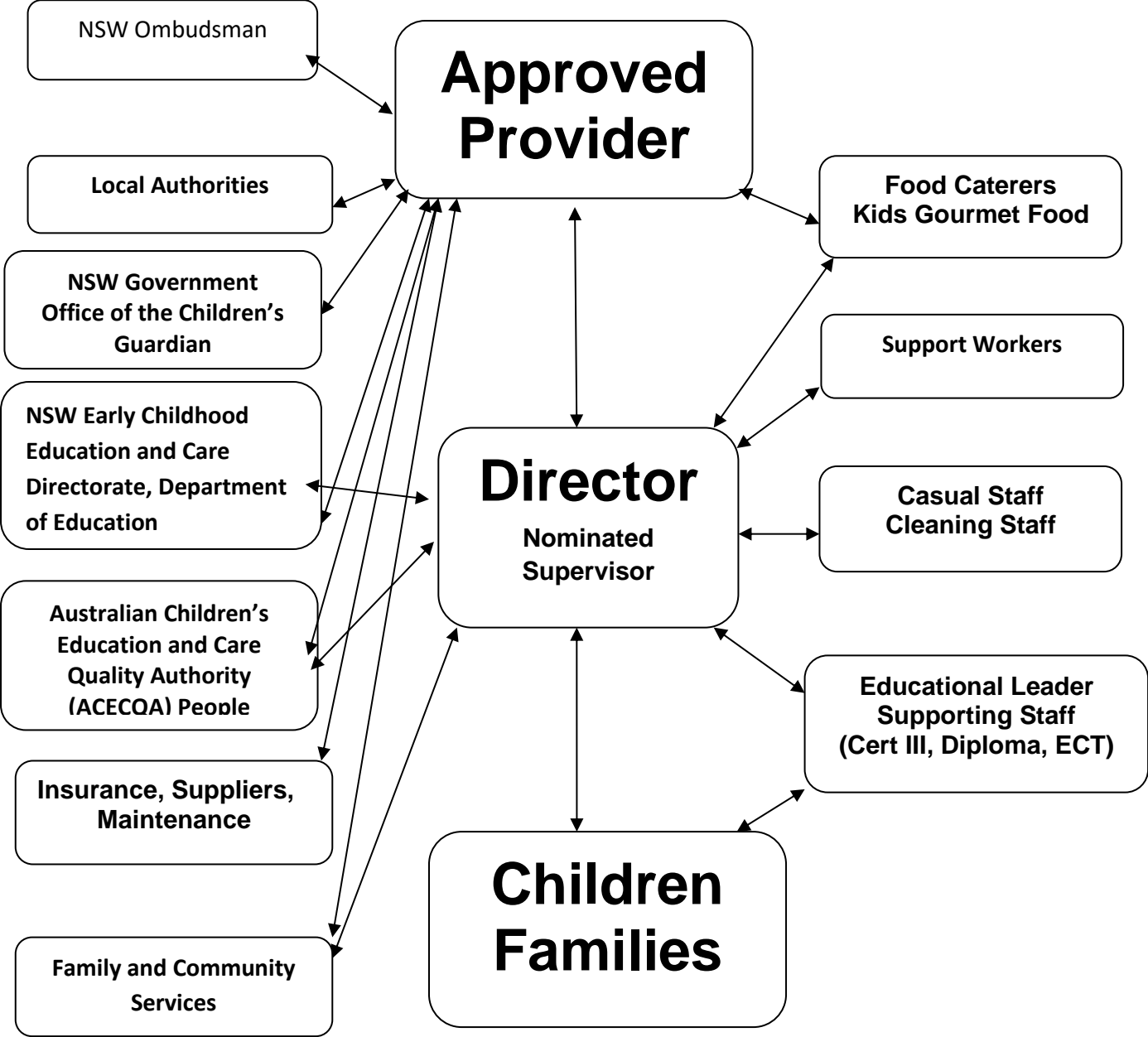
We believe it is important to involve the community in our program and the experiences we provide of the children

*Reviewed: July 2020*

*Petersham Early Childhood Education Centre's philosophy and policies have been formulated by the parents, staff, management and relevant resources.*

*The aim of this booklet is to ensure the smooth running of our centre in all its functions and to provide quality care for all children attending the centre. When reading this booklet, we ask that you remember that policies need to be evaluated and changed accordingly over time. If you feel that any of the policies need to be re evaluated please speak to the Director.*

# Petersham Early Childhood Education Centre Management System



## Our Commitment to you

Petersham Early Childhood Education Centre provides an inclusive, just and high quality education, care and recreation with a family centered focus that respects and values the many strengths of our children and families.

Our service builds and sustains a strong sense of belonging and connecting between families, their community and cultural identity. We actively engage children in discovering the joys and wonder of learning about the world we live in.

Educators work as collaborators with children to foster their learning, recreation and development, establishing environments that build on the desire to investigate and explore our worlds.

## Our Commitment to Aboriginal Australians

We at Petersham ECEC acknowledge the prior ownership of this area by Cadigal Wangal people who were dispossessed by European invasion more than two hundred years ago.

We celebrate the survival of Aboriginal people and their culture following the devastating impact of European invasion and support their right to determine their own future. We also recognise the right of Aboriginal people to live according to their values and culture.

We actively support Aboriginal and non- Aboriginal people to work to overcome their differences and continue to go forward together.

## Child Protection

Petersham Early Childhood Education Centre strongly supports the rights of children and young people to be safe from risk of harm and abuse.

Petersham ECEC staff work in accordance with child protection legislation. Educators working with young people are mandatory notifiers, and as such are legally required to notify Community Services of any concerns they may have for a child's safety and protection from risk of harm.

A full copy of our Child Protection Policy is available at the entrance of our centre by the sign in and out bench.

# Our Approach to Early Childhood Education

Petersham ECEC has been a privately run service since the early 1980's. November of 2004 new management purchased 'Petersham Child Care Centre' of which many changes were made. The changes included the everyday running of the centre, resources, appearance of the interior of the building still keeping the buildings vintage Victorian charm and the Business name now being Petersham Early Childhood Education Centre.

The foundations created in the early years of a child's life pave the way for future learning and development.

Petersham Early Childhood Education Centre base their planning and programming on the Early Years Learning Framework (EYLF) which is a national curriculum framework launched in 2009 that provides direction and influences program development in all early childhood services.

The principles of Belonging Being and Becoming as outlined in the Early Years Framework provide a guiding framework for the educators at Petersham ECEC, so that they work within a reflective and supportive teaching curriculum that scaffolds children's learning. Our play based learning environment and curriculum help children build skills for life.

## Partnerships with Family

Our educators and management team work in partnership with families and feel that communication plays a vital role in ensuring children are happy and comfortable in their environment

Families are encouraged to participate in the programs, provide written and verbal feedback, attend family meetings, provide input to policy reviews and provide input to educators about their child's learning and development. Families are also welcome to visit or telephone Petersham ECEC at any time.

Forms of communication:

- Daily communication (written/verbal), describing special happenings during the child's day, food intake, sleeping patterns, general behaviour, weekend activities children were involved in. (Communication diary also available near sign in sheets)
- The centre staff will keep various written reports regarding nappy changes, sleep times, food intake etc. This will ensure that any staff member can advise parents of their child's day. This is also available for parents to view.
- Changes in the child's physical or emotional state are communicated to their parents on child's departure or by telephone if urgent or of concern.
- Meetings (casual or formal) are held to discuss children's progress, strengths, emerging skills and accomplishments. Meetings can also be requested by families if in need to express any concerns that may have arisen at home or at the centre.
- Story Park online app is another form of communicating by sharing our program and the wonder things the children do during the day.

## Waiting List

Waiting list applications must be received on the Centre's standard form and will be entered into the waiting list on payment of the \$20 non-refundable waiting list fee. This fee is payable per family not per child.

To ensure currency of the list it is the families' responsibility to notify the Centre of any changes in family details. For example address, phone numbers, change of days needed for care, birth date of a child etc. These are also necessary for contacting the applicant.

As vacancies arise, they shall be offered to the next most senior application, as measured by the date and the fee that has been paid, which suits the Centre's balance across the ages, groups and our priority of access guidelines. Applicants should be given the opportunity to consider a vacancy even if it does not accord precisely with their request.

## Enrolment and Orientation

On acceptance of a child care place, you will be contacted by the Centre Director to arrange an interview process. You will be given all formal enrolment forms to be filled in and a suitable time will be set for you to visit with your child for an orientation process prior to your child's first day of attendance.

Upon acceptance the family must pay a non refundable enrolment fee of \$80.00 and a Bond deposit. The Bond deposit is \$400 upon enrolment. This fee is not refunded in the event of the position not being taken up. Upon enrolment, the bond deposit will be held until the child leaves the Centre and is refundable as long as four weeks notice is given in writing when leaving Petersham Early Childhood Education Centre

### **LEAVING THE CENTRE**

Parents/Guardians must provide two weeks' notice in writing, if they no longer require our care for their child. Bond Deposit will be forfeited if sufficient notice (four weeks) is NOT provided when leaving the Centre.

Parents are encouraged to provide feedback, regarding their time at the centre

### **ATTENDANCE PATTERNS**

Option 1 – Monday, Tuesday

Option 2 – Thursday, Friday

Option 3 – Monday, Tuesday, Wednesday

Option 4 – Monday, Tuesday, Thursday, Friday

Option 5 – Wednesday, Thursday, Friday

Option 6 - Monday, Tuesday, Wednesday, Thursday, Friday

Petersham ECEC provides care within a 2, 3, 4 and 5 day attendance patterns. If you require a change of attendance to either increase or reduce your child's day, you will need

to outline this in writing and allow for two weeks before the change of days can be made. (If you are in need of an increase to days you will be put on an internal wait list if the days required are not available).

## **SETTLING CHILDREN INTO CARE**

At Petersham ECEC we aim to make the process of attending a new learning environment and separation as comfortable and enjoyable as possible for both children and parents. Two days will be arranged with the parent/Guardian for their child to have their orientation days. The orientation days are two suitable days for the child to attend our early childhood environment from 9am to 11am before their enrolled starting date. This is to reassure young children that their parents will return to collect them and is designed to help the child familiarise themselves with the environment, teachers, routine, programs and other children. The children may participate in centre activities if they desire and individual's preferences will be respected. Families are encouraged to talk to educators about their child's strengths, interests, personal requirements and how the centre can support them during their transition into care.

## **RESIDENCY AND COURT ORDERS**

In cases where a residency order has been made by a court order one or other parent/guardian and restricted access or no access has been specified, a copy of the court order must be given to the service Director.

If a court order prohibiting access has not been supplied, the service cannot comply.

## **LABELS**

All bags, clothes, bottles and other items must be labelled with your child's name. Labelling your child's belongings means they can be placed back in their lockers/bags. Many children wear similar items of clothing so it is easy for clothing to be misplaced. Check the lost property box on a regular basis.

## **THINGS TO REMEMBER EACH DAY**

Please remember for the safety of all children using the service we do not allow peanuts or peanut products.

- Sign your child in and out.
- We recommend you wash your own and your child's hands on arrival and before leaving for the day.
- Let a permanent educator know if someone different is collecting your child that day and fill in the allocated 'alternative pick-up form'
- Check your parent communication pockets.
- Provide a labelled change of clothes in your child's bag in case of accident or change in weather.
- When children are being toilet trained they will need manageable clothing and an additional supply of fresh clothes in their bag in case of accidents.
- A hat will be provided at the centre but if you wish to bring your own please ensure that it is a labelled hat with a back flap or large brim everyday of the year.
- Bring a sleep toy/comforter if needed.
- Apply sunscreen to your child each day on arrival. Sunscreen is available at the sign in Bench.



- Encouraged to dress children in clothing that is appropriate for play and for the weather (Not 'best' clothing, Non-restrictive, Clothing that allows children who are developing their self-help skills to remove with ease, protects children from UV rays E.g. long sleeves, covers shoulders)

## Fees and Child Care Subsidy

### **PAYMENT OF FEES**

Regular payment of fees is essential to permit the smooth running of the Centre. Fees are to be paid via Direct Debit. Parents/Guardian are required to pay childcare fees and any other fees and charges payable by direct bank debit or credit card on a fortnightly basis to Petersham ECEC. A direct debit form will be given to you on enrolment of your child. The direct debit form will need to be filled in and submitted before your child's first orientation day.

Upon enrolment two weeks fees need to be paid on your child's first starting date, then paid continuously on a fortnightly basis. Parents must ensure that fees are paid **2 weeks IN ADVANCE** at all times. Families preferring to pay in advance for longer periods can make arrangements with the Director.

### **ABSENCES AND HOLIDAYS**

Fees are still payable for absences including public holidays and days your child is absent due to sickness and holidays.

### **CHILDREN LEAVING TO ATTEND SCHOOL**

Each September/ October families will be asked to give a tentative leaving date. Two weeks prior to the centre closing for the year all leaving dates will be formalised and signed by both the Director and the parent/carer. Fees will be charged and payable up to the formalised leaving date.

### **OVERDUE FEES**

#### First step – Reminder

If payment is not received and fees are one week in arrears, a statement will be given instructing that payment must be received. Petersham ECEC will record details of statements given.

#### Second step – Withdrawal of Child Care placement

If arrears of fees cannot be met, you will be asked to remove your child from the Centre and procedures for recovering the debt will be commenced in the Small Claims Court. Families experiencing difficulties in the payment of fees should discuss this with the Director.

## **CHILD CARE SUBSIDY (CCS)**

Child care subsidy is a payment made by the federal Government to the child care centre to assist with the costs of child care. It is paid as a weekly fee reduction. Our service will know the correct rate to charge after the first week of attendance. The CCS you are entitled to will be adjusted on your account and the statements you will receive each month will reflect this.

It is the responsibility of the family to contact Centrelink if financial circumstances change or they are unaware of why there has been a change to their CCS.

To receive CCB and Child Care Rebate you must supply;

- Child's birth date.
- Customer Reference Number (CRN) for child.
- Customer Reference Number (CRN) for parent claiming CCB.
- Date of Birth for parents/guardians.

Parents must contact the Family Assistance Office (FAO) on 13 61 50 to register and claim for CCS prior to commencing at the service.

## **JET FUNDING**

Families eligible for JET funding must provide a current copy of their JET approval letter

Please note that any decision about payment of CCS and JET is made by the Federal Government. Petersham ECEC has no involvement in this process or decision  
For further information, contact the FAO on 13 61 50.

## **ABSENCES**

CCB is payable for 42 absences per child each financial year. Parents may need to pay full fees for absences exceeding 42 days. If your child is absent from the Centre for the day, please notify the Centre in the morning or as soon as possible.

A child is not considered to have commenced care until the first day the child attends the service and receives care. Once the commencement date has been confirmed by the centre, all absences from this date until the child commences will be charged at full fees as outlined in the CCB funding guidelines. Allowable absences cannot be claimed for these days and CCB may not be paid.

A child is considered to have ceased care after the last day the child actually attended the service. Families are required to give 2 weeks written notice to terminate their enrolment. Absences recorded from the last time the child was in care to the date of termination given, will be charged at the full fee rate as outlined in the CCB funding guidelines and allowable absences cannot be claimed.

## **PARENTS RESPONSIBILITIES**

The parent should:

- Lodge appropriate paperwork with the FAO prior to agreed enrolment date.
- Sign their children in and out every day as a record of attendance. If there is no record of attendance your child will be recorded as absent.

- Notify the FAO of any changes to their circumstances, as listed on the back of the Assessment Notice sent to families. Parents can do this by phoning 13 61 50. It is important that parents notify the FAO of any changes to their income estimate.

For current information and fact sheets regarding CCB and CCR:

- [www.deewr.gov.au/EarlyChildhood/Resources/Pages/CCfacsheetkit.aspx](http://www.deewr.gov.au/EarlyChildhood/Resources/Pages/CCfacsheetkit.aspx)
- [www.mychild.gov.au](http://www.mychild.gov.au)
- Call FAO on 13 61 50 between 8am and 8pm Monday to Friday. Call 13 12 02 for information in languages other than English.

## Late Collection of Children

Petersham ECEC closes at 6.30pm. Parents must be at the centre by 6.25pm and have vacated the centre by 6.30pm. If a parent is going to be later than 6:25pm picking up their child or children it is required that they contact the centre.

The following policy applies for any child or children that leave the centre after 6.30pm.

- A late fee will be charged at a rate of **\$2 for every minute per child, past 6.00pm (not per family)**. The front door will be locked at 6.00pm, for security reasons. Please ring the doorbell if the door is locked.
- An educator is to contact the parent or nominated contact person. If the parent cannot be contacted the emergency contact person will be asked to collect the child.
- The parent is to be sent a letter of warning on the first occurrence along with the 'late collection of children' procedure.
- On the fifth occasion within a calendar year, the child placed will be reviewed with the view to terminating the placement. Parents are informed of the opening and closing times of the centre upon enrolment and by enrolling their child have agreed to comply.
- Collection time and details are recorded on the Late Collection Form and retained on file.
- Children left at the centre past 7:00pm: If no one is found to collect the child, Community Services must be contacted on 13 21 11 – this is the professional 24hr phone line. Community Services will provide instruction.
- If instructed, a notice will be displayed on the front door, asking the Parent/Guardian to contact the local police station (Marrickville Police Station) Parent/Guardian's address and phone number will be supplied to find out the home of where the child is being cared for. The enrolment form is to accompany the child at all times.
- Parents will be charged for any taxi fare to take the child to the Police Station and any subsequent fare from the Police Station to the staff member's home.

## Arrival and Departure of Children

- Children cannot be dropped off before the centres opening time.
- Children remain the responsibility of their parents or designated nominee, until they are accepted into care by an educator from Petersham ECEC. This will be done in accordance with the legal requirements such as signing in.

- Parents should either leave their child with a staff member or make sure that a staff member is well aware that their child has arrived at the Centre. On departure some form of farewell is to be made between the educator, the child and departing adult.
- On departure children are only to be released into the care of an authorised adult who must be recognised by a permanent educator or have photo ID (Passport/Driver's License/18+ card).
- The person to collect the child must be over 18 years of age.
- A responsible adult must sign children IN and OUT of the Centre each day, together with arrival and departure times.
- Parents must complete an 'alternative collection' form if a person is collecting their child and is not on the enrolment form.
- If someone other than the parents or authorised person arrives to collect the child, and the Centre has not been informed, a staff member will immediately contact a parent for the authorisation. Consent must be witnessed by two staff members. Until authorisation by the parents is provided, the child will remain in the Centre.
- The Centre should have copies of any custody orders or restraints.

## Supporting Considerate Behaviour

Each child comes to our Service with diverse aspirations, backgrounds and cultures. Only by learning the aspirations of each family can we provide clear but flexible limits in guiding individual child's behaviour. Learning considerate behaviour is a lifelong learning experience and should be acknowledged when working with young children.

Behaviour guidance is offering a clear set of limits defining conduct and behaviour that is explained to the child and understood by adults. Guidance helps the child to learn to direct his or her own behaviour so that it is eventually based on self control, and the understanding and appreciation of other people's needs, rights and feelings. It is based on assisting children to focus their thoughts and feelings in a caring manner, and giving these thoughts and feelings a vocabulary.

Guidance is positive when;

- It is consistent in its search for positive outcomes.
- It is based on the child and educator using self control, and consequences and responsibilities are discussed.
- It supports and enhances self esteem, and encourages the child to feel capable and competent.
- It takes into account the child's individual developmental understandings and abilities, recognising that needs and behaviours change as the child grows.
- It acknowledges caring, co operative, desirable behaviour.
- It is expressed positively E.g. "Walk inside" rather than "don't run inside", and it shows what to do, instead of what not to do.
- It gives simple explanations and offers alternatives so that a child can make suitable judgments/choices.
- It leads to the child gaining self-discipline, recognising that this is a long process.

If required other support agencies can give guidance. Decisions to use external agencies are made in conjunction with the child's family.

## General guidelines for supporting considerate behaviour

- Acknowledge and accept children's feelings including anger, sadness, frustration or jealousy and even if the reaction seems out of proportion with the cause.
- Children are offered the opportunity to talk about their feelings. It can be explained to the child that his/her feelings are not bad.
- Provide a balance of quiet and vigorous activities to give children choices of those available. Comfort all children who appear hurt by an episode of conflict.
- Divert the child who has caused concern through his/her behaviour.
- When children indicate that they need respite from the larger group, the child should be provided with a quiet and comfortable area e.g. with comfortable cushions, seating and books, or containing another quiet activity, that gives him/her the time to compose his/ her feelings.
- Educators must ensure that this area is not too far from other activities.

## Excursion Policy

The children may be taken on excursions and we will notify you in advance to request your permission.

When enrolling your child you will be asked to sign a general informal excursions permission. This is for walking excursions out of the Centre that do not involve crossing major roads (mainly to Brighton St Park). A notice will be posted by the sign-in book to inform you if any such excursion is planned for that day.

For walking excursions of this type we are required to have a minimum adult to child ratio of - one adult for each 2 children who are under 3 years of age, and - one adult for each 5 children who are 3 or more years of age.

Your consent and signature is required when children go on major excursions which involve crossing major roads, bus or car transportation. These excursions will usually involve additional costs.

If such an excursion is planned the excursion forms will be found in your room alongside the sign in and out sheet. It is your responsibility to read these to see where, when and how the excursion is planned. Risk assessments will be filled out by participating staff.

If you do not give your permission your child will stay at the Centre.

For a major excursion of this type the minimum adult to child ratio required of persons participating in the excursion is - one adult for each 2 children who are under 3 years of age, and - one adult for each 4 children who are 3 or more years of age.

Parents are encouraged to participate in excursions and their assistance is necessary if we are to meet the child/adult ratios required. We greatly appreciate this kind of support.

## Prescribed Medication

Petersham ECEC will only administer **PRESCRIBED MEDICATION** by a medical practitioner and with the condition that the medication is in its original container, it must be current, and must be made out to the child who's taking the medication (Child's name written

on the bottle, not that of a sibling or parent). Parents/Guardians must also fully complete and sign the medication authorisation form.

**Over the counter preparations such as decongestants and cough syrups will not be administered unless specifically prescribed by a Medical Practitioner.** A letter must be provided by a doctor stating the date, dosage, name of medication, name of child and the length of time the medication is to be given.

The same policy applies for homeopathic remedies, herbal remedies and other non-conventional medicines. They must be specifically prescribed by a registered medical practitioner, with written authorisation.

The child's name, type of medication, dosage required and time of administration are to be entered by the parent on the relevant Medication Form each day the treatment is required. The staff member administering the drug is also to sign the Medication Form followed by a witness signature after he/she has administered the medication. Authorisation must be given to a staff member and if the medication form is not signed the medication will not be administered.

If a parent wishes to provide a nappy rash cream this is fine. In cases of extreme nappy rash staff may advise parents to seek medical advice.

## Health Procedures

If a child shows signs or symptoms of being unwell, the following action will be taken:

### When a child has a high temperature (38 degrees C or over)

- Record temperature and time on illness form.
- Remove excess clothing and lay the child down in a cool place. Cool the child down and to prevent dehydration encourage the child to drink cool water often.
- Contact parent/authorised person to collect the child and verify collection time
- Panadol will be given to the child unless requested otherwise.
- Monitor child's condition by re checking temperature.
- An educator is to supervise the child until Parent/Guardian person arrives. Ensure the child is well hydrated.

### When a child has diarrhoea

- After a loose bowl motion complete the illness form.
- Monitor the child and after two or more loose bowl motions, parent/authorised person will be asked to collect the child.
- The child will be kept separate from the other children and an educator will supervise the child.
- Once all diarrhoea has ceased for a minimum of 24 hours after the last incident the child can return to the service.

### When a child is vomiting

- If the child appears unwell and has one case of vomiting, contact the parent and ask them to collect the child.
- Use the illness form to record child's symptoms
- The child should be separated from the other children and an educator should supervise the child.
- The child can return to the service only once all vomiting has ceased or at a minimum of 24hrs after the last case of vomiting was noticed.

## **EXCLUSION DUE TO ILLNESS**

Children and/or educators with infectious diseases must be excluded for the period recommended by the NSW Department of Health.

Under the public Health (Amendment) Act, the certified supervisor/Director will contact the Public Health Unit:

1. When any cases of the following occurs in the service- diphtheria, measles, mumps, poliomyelitis, rubella, whooping cough, tetanus and Hib.
2. Any single case of meningitis.
3. Food borne illness in two or more persons.
4. Gastroenteritis, chicken pox, cold sores, conjunctivitis, or influenza in three or more persons.

A medical certificate is required for any child or adult having diphtheria, hepatitis A, polio, pertussis, tuberculosis, typhoid or paratyphoid before re-entry to the centre.

All families will be notified by placing a notice on the front door when other children have been confirmed with infectious disease whilst remaining confidential about the child's name and details.

Where serious infectious or major outbreaks occur, the Director/certified supervisor will seek the advice of the Public Health Unit and issue families with a letter advising them of prevention and action to be taken.

## **ACCIDENT, INJURY AND INCIDENT REPORTS**

Petersham ECEC keeps records of accidents/injuries to a child whilst at the service. The report will show the child name, age, date and time of occurrence, action taken and the nature of the injury. A copy will be provided to parents on arrival and a copy archived as per State Government requirements. If there are any serious injuries requiring medical attention community services will need to be notified.

## **IMMUNISATION**

Health professionals strongly urge the vaccination of all individuals to protect themselves and the wider community from serious and sometimes fatal preventable diseases.

In a children's service setting, children are exposed to larger number of germs than in the home setting. Similarly, educators are a greater risk to some infections than other occupational groups. Under the Public Health (amendment) Act 1992, parents of all children

enrolling in children services are required to provide documented evidence of their child's immunisation status.

#### Responsibilities of the Family

- Provide Petersham ECEC with relevant documentation regarding the child's immunisation status upon enrolment.
- Ensure that their child's immunisation status is up to date.
- Notify Petersham ECEC as soon as possible whenever their child has a confirmed vaccine preventable disease.
- Accept the NSW Department of health exclusion periods for children with communicable diseases.
- Ensure that the child is collected promptly from Petersham ECEC should they exhibit signs or symptoms of a communicable disease.
- On enrolment. Health plans must be completed in full for known health issues including asthma, epilepsy, anaphylaxis and any other medical conditions.

## Parent Grievance Policy – Complaints, feedback and contact details

Feedback from the parents who use our service is vitally important. When parents tell us of a problem they are experiencing they are giving us the opportunity to correct it and to improve our service. For these reasons we welcome complaints and encourage parents to communicate them. A procedure for providing this feedback has been developed to ensure effective and professional handling of this feedback.

Should you wish to provide feedback we require that the following process be adhered:

- If you have a complaint/concern please discuss it with the Centre educator.
- If the matter is not resolved please discuss it with the Centre Director.
- If you feel the matter has not been resolved with the Centre Director you may wish to organise a meeting with the Approved Provider/Management.

The appropriate person will keep you aware of our progress at all stages. At all stages during the resolution process, the staff's dealings with your child will be caring and professional.

- If your concern still remains unresolved, contact NSW Ombudsman or Community Services.

### **Community Services**

Ph: 132 111 TTY 1800 212 936

To notify concern with license standards and/or child at risk of harm.

### **NSW Ombudsman**

Ph: 02 9286 1000

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

To notify concern with provision of service.