

QT's Early Learning Centre



Parent Handbook

QT's Early Learning Centre

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PHILOSOPHY

'It takes a village to raise a child'

The basic meaning of this proverb is that child upbringing is a communal effort, and at **QT's** we live by this. The responsibility for raising a child is shared with the larger family, sometimes called the extended family, or as we call it here, our **QT's Family**. Everyone in the family participates here and at home. The wider community gets involved such as neighbours and friends, or visits from music, yoga & arts teachers, as well as our Indigenous community. At **QT's**, children are considered a blessing for the whole community.

Our **QT's Family** acknowledges parents, guardians or carers as having the primary responsibility for the upbringing, protection and development of their children. Our duty to support them in this role.

As dedicated Early Childhood Professionals, we believe that children are unique individuals who learn and develop skills through the process of exploration during play at their own pace. We value each experience and believe in the process, ahead of the product.

Our programs are based upon the principle *'that the whole child must be developed if they are to become well-adjusted to achieve their full potential'*. We provide the environment and experiences through a balance of structured play, exploration, learning and group participation that will enable your child to grow physically, emotionally, intellectually and socially.

Operational:

Hours of Operation

The Centre is open 6:30 am to 6:00pm – Monday to Friday, except for gazetted holidays. This Centre will be closed for the week of Christmas and New Year, (dates to be advised closer to the date).

Child Staff Ratio:

The Centre is licensed for 70 children.

The following minimum and maximum staff ratios for each group apply:

Ages of Rooms	Child Ratio	Max. No
Birth – 2 years	1:4	8
2 – 3 years	1:4	10
2 – 3 years	1:5	12
3 – 4 years	1:11	16
3 – 5 years	1:11	24

Fee Schedule:

Details	Age Group	Fee per day	Per week
Babies	Birth – 2 years	\$85.00	\$425
Toddler 1	2 – 3 years	\$85.00	\$425
Toddler 2	2 – 3 years	\$85.00	\$425
Pre-Kindy	3 – 4 years	\$85.00	\$425
Non-Kindy	3 – 5 years	\$85.00	\$425
Kindy	3 – 5 years	\$80.00	\$400

You may be entitled to Child Care Subsidy: This is a payment from the Australian Government that helps you with the cost of childcare. For further information on your eligibility for CCS please contact the Family Assistance Office:

Family Assistance Office @
220 Byrnes Street Mareeba QLD 4880
Postal Address: PO Box 341
Mareeba QLD 4880

OR

- ❖ access on-line services at: www.humanservices.gov.au
- ❖ call 13 61 50 between 8:00am and 8:00pm (local time) Monday to Friday

PRIORITY OF ACCESS

Objective:

QT's Early Learning Centre will follow the *Priority of Access Guidelines* at all times when enrolling children. Families are to make an enquiry for placement of their child / children at QT's Early Learning Centre to allow vacancies to be filled fairly and equitably. The waiting list application will reflect these Guidelines to ensure that care is provided to families using these priorities.

Explanation:

This policy has been developed to ensure QT's Early Learning Centre complies with the *Priority of Access Guidelines* set by *Family Assistance Law*. Failure to meet these Guidelines is a breach of the conditions of continued approval for receiving Child Care Benefit and State Government funding.

Implementation:

QT's Early Learning Centre will use the *Priority of Access Guidelines* to prioritise the waiting list and to allocate available Child Care positions to families.

- Staff will assist new families who make enquiries about care (whether by phone or in person) by answering questions and providing information in an open, friendly and honest way;
- Names and contact details will be placed on the QT's Early Learning Centre Waiting List;
- Families may need to supply proof of employment, enrolment in a course or registration for actively seeking work;
- When a vacancy exists within the Centre, the Nominated Supervisor will check the Enquiry folder and offer the vacancy to the family from the highest priority (one being high) who has been wait-listed for the longest period;
- The Centre will give priority to siblings of children already enrolled at the Centre, where the family priority is level one. This will assist the family unit with continuity and consistency of care;
- A Waiting List Fee will not be charged.

The *Priority of Access Guidelines* followed by Long Day Care and Outside School Hours Care services are set by *Family Assistance Law*. These are:

- **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.

Within these three priority categories, precedence should also be given to children in:

- Aboriginal and Torres Strait Islander families;
- Families which include a person with a disability;
- Families on lower incomes;
- Families from culturally and linguistically diverse backgrounds;
- Socially isolated families;
- Single parent families.

QT's Early Learning Centre endeavours to meet the needs of the children and families in our community while complying with the above Guidelines.

Evaluation:

All enrolments will strictly adhere to the *Priority of Access Guidelines* to ensure equity and consistency for the community.

***** A Child Care Centre may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:**

- **Are notified when your child first entered care that your Centre follows this Policy;**
- **Are given at least 14 days' notice of the need for your child to vacate.**

Account Statements

Account statements are issued each week and include charges for the coming week. These statements will include any payment activity from the previous week. If the detail provided on the statement is confusing, please discuss your statement with the Nominated Supervisor.

Parents / Guardians should check their statements carefully each week and refer any problems immediately to the Nominated Supervisor. Errors may be made due to computer or human error.

Fees In accordance with Regulation 172(2). Families of enrolled children will be notified at least 14 days before any fee increases.

Fees are payable for all BOOKED days of care, including days when your child is absent for illness or holidays and Public Holidays when the Centre is closed.

Fees are to be paid weekly and to be one week in advance at all times, failure to comply with this will result in the loss of your child's position. Fees are to be paid by 10:00am Friday. If you are having trouble meeting these requirements, please see the Nominated Supervisor.

All families will receive a weekly account for care hours booked. Excursions or any extra-curricular activities will be billed separately.

Family payments can be made using EFTPOS, credit card, cheque, cash, direct debit / credit or Centrepay is also an option.

If families pay in cash (least preferred option), the cash must be handed directly to a staff member and receipted at that time to verify acceptance of the payment. No responsibility will be accepted for cash that is left unattended.

Child Care Subsidy (CCS) payments that are due will be directly deposited into the Centre's nominated bank account and credited to your account.

If your child / children will be away from the Centre due to holiday leave you are required to complete the Holiday Notification form (QFQFP003.1) and hand to the Director / Nominated Supervisor at least two weeks prior to the absence. To be eligible for the 25% discount rate your account must be paid in full before going on holidays.

Leaving / Collection of Children

When a child remains uncollected at the Centre past closing time, the following steps will be followed by Centre staff:

- An attempt will be made to contact the Parents / Guardians at closing time;
- If a child is still remaining at the Centre 15 minutes after closing time and no contact with Parent(s) has been established, the child / children will be relocated to the local police station and the local Child Welfare Agency notified;
- A late fee of \$20 for every 10 minutes or part thereof will be charged. This fee is not eligible for Child Care Benefit.

ENROLMENT

Before any child is taken into care an orientation will be arranged between the Nominated Supervisor and the child's Parents / Guardians and Educators. At this orientation the Nominated Supervisor or Centre Administrator will explain Centre policies, fee structures, and the requirements relating to the payment of fees. Parents / Guardians will be given an information pack which will provide full details about our Centre. At this interview Parents will be given the opportunity to ask questions and discuss the type of care offered by the Centre.

The full completion of an enrolment form is a legal requirement before a child can be accepted into the Centre.

RECORD KEEPING AND PRIVACY

The Centre complies with the Australian Privacy Principles, which form part of the Privacy Act 1988, in that we only collect information that is necessary and explain why we need this information.

- ∇ The Centre will communicate with families to ensure that the information we have is complete, accurate and up-to-date;
- ∇ Protect family's personal information from unauthorised access, modification or disclosure;
- ∇ Maintain confidentiality;
- ∇ Access to children's records is limited to the Nominated Supervisor, Lead Educator, Assistant Educator, parent / guardian, administration staff (at the discretion of the Nominated Supervisor), Dept of Early Childhood Education Centre;
- ∇ Records remain the property of the Centre are not to be removed from the premises without permission of the Nominated Supervisor.

DEVELOPMENTAL RECORDS (Child Profiles)

The Centre is required to keep developmental records for individual children in care. It is the responsibility of the Nominated Supervisor, in consultation with all staff members, to decide the form that these records will take. These records will be the basis of programming for both the group and the individual child and will be updated regularly. Individual developmental records will be made available for parents to discuss with a staff member.

Developmental records will remain in the Centre for a period of three years after the child has left the service.

MEDICATION

Staff have a 'duty of care' and a 'lawful duty' to ensure that ONLY the correct medication is given as per instructions from the treating Doctor.

- The following conditions MUST be present in order for designated senior staff to administer medication / s requested by the family;
 - ✓ Administering medication to children at the request of their parents is a task that requires attention to detail, meticulous record keeping, team-work and common sense. It is a responsibility that must be taken seriously, due to the potential health risks, and litigation issues that may arise as a result of incorrect administration. In the interest of children's safety and well-being, the Centre will only administer medication if the medication is in its original container with the dispensing label attached listing the child as the prescribed person and the dosage to be given. This applies to all medications; regardless of whether they are non-prescribed (such as teething gels, nappy creams, cough medicines, etc) or prescribed (antibiotics, etc). Pharmacies can provide dispensing labels for non-prescribed medication.
- Parent / Guardian to fill in the Administration of Medication Record (QFMP003.1) each day, sign the sheet and **give the medication to a staff member** to be placed in a safe place, out of reach of children;

- If a nebuliser is to be used, a family member will instruct staff in its use;
- Medications belonging to other siblings, without correct chemist labels or out-of-date medications **WILL NOT** be given;
- If a child is known to have severe asthma attacks, epilepsy or severe allergic reactions, parents will be requested to supply an updated Action Plan from their General Practitioner. This form will be filed with the child's Enrolment Form and all Educators will be made aware of this. A Risk Assessment and Communication Plan will also be required and will be done in conjunction with the Nominated Supervisor and Parent / Guardians;
- Staff will take every care with administration of medication by checking the Medication Record (QFMP003.1). Two staff will check every medication and ensure the medication is given to the correct child. Both staff will sign the Medication Record.

PARACETAMOL ADMINISTRATION:

The Parent / Guardian must give prior permission for the administration of a single dose of Panadol. If the Parent is uncontactable and written consent is given on the Enrolment Form, then Panadol may also be administered. The child's temperature must be over 38 degrees Celsius. If there is no improvement in the condition, then the Parents will be asked to collect the child. Staff will document the times, temperatures, and conversations on the Temperature Form (QFMP003.2).

Children's exposure to infectious diseases will be minimised by:

- » Our Centre following all recommended Guidelines from relevant authorities regarding the prevention of infectious diseases;
- » Promotion of practices that reduce the transmission of infection;
- » The exclusion of sick children and staff;
- » Centre support for child immunisation; and
- » Implementation of effective hand washing procedures.

Ensuring the health and safety of children and staff and supporting children's on-going well-being, is a core focus of the delivery of an Education and Care Centre. Educators in Centres need to be aware of the likelihood of young children being exposed to an infectious illness whilst in care. Maintaining hygiene practices within our Centre and teaching young children about health and hygiene will assist in the prevention of infectious diseases. Providing families with timely and current information will further support this process.

- ▶ Ensure that all information regarding the prevention of infectious diseases is sourced from a recognised health authority, such as: *Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care* (5th Edition);
- ▶ Implement the recommendations from *Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care* (5th Edition), to prevent the spread of infectious diseases at the Centre;
- ▶ Ensure that children are reasonably protected from harm by working with the Nominated Supervisor and Educators on developing, implementing and reviewing policy that will guide health and safety procedures within the Centre;
- ▶ Collect, maintain, and store appropriately the required enrolment documents and enrolment information of children in the Centre;
- ▶ Develop an enrolment procedure (Enrolment Policy – QDEOP003) that captures all required information regarding the children's immunisation status, and any medical conditions;

- ▶ Provide relevant sourced materials to families about:
 - » The current QLD Immunisation Schedule for children;
 - » Exclusion guidelines for children that are not immunised or have not yet received all of their immunisations in the event of an infectious illness at the Centre, upon Induction at the Centre;
 - » Advice and information regarding any infectious diseases in general, and information regarding any specific infectious illnesses that are suspected / present in the Centre; and
 - » Providing information (Infectious Disease Notification – QFIDP003.3) on illnesses (as soon as practicable after the occurrence of an infectious disease).
- ▶ Provide information to families as soon as practicable of the occurrence of an infectious disease that describe the:
 - » Nature of illness;
 - » Incubation period; and
 - » Infectious and exclusion periods.

This information will be sourced from a reliable source such as, *Staying Healthy in Child Care – Preventing Infectious Diseases in Child Care* (5th Edition).

- ▶ Ensuring that an Illness / Infectious Diseases Log (QFIDP003.2) is completed as soon as practicable or no later than 24 hours of the illness occurring;
- ▶ Ensure that information is forwarded to all Educators so that they are aware of individual children’s circumstances;
- ▶ Maintaining confidentiality with regards to children’s individual medical circumstances, by putting procedures in place to safeguard children and family’s personal information;
- ▶ Devising a routine written process for updating children’s enrolment records with regards to immunisation, ensuring that this occurs as required, (ie. as children reach age milestones for immunisation), or at least twice a year;
- ▶ Advising staff of the recommended immunisations for people working with children as per *The Australian Immunisation Handbook – 10th Edition* (2013);
- ▶ Maintaining current records of staff immunisation status and ensuring Educators familiarity with written procedures for exclusion of Educators as well as children in the event of an infectious illness;
- ▶ Providing opportunities for Educators to source relevant up-to-date information on the prevention of infectious diseases, and maintaining health and hygiene from trusted sources;
- ▶ Ensuring opportunities for Educators and families to be involved in the review of policies and procedures regarding children’s health and safety; and
- ▶ Inform and implement the advice of the health department, or local health unit regarding Infectious Diseases as required.

Educators will:

- ▶ Monitor a child if they appear to be unwell, taking their temperature and making notes on their behaviour on a Temperature Form (QFMP003.1);
- ▶ Ensure that any children that are suspected of having an infectious illness are responded to and their health and emotional needs supported at all times;
- ▶ Implement appropriate health and safety procedures, when tending to ill children;
- ▶ Ensure that families are aware of the need to collect their children as soon as practicable to ensure the child’s comfort;
- ▶ Advise families that they will need to alert the Centre if their child is diagnosed with an Infectious Illness;
- ▶ Maintain their own immunisation status, and advise the Approved Provider / Nominated Supervisor or any updates to their immunisation status;

- ▶ Provide varied opportunities for children to engage in hygiene practices, including routine opportunities, and intentional practice;
- ▶ Take into consideration the grouping of children to reduce the risk of acquiring an infectious illness when planning the routines / program of the day;
- ▶ Implement the Centre’s health and hygiene policy including:
 - » Hand washing – washing and drying thoroughly, and remembering to include babies when hand washing; (*As per Hand Washing Policy – QDHWP003*)
 - » Routine and daily cleaning of the Centre; (*As per Infectious Disease Policy – QDIDP003*)
 - » Nappy changing procedures; (*As per Nappy Change and Toileting Policy – QDTNCP003*)
 - » Wearing gloves (particularly when in direct contact with bodily fluids); and
 - » Proper handling and preparation of food (*As per Nutrition and Food Safety Plan – QDFSP003*).
- ▶ Provide opportunities for staff, children and families to have access to health professionals by organising visits / guest speakers to attend the Centre to ensure that practices in place at the Centre are correct; and
- ▶ Maintain currency with regard to Health and Safety by attending appropriate professional development opportunities.

Families will:

- ▶ Advise the Centre of their child’s immunisation status, and provide written documentation of this for the Centre to copy and keep with the child’s enrolment records;
- ▶ Advise the Centre when their child’s immunisation / medical condition is updated and provide this information to the Centre to ensure that enrolment records are up-to-date; and
- ▶ Have the opportunity to provide input into the review and effectiveness of policies and procedures of the Centre via various methods.

IMMUNISATION

QT’s Early Learning Centre has an obligation under the Workplace Health and Safety Act 2011 to ensure workers and others are not exposed to risks to their health and safety arising from exposure to vaccine preventable diseases.

The incidence of many diseases has been greatly reduced and the general health within the community improved due to immunisation. Immunisation (*as per QT’s Immunisation Policy – QDQIP003*) gives the body a memory of the infection without the risk of the natural disease. Children and staff who are fully vaccinated are less likely to carry infectious diseases into the Centre.

Objective:

To provide information about immunisations to families and staff and encourage staff and children to follow the recommended immunisation schedule.

Explanation:

Immunisation helps to reduce the incidence of childhood infectious diseases now and in the future. Upon enrolment, the child’s original ‘Immunisation Record’ issued by the Australian Childhood Immunisation Register will be sighted and a copy obtained by an Educator to ensure that their immunisation is up to date.

Implementation:

Upon enrolment, all families will be required to provide a copy of their child’s immunisation details to the Centre’s management. Families can obtain a copy of their child’s immunisation records through Medicare or by calling the Australian Childhood Immunisation Register on 1800 653 809.

A child is unable to enroll into the Centre unless approved documentation has been provided that shows the child:

- **is fully vaccinated for their age; or**

Approved documentation of immunisation status includes:

1. An ACIR Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations; or
 2. A Medicare Immunisation History Form (IMMU13) on which the immunisation provider has certified that the child is on a recognised catch-up schedule; or
 3. A Medicare Immunisation Exemption – Medical Contraindication Form (IMMU11) which has been certified by an immunisation provider.
- Families will be required to bring in an updated copy of their child’s current immunisation record every 6 months. The Centre will distribute quarterly reminders to families, reminding them to keep their child’s immunisation status current;
 - If and when an outbreak of an immunise-able infectious disease occurs, all families will be made aware of the outbreak;
 - Any child who is not immunised will be excluded from the Centre if and when an outbreak of an immunise-able infectious disease occurs to protect that child and to prevent further spread of infection. In the instance of the child being immunised and the Immunisation record not provided to the Centre – the child would be viewed as not being immunised;
 - All staff members are encouraged to keep up-to-date with their immunisations. A list of available and recommended immunisations is displayed throughout the Centre;
 - Current information will be regularly provided to employees and families on vaccine-preventable diseases;
 - Staff members who fall pregnant are advised to visit their GP immediately and have a test for Cytomegalovirus (CMV) to check their immunity. Any pregnant staff member who is at a heightened risk will be required not to change nappies and double-glove when coming into contact with any body fluids, especially saliva;
 - Employees will:
 - Provide proof of current immunisation status;
 - Actively seek immunisation for all diseases currently on the vaccinations schedule if not already immunised or unsure of status;
 - Actively seek immunisation for all other recommended diseases, e.g. Hepatitis- A & C, HIB, annual Flu (influenza) Vaccination and Whooping Cough;
 - Maintain current immunisation status.
 - Families will be reminded of this policy on enrolment and throughout the year, a minimum of 4 times.

Evaluation:

Infection control is effectively managed at the Centre to ensure children remain healthy and transmission of infectious diseases are minimised.

INCIDENT, INJURY, ACCIDENT & ILLNESS:

- Staff will supervise children and redirect play that could cause harm to a child;
- Staff will remove any items / equipment that could cause harm and report any problems with equipment / fixtures / building immediately to the WH & S Representative or Nominated Supervisor who will record it on QT's Hazard Checklist.
- For a **MINOR injury** to a child, visitor or staff member, the following process will apply:
 - reassure child / person injured and apply general first aid;
 - ensure other children are being supervised (call for assistance if necessary);
 - notify the Nominated Supervisor as soon as possible after the event;
 - notify the family, either by phone during the day or at the end of the day;
 - complete an Incident, Injury, Accident & Illness Record (QFIITIR003.1) and have Parent / Guardian sign this report at the end of the day to verify that they have been notified;
 - The Nominated Supervisor or delegated Staff member is to enter all relevant information from the Incident, Injury, Accident & Illness Record (QFIITIR003.1) into the Incident, Injury, Accident & Illness Register (QFIITIR003.2).
- In the event of **Serious Injury or Death**, the following process is to be followed:
 - the staff member finding the child / adult will assess the area for danger and ensure safety of self and others;
 - when safe to do so, commence CPR if the child / adult is not breathing;
 - send for assistance – call ambulance;
 - if breathing, reassure and commence first aid;
 - all children are to be relocated away from area and supervised;
 - contact the Parent / Guardian / next of kin as soon as possible (information on the emergency card, personnel file or student / volunteer information);
 - calmly advise that there has been an accident involving (name of child / adult) and suggest that they come to the Centre or meet the ambulance at the local hospital;
 - in the event of a death, staff cannot give this information as only a medical officer can pronounce life extinct;
 - Send a staff member in ambulance if necessary;
 - Call extra relief staff to Centre to ensure correct child:staff ratios;
 - The Nominated Supervisor or person in charge of the Centre is to notify the General Manager and the Office for Early Childhood Education and Care on 4042 5305;
 - An inspector from the Division of Workplace Health and Safety is to be notified;
 - No Centre staff member is to give information to other families or media. The General Manager will consult with the Nominated Supervisor and a statement will be issued from the appropriate parties.
- Notification of Serious Incident (I01) is to be completed and then faxed to the Office for Early Childhood Education and Care. An original fully signed copy of the Notification of Serious Incident (I01) will then need to be sent to the Office for Early Childhood Education and Care:
 - An outcome on the events will be submitted in a timely fashion, and returned to the Office for Early Childhood and Care;
 - Staff directly involved will prepare a statement of events listing the actions taken. A copy will be filed with the Incident, Injury, Accident & Illness Record (QFIITIR003.1) in the child / adult file;
 - Support the family in all ways;
 - Provide Debriefing and Grief Counselling for staff (outside facilitator);
 - Monitor staff / child / family responses to the incident over a period of time.

SAFETY, EMERGENCY & EVACUATION PROCEDURES:

The Nominated Supervisor will ensure that emergency evacuation procedures (Emergency Evacuation Policy – QDEEP003 and Lockdown Policy – QDLP003) are practised at least bi-monthly for each of these and that each practice is reported on the appropriate record. Details of the evacuation plan are displayed prominently throughout the Centre.

NUT FREE SERVICE:

We are a 'Nut Free Service' and as such we do not allow any nuts or products containing nuts on the premises due to the risk of severe allergic reaction that some children can have. For further information please refer to our 'Nut Free Service' Policy (QDNFSP003).

PARENT INVOLVEMENT:

We operate an 'Open Door' Policy (QDODP003), where parents and families are welcomed into the Centre at any time. Parent participation sends strong and positive messages to your child that you support them and are part of the child-care environment. There are many levels of parent participation. We appreciate that time is of a premium for all parents, but we will be willing to accommodate any form of involvement you may desire.

The staff sincerely wish that you and your child be happy and feel welcomed at our Centre. We encourage a three-way relationship between parents, Educators and the child exists in this setting. Communication is a vital ingredient to the success of this partnership.

Parent involvement in the Centre can be accommodated to meet your availability and commitments in the following ways:

- Donating goods such as craft supplies, dress up clothes, games etc.;
- Assist in fund raising;
- Attend special activities and functions in the Centre;
- Volunteer time;
- Suggestions for programming. Any suggestions or ideas put forward by parents will be valued and considered. These can be put forward either verbally, or in written form via the fees box, communication books or suggestion boxes;
- Feedback of service;
- Parent / s will be given the opportunity to become involved in any decision making in matters that effects their child;
- Parent / s from other cultures is encouraged to share beliefs, values, customs, and traditions in the programming;
- Making suggestions for activities.

COMPLAINTS AND FEEDBACK:

QT's Early Learning Centre will:

- Provide opportunities for consultation, evaluation and review of the Centre's operation and delivery of the education and care program;
- Develop a process for making and managing complaints (*as per Grievance Policy – QDFPS003*);
- Communicate the option and process of making a complaint;
- Handle complaints diligently and confidentially.

QT's Early Learning Centre values the **feedback** of educators, staff, families and the wider community in helping to create a service that meets the regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program.

A component of this feedback is the ability to put forward a **complaint** and have this managed appropriately with due consideration for accountability and quality improvement.

Feedback

Communications will aim at all times to be open, honest and confidential.

QT's early Learning Centre will offer a variety of ways to communicate and provide feedback including:

- Day books / records;
- Programs, Learning Stories on Story Park;
- QT's Early Learning Centre Facebook Page;
- QT's Early Learning website: www.gtsearlylearning.com
- Interactions;
- Formal feedback and comments;
- Surveys
- Family meetings.
- Where relevant, provide documented evidence;

With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input.

Families are provided the Centre's email address and phone details at orientation. Families will be encouraged to converse with educators at pick-up and drop-off times and may email or call throughout the day.

Feedback from families (Parent Feedback Form – QFGPS003.1) is encouraged and educators and staff will take this feedback into account in on-going planning and quality improvement.

Families will be informed as to how their feedback has contributed to improvements in the Centre through information notice board displays, emails, and / or newsletters.

COMPLAINTS:

The Nominated Supervisor will:

- 1 Develop a process for managing complaints. This process includes:
 - a. Receiving complaints;
 - b. Addressing and investigating complaints;
 - c. Documenting complaints.
- 2 Communicate information on the process to families through enrolment and orientation processes and information;
- 3 Provide contact details for putting forward a complaint;
- 4 Ensure every complaint is managed and is an opportunity for quality improvement;
- 5 Discuss the process for managing complaints with the educator and staff team;

Sample Process (Information for Families)

- 1 Families make a formal complaint about aspects of our Centre and no person will be disadvantaged in any way as a result of that complaint.
- 2 Complaints should include:
 - ▶ Name of Centre;
 - ▶ Name of Approved Provider;
 - ▶ Name of Nominated Supervisor;
 - ▶ Address and Phone No.
- 3 Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- 4 Your complaint will be documented by an educator or staff member and placed on the Parent Feedback Register (QFCF003.2). The complaint will then be forwarded onto the most appropriate person to investigate the issue. This will include the Nominated Supervisor and the approved Provider.
- 5 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.
- 6 The Department of Education and Communities will be notified of any complaint made to the Centre alleging a breach of regulation within 24 hours of the complaint being made.

Evaluation:

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

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

We are an organisation with a strong belief in 'continuous improvement' of our services, and we welcome suggestions and input from all stakeholders.

PARENT ACKNOWLEDGEMENT:

I / We have read this Handbook carefully. I / We understand the commitment that you are undertaking and your responsibilities to the Centre.

I / We have completed the enrolment form at the Centre. I / We have read and agree to comply with the requirements set out in this Handbook and in the Centre's Policies.

FAMILY NAME:	
PARENT NAME:	
CHILD / REN'S NAME:	
PARENT SIGNATURE:	