

Parents Handbook and Welcome Pack

Townsville South State School Outside School Care

Sponsor / Licensee

TSSS ASC is sponsored and licensed by Townsville South State School P&C. Parent participation is encouraged and appreciated throughout all aspects of TSSS OSHC. Townsville South State School P&C hold regular meetings.

Please keep this booklet in a safe, accessible place at home

TSSS OSHC Important Details**TSSS OSHC Co-Ordinator:** Angela Stewart**Educational Leader – OSHC:** Angela Stewart**Hours of Operation**

Before School Care	6:00am- 9:00am
After School Care:	2:30pm – 6:00pm
Vacation Care:	6:00am – 6:00pm
Pupil Free Days:	6:00am – 6:00pm
Public Holidays:	Closed

Fees

As current

Before and After School Care (Permanent Booking):	\$22.50 (pre-CCS)
Before and After School Care (Casual Booking):	\$25.00 (pre-CCS)
Vacation Care:	\$55.00 - \$65.00 (pre-CCS)
Pupil Free Days:	\$55.00- \$65.00 (pre-CCS)
Non Notification Fee:	\$10.00 (pre-CCS)

Contact Details

Phone:	0474 090 330
Email:	tsss.oshc@gmail.com
Service Approval Number:	SE-00001171
Provider Approval Number:	PR-00000229
ABN:	64 980 576 652
Mailing/Building Address:	78 Tully Street, South Townsville, Townsville, QLD, 4810

TSSS OSHC Philosophy Statement and Service Goals

The Townsville South State School Outside School Care Service believes that all children should have their physical, emotional and social needs met in a safe, caring and supportive environment. The best interests of the child are the paramount concern of our service. We provide care that protects our children from harm whilst respecting their dignity, individual needs and privacy.

We strive to provide positive experiences through quality programming to all children in our care regardless of background, beliefs or physical & mental abilities, recognising that school age care provides opportunities for the development of life skills and age appropriate experiences. We aim to provide a program that enables the children to participate in planned as well as self-chosen activities and allows the children the ability to unwind after a day at school. It is recognized that play is an important component of middle childhood development. Family involvement is vital to our service through committees and general support.

We have a number of goals on which our service is based. They are:

- For each individual child to develop an understanding of themselves and others;
- For each child to develop emotionally, socially, physically, culturally and cognitively;
- For each child to grow in independence, confidence and responsibilities;
- For children to participate in independent learning through self-selected activities, enabling them to develop skills and knowledge appropriate to their developmental age and stage;
- For each child to feel as though they are participating in, and part of, a team, which is Townsville South Outside School Care;
- For each child to develop an active and positive approach to life, encouraging them to reach achievable goals in a safe and secure environment;
- For staff, children and families to develop a relationship based on trust and respect;
- To reflect a diverse multicultural perspective and show acceptance of all people as equal;
- To provide a program which responds to individual as well as group needs and interests;
- To provide an environment where families have the opportunity to contribute in the decisions and operations of the service;
- To regularly reflect on and re-evaluate all issues relevant to the operation of Townsville South Outside School Care, in open discussion with all stakeholders, in order to ensure a continuing standard of high quality care; and
- To provide opportunities for information, advice and support for families, fostering a sense of community and mutual support.

TSSS OSHC Staff

TSSS OSHC staff has profiles on the wall for parents and children to read for some background information on the educators. The Centre is licensed under the Child Care Act 2002 and complies with the Child Care Regulations 2003. The child to staff ratio is 15:1, ensuring there are always qualified staff members working to ensure the safety and wellbeing of the children. During excursions, we aim for 10:1 or less, depending on the activity.

Policies and Procedures

TSSS OSHC has an extensive Policy and Procedure manual, which reflects the Philosophy and Goals of our service. This manual is a large document, available at TSSS OSHC on request. This handbook provides excerpts of the policies that will affect your family during their time with us. Policies and Procedures are subject to change.

Privacy

All personal records are stored securely and kept confidential. All information is strictly limited to be used by the service as outlined in the TSSS OSHC Policies & Procedures Manual. You are able to access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the Coordinator about accessing these records. We are committed to protecting all personal, private, and confidential information collected from all stakeholders. This information is only ever used for the purposes it has been intended. All personal information received by TSSS OSHC from parents/guardians is considered private and confidential.

Enrolment and Orientation

Parents and guardians are required to complete an enrolment form **before** children attend TSSS OSHC. The Coordinator will go through the enrolment form details during the enrolment process of your child. This is a fantastic opportunity for you to discuss with us what will help make your child's time at TSSS OSHC enjoyable.

It is important to note that TSSS OSHC should be notified of any changes to personal details or of new adults collecting your child.

If your child has any special needs, the Coordinator will be happy to take part in any meeting with all relevant parties (e.g. Parents and Guardians; the Coordinator; Teachers; Case Workers, etc.) before the child commences care. Items discussed may be the level of support required for the child, training of staff, safety precautions, and resources that will ensure the best care for your child. This information will assist us in ensuring your child has the best time possible at after school care. Any information discussed or disclosed will be heard in the strictest confidence.

Attendance and Absences

It is the parents' responsibility to ensure staff are notified of any absences or additional care needs. TSSS OSHC has a mobile phone that is always switched on and is set up with a message bank service, as well as an email that is checked daily. If your child is not attending on a day that they are booked, you must give notice in the morning or afternoon on the day, otherwise an absent fee will be charged if casual booking.

Fees

Child Care Subsidy is available to all families who meet residency and immunisation guidelines. Statements are sent out every one to two weeks via email, **so please keep your email address up to date.** The statements can also be printed out upon request. Fees can be paid in the centre via our EFTPOS machine or via bank transfer. **We no longer accept cash or cheques.**

In order to receive care, we require that you pay one week upfront at the beginning of the term, and stay at least one week ahead. **If no payment has been made in 2 weeks or your bill increases to over \$100, cancellation of care may occur.** If you are having problems with paying your bill, please contact the Coordinator to work out a payment plan or other options. All fees must be cleared by the end of each term before vacation care or new term care can commence.

A debt collection agency will be used to recover any outstanding fees, at the expense of the account holder.

Late Collection of Children

We ask that children be collected by 6:00pm. Late collections can be upsetting for the children, and stressful for staff. If there is an emergency and you are unable to collect your child on time, please contact the centre immediately. A late fee of \$25 for the first 15 minutes, and \$1 per minute after that will be charged.

All contact persons will be notified starting from 6:00pm, and if the child is not collected by 6:30pm, the child will be placed in the care of the Police. All associated expenses will be at the parent's expense. More than one unexplained occurrence of collection your child late could result in cancellation of care.

Photos

Occasionally, we take photos of the children playing together and taking part in the day-to-day activities we provide here at TSSS OSHC. These photos may be used within the service on the walls, scrapbooks, etc. as part of our programming and evaluation process. The children take great pride in having their day-to-day lives documented like this. If photos are taken at any other time, or for use in any other project, parents will be consulted and written permission will be required. **If you do not want your children photographed for any reason, please indicate so on the enrolment form.**

Communicating with Families

To communicate to families, we use our notice board which gets updated when there is news to be sent out. If you wish to leave comments or questions about the service, please don't hesitate to contact us. We also communicate to parents through the roll. We will highlight the sign-out box if we need to talk to you about any important information.

Child Protection

TSSS OSHC regards its role in child protection with the utmost importance. This includes TSSS OSHC's moral and legal duties to care for children associated with the centre whilst not in the care of their parents or primary carers. All staff members have been made aware of the policy, Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy, found at the end of this booklet.

Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child must provide a current copy of the custodial papers. **Whilst every care will be taken to prevent a child being taken by an unauthorized person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken, the police and the custodial guardian will be called immediately.** If you have given Townsville South State School a copy of your custodial papers, please also provide us with a copy.

Evacuation and Lockdown

An evacuation and lock-down plan are situated on all exit doors. We ask that all parents, staff, and children familiarise themselves with the procedures. Fire, evacuation, and lock-down drills are practiced every term. Should you be present during a drill, please participate. Regular evacuation and lock-down procedures give the children an opportunity to become familiar with the procedures. All procedures can be found at the end of this booklet.

Cyclone or Other Extreme Weather

If the Townsville region is under threat by a cyclone, then all families will be contacted to collect their child. Children will be well supervised until families can arrange collection.

Medication

In the interests of health and wellbeing of the children, TSSS OSHC will only permit medication to be given to a child if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours. All medication will be kept by the Coordinator (or her/his nominee) and stored in a locked cupboard or similar storage receptacle.

Children who become ill at TSSS OSHC will be provided with a quiet area to rest while their parents/guardians are contacted. Parents/guardians are requested to advise TSSS OSHC (via Enrolment Forms) of their child's particular health needs, including medication. If a child has a severe reaction or other illness (eg, asthma/anaphylaxis), in which timing is vital, an action plan must be developed between TSSS OSHC, parents/guardians, and health professionals to ensure immediate action in the case of an incident. Please ensure TSSS OSHC is aware of all details. Medication, asthma, and anaphylaxis policies are included at the end of this booklet.

Sun Smart – No Hat, No Outdoor Play

TSSS OSHC encourages and promotes the need to protect children's skin and educate them about sun smart behaviour, thus reducing the risk of skin damage from exposure to the sun. We will provide environments that support Sun Safety practices and create an awareness of the need to reschedule outdoor activities to support Sun Safe practices. All children that are going outside to play must wear a hat, and wear sunscreen. If your child needs a specific brand or strength of sunscreen, please provide us with some.

It is recommended that hats protect the face, neck, and ears, and that children wear clothing that protects their shoulders. Staff will encourage children to avoid excessive sun exposure, and to apply to themselves suitable sunscreen (SPF 30+ OR 50+) before going outside. Staff will encourage the children to reapply their sunscreen every 2 hours.

Illness and Injury

TSSS OSHC actively strives to avoid injuries occurring at TSSS OSHC and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account in administering all procedures. In the case of a minor injury or illness, a staff member will attend to the incident and a report will be documented. Please sign to verify you have been advised of the incident. Qualified staff will administer basic First Aid only. An ambulance will be contacted if needed or if we are unable to contact a parent/guardian. The cost of any treatment if requires is the parent/guardian's responsibility. It is advisable for families to ensure all emergency contacts are updated on Enrolment Forms.

The wellbeing of all children who attend TSSS OSHC is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. Children with infectious diseases will need to be excluded from TSSS OSHC. This is for the safety and wellbeing of the other children and staff as well as your child. Re-inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies such as QLD Health.

Daily Routines

Routine plays an important role in successful school age care setting. It allows the Centre to operate effectively and efficiently and makes for a relaxed environment for staff, children, and parents. Routines provide consistency, prevent confusions, reduce staff workload, reduce behavioural problems, promote and ensure general hygiene practices are implemented.

Programs

A variety of activities are available for all children and they are encouraged to participate. Staff members observe the children and compile the program based on children's interests, strengths, and needs. Some of the activities could include: cooking, painting, clay work, crafts, music, outdoor activities, celebrations, of special days of interest, cross cultural experiences, or electronic games. Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities.

Behaviour Management

The attendance of children at TSSS OSHC is on the understanding that children display a reasonable standard of behaviour. The aim of TSSS OSHC is to provide an atmosphere where children have positive and active experiences during their care. TSSS OSHC aims to provide an environment that minimises the potential for frustration and/or conflict. TSSS OSHC believes that children require guidance as to what to do, instead of what **not** to do. Therefore, TSSS OSHC endeavours to manage behaviour

through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules; follow the rules; and understand the consequences of breaking those rules. Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities.

Unacceptable behaviour will be recorded on a Behaviour Incident Report Form, and parents will be asked to sign this form at the end of the day. **If you have papers to sign, your child's name will be highlighted in the sign-out book.** If unacceptable behaviour continues, parents/guardians will receive a written letter advising if disruptive behaviour persists, consultation may be necessary with parents/guardians, child and the Coordinator. If unacceptable behaviour still continues to be displayed **TSSS OSHC Management reserves the right to cancel a child's position temporarily or permanently if they continually fail to follow the rules, the directives of any staff members, or threatens and/or causes other persons injury.** A written letter will be received indicating the exclusion of your child from TSSS OSHC.

Clothing

Please ensure your child's clothes are sunsafe with closed in shoes and socks. During winter months, please provide your children with warm clothes as we do not have any spares. Also, please pack extra clothes if your child is prone to accidents, or if we have a wet day.

Personal Effects

TSSS OSHC understands that children enjoy bringing personal items from home to use at the centre. Parents should be aware of all items children bring to school, and ensure that they are all labelled. Whilst every care is exercised, TSSS OSHC assumes no responsibility for the damage or loss to an item belonging to any person. We will post a notice to all families if an item has gone missing. We prefer that children not bring toys from home, unless it is part of an activity and it labelled. There is a lost property box at the centre, so please check this regularly if your child has lost anything.

Helpful Hints for the Children

1. Listen to the instructions given by educators.
2. Join in with all the games and activities. You'll have a great time!
3. Stay within the boundaries when we are outside or on excursions
4. Ask a staff member to go to the toilet.
5. Play sensibly, share with the other children, and take care of the equipment.
6. If you need anything, tell one of the staff – they're here to help!
7. Look out for other children – Be kind to each other and play together.
8. Look after your own things – leave your toys and valuables at home.
9. On excursions, stay with the group at all times, and be on your best behaviour.
10. Most importantly – HAVE A FUN TIME

Management

Townsville South State School P&C Association can be contacted via phone call as per the numbers in this booklet, or through the Coordinator.

Contact Numbers

School	4726 4111	
TSSS OSHC	0428 065 544	tsss.oshc@gmail.com
Police	(07) 4772 5620	
Ambulance	13 74 68	
Fire Brigade	(07) 4771 2111	
Family Assistance Office	13 61 50	www.familyassist.gov.au
Department of Communications	1800 637 711	www.communities.qld.gov.au
Centacare	(07) 4772 9000	
Lifeline	13 11 14	
Queensland Poisons Information Centre	13 11 26	
NQ Inclusion Support	4727 9683	
Relationships Australia	1300 364 277	www.relationships.com.au
PPP Parenting Program	http://www10.triplep.net/	

Important Contacts

Following are important TSSS ASC policies for parents. If you wish to see other policies, or wish to discuss any questions or concerns in the policies, please see the Coordinator.

2.2 Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm Policy

Townsville South State School After School Care regards as of utmost importance its role in the protection of children in its care. This includes Townsville South State School After School Care's moral and legal duties to care for children associated with Townsville South State School After School Care whilst not in the care of their parents or other primary carers. Such a policy includes a statement of commitment to the safety and wellbeing of children whilst attending the OSHC service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Regulations 2000*
- *Family and Child Commission Act 2014*
- *Duty of Care*
- *NQS Area: 2.3; 4.2.1; 7.1.1, 7.1.2, 7.1.5; 7.3.2, 7.3.5.*
- *Policies: 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Support and Management, 2.8 – Anti-bullying, 2.9 – Inclusion and Anti-bias, 2.11 – Including Children with Special/Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 3.3 – Educators Practice, 4.9 – Children's Toileting.*

Procedures

Management, nominated supervisors and educators shall be committed to providing an environment that is safe and promotes the wellbeing of all children at all times through:

- Requiring that educators and management sign a code of conduct (see Policy Group 8 and 10).
- Ensuring Educator employment and training procedures are used so that Townsville South State School After School Care employs suitable people and conducts adequate orientation (see Policy Group 8).
- Ensuring Educators are directed that, when setting up for all activities, there is a safe physical environment as far as reasonably foreseeable.
- Children are actively supervised to ensure that they are protected from harm caused by: physical injury; or
- Harassment and other non-physical harm to the child, whether caused by other children, staff, parents of other children or any other person.
- Educators seek to ensure that they are not alone at Townsville South State School After School Care with a child, except in an emergency.
- Educators will supervise all areas available to children.
- Written parental permission will be obtained for children to be photographed at Townsville South State School After School Care. Photographs will be for service use only.

- Educators will instruct the children to inform them when going to the toilet and will ensure that the Children’s Toileting Policy (see Policy 4.9) is followed at all times.
- Educators, ancillary staff and volunteers are to comply with legal requirements to apply for, and hold, the appropriate child worker clearances under the Commission for Children and Young People Act, 2002

The Approved Provider (or in the case of an Approved Provider being a corporation, the executive officers) will comply with legal requirements to hold a current positive suitability notice under the *Commission for Children and Young People Act, 2000*. The Co-ordinator acts as, or has designated an appropriate person to act as, Quality Officer for Townsville South State School After School Care (see Policy 10.1 – Quality Compliance) and in this capacity:

- Is to keep a copy of the clearances and suitability notice referred to above; and
- Ensures that Townsville South State School After School Care and its staff are aware of all legislative requirements and changes relating to the protection of children, including under the Education and Care Services National Law Act 2011 and Regulations 2011, Commission for Children, Child Guardian and Young People Act 2000 and other relevant legislation.

Date of Development	Date Ratified	Date of Review
7/9/15		

4.6 Medication Policy

In the interests of health and wellbeing of the children, TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name and dose of medication required.

TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE recognises and acknowledges the skill and competence of children in working collaboratively with families to enable children to self-administer medications, with prior parent authority.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.1.1, 2.1.4; 2.3.3; 4.2.1; 6.1.1; 6.2.1; 6.3.2; 7.1.2; 7.3.1, 7.3.2; 7.3.3, 7.3.5.*
- *Policies: 4.1 - General Health and Safety, 4.10 – Anaphylaxis Management, 4.11 – Emergency Health and Medical Procedure Management, 4.15 – Asthma, 9.2 - Enrolment, 10.8 – Information Handling (Privacy and Confidentiality).*

Procedures

See procedures under Policy 4.1 – General Health and Safety, regarding obligations for parents to advise TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE of particular health needs, including medication, for their children.

Parents will be requested, through the Family Handbook (see Policy 9.3 – Communication with Families) and initial enrolment procedures (see Policy 9.2), to respect this Medication Policy and, wherever possible, to administer any prescribed medication to their child before or after attending TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE, rather than requesting TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE to do so, unless absolutely necessary.

Educators will only be permitted to administer medication to a child if it is:-

- in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- accompanied by a Medication Authority form completed by the parent/guardian.

All medication will be stored in a locked cupboard or similar storage receptacle. Storage should prevent unsupervised access and damage to medicines eg. some may require refrigeration.

All medication will be administered by the Co-ordinator (or an educator nominated by the Co-ordinator who is duly qualified in first aid) and witnessed by another educator. Administration of medication will be recorded in a medication administration register. The Co-ordinator and educator witness must fill out and sign the register with the parent signing acknowledgement at the end of the day.

All unused medication will be returned to the parent on collection of the child.

Individual illness management plans will be developed if necessary in conjunction with the Coordinator or a qualified first aid educator, parent/guardian, child and other health/educational professionals if required.

Children self-administering medication

In all instances of children self-administering medication, the relevant authority form will be completed by the parent/guardian, prior to the child administering the medication.

For children who require regular asthma medication, an Asthma Management Form will need to be completed by the parent/guardian to advise the Co-ordinator whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (ie at what intervals) and by whom all such treatment is to be administered.

For diabetes or other similar ongoing medications, parents will be required to advise the Co-ordinator in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (ie at what intervals) and by whom all such treatment is to be

administered.

****Please Note**** The Education and Care National Regulations 2011 (part 4.2, 90 (2)) states that *“The medical conditions policy of the education and care service must set out practices in relation to self-administration of medication by children over preschool age if TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE permits that self-administration.”*

Date of Development	Date Ratified	Date of Review
14/9/15		

7.2 Drills and Evacuations Policy

TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE acknowledges the need to ensure that educators and children are aware of, and understand, evacuation and other procedures in the case of an emergency. TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE therefore takes a proactive approach through the regular implementation of practice drills and evaluations.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 7.4 – Fire Safety Compliance, 8.10 – Employee Orientation and Induction.*

Procedures

Emergency evacuation procedures will be clearly displayed near the entrance of each room at TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE. Evacuation plans will be child friendly and displayed at child height.

Educators must ensure that all exits are kept clear and unlocked to enable a quick departure. This will be included on the daily safety checklists and will be marked each day if compliant. Any comments or issues relating to these preventative measures will be noted on the checklist and brought to the attention of the Co-ordinator.

Emergency evacuation and lockdown procedures will be carried out at least once a term for Before and After School Care and at the beginning of each Vacation Care program. This drill will occur on different days of the week so that all educators and children are familiar with the procedures.

Emergency telephone numbers will be clearly displayed within TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE.

For these emergency situations, educators will have access to a telephone outside of the room.

In an emergency situation, the educator who first discovers the emergency will sound the alarm bell.

The Co-ordinator, or in her/his absence the Health and Safety Representative will take charge of the situation and/or delegate others to:-

- Telephone the relevant emergency number;
- Check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
- Collect daily roster to account for all employees;
- Collect sign-in sheets and parent contact numbers;
- Collect first aid kit;
- Close all doors and windows (only if able) to help to contain the fire (if relevant);
- Once at the designated assembly area, check the roll to make sure that all children and staff are

accounted for.

Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

Bomb Threat

In the event of a bomb threat, the following information will be recorded by the person who answers the call, on the ‘bomb threat checklist’:

- Time and date of the call;
- the wording of the threat;
- Other specific details.

DO NOT hang up the phone, without alerting the caller indicate for another person to use a separate phone to call police to report the threat.

Implement an evacuation of the building according to TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CAREs’ emergency evacuation procedure.

When safe, complete an incident report on the situation, attach the bomb threat checklist and forward to Management.

Evaluation

An ‘evacuation drill evaluation form’ is to be completed by the Co-ordinator or Health and Safety Representative as soon as possible after the drill.

Issues identified through this evaluation will be discussed at the next team meeting and referred to management if necessary. Feedback should also be provided to the children.

Date of Development	Date Ratified	Date of Review
12/10/15		

9.5 Complaints Handling Policy

To ensure service provision is in keeping with these Policies and Procedures and other applicable requirements, TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE invites comments and complaints from children, parents/guardians, employees and the community. TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 4.2.1; 4.2.2, 4.2.3; 6.1.1, 6.1.3; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2; 7.3.*
- *Privacy Act 1988 and Regulations 2011*
- *Policies: 8.6 – Employee and Volunteer Grievance, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality)*

Procedures

The Co-ordinator shall be the first contact for all comments and/or complaints. However the complainant will have direct access to the Management Committee, and the Co-ordinator will permit and, if appropriate, encourage the complainant to do so, if:

- the complaint is about the conduct of the Coordinator;
- the complainant is not comfortable to take the complaint to the Co-ordinator;
- the complainant is not satisfied with the Co-ordinator's handling of the complaint;
- the complaint is about a matter of Management and Administration Policy.

For this purpose, parents and others will be kept informed of the current contact details of the chair of the Management Committee through the Family Handbook, newsletter or other appropriate form of communication, and otherwise will be available on request.

Using the Complaint Record Form, the Co-ordinator will record all details of the complaint, any relevant discussions, and if appropriate, the resolution of the complaint. Both the Co-ordinator and complainant should sign this form with a copy provided to the complainant on request.

The Co-ordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in presence of the children, other employees or parents, and heated discussions are to be avoided as far as possible.

Parents shall be expected to communicate appropriately with all staff whilst dropping off or collecting their children, or other children as permitted to and from TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE. Appropriate communication shall include, but not be limited to: appropriate language; calm tone; and considerate.

Parents shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or member of staff, they shall follow appropriate grievance procedures as outlined in the policy. Parents who consistently breach the conduct expected of them whilst engaging with TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE and/or (distance from service). The Police may be notified if Parent conduct within TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE is

threatening or violent.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record form is a confidential document. The document will not be accessible to any person, provided that the Co-ordinator will provide copies of relevant entries only to a complainant on request.

Any matters of complaint can be referred to TOWNSVILLE SOUTH STATE SCHOOL AFTER SCHOOL CARE Management Committee or the relevant Regulatory Body for further guidance and/or assistance.

Date of Development	Date Ratified	Date of Review
18/10/15		