

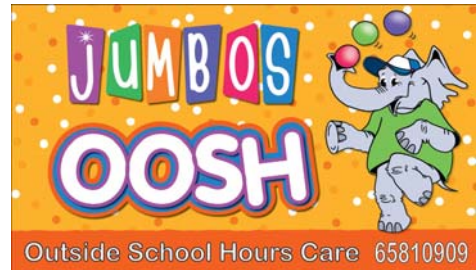
# HANDBOOK FOR FAMILIES

## Jumbos OOSH

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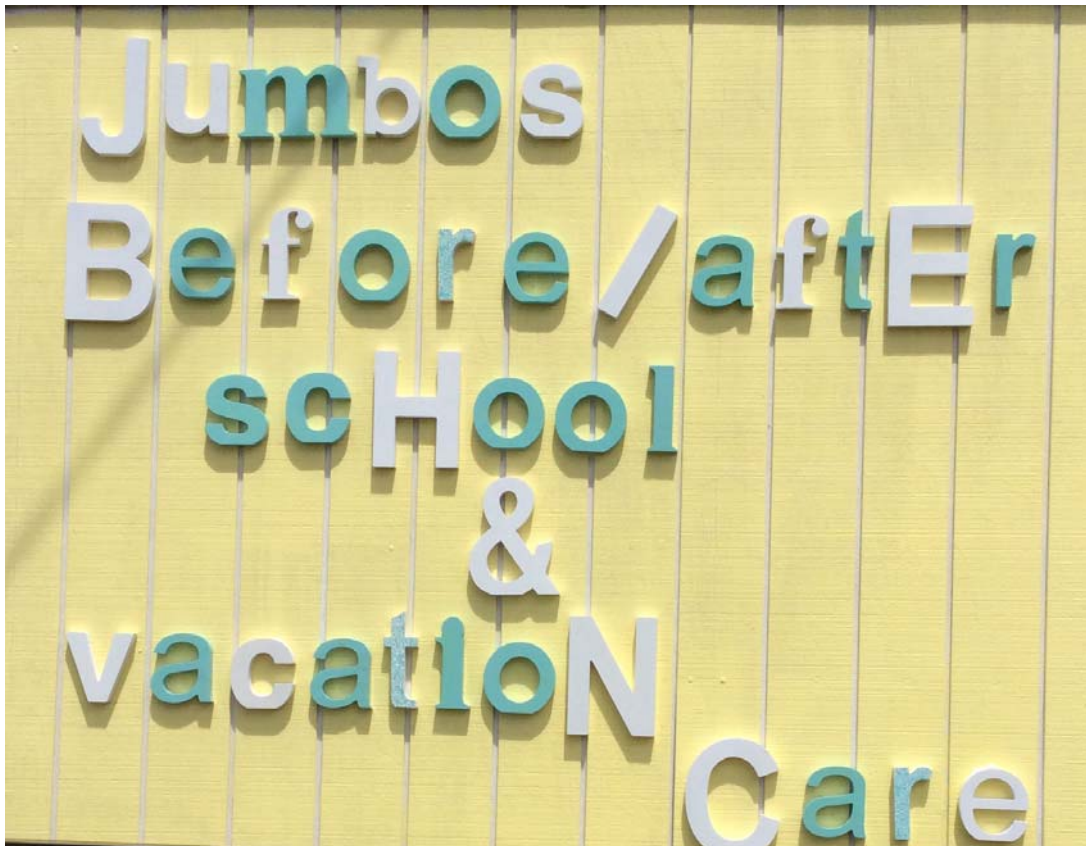
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# 1. INTRODUCTION

Welcome to Jumbos OOSH Out-of-School-Hours (OSHC) Program. We are an approved centre-based child care service and receive Child Care Benefit (CCB) Funding through the Dept of Education, Employment and Workplace Relations, under the legal entity Jumbos OOSH.

We look forward to a happy and rewarding partnership with you and your family whilst providing a fun and caring environment for your child.

## Services We Provide

Name of Service	Operating Hours	Cost	
		Permanent	Casual
Before School Care (BSC)	6:30am – 9:00am	\$15	\$17
After School Care (ASC)	3:00pm – 6:00pm	\$20	\$22
**Vacation Care (VAC)	6:30am – 6:00pm	\$57	N/A
Public Free Days	6:30am – 6:00pm	\$57	N/A

\*\*Excursions/Incursions may incur an extra cost.

We are closed on Public Holidays. The Centre has a Christmas Shut Down period. We will advise each enrolled family as we get closer to this time. We also provide transport to and from local schools for morning/afternoon school care.

Jumbos has a firm commitment to ensuring all its services function within the National Quality Framework for Out-Of-School Hours Care (OSHC). Jumbos OOSH prides itself on its ability to offer a high quality service, with continuous improvement, and open communication channels for staff, families and support agencies. We strive to maintain a high standard of service and care of your child.

Inside our parent handbook you will find valuable information about Jumbos OOSH, how we operate before and after school care and our vacation care programs. Also there is information pertaining to our policies, procedures, philosophy and goals. A full set is on display in our centre.

We work cooperatively with the Department of Education, Employment and Workplace Relations (DEEWR) and Centrelink and further information can be obtained by contacting your nearest Centrelink office or [www.deewr.gov.au](http://www.deewr.gov.au).

Our Family Handbook was reviewed in 23 January 2015, and undergoes an annual review to ensure its relevance and currency.

## 2. ABOUT US

We are licensed to accommodate 56 children in our Before/After School Care Program and 48 children in our Vacation Care Program.

Jumbos Playland Pty Ltd privately runs this service and is an incorporated private-for-profit business. The Company Directors - Monique Foster and Julianne Hender - proudly established Jumbos OOSH Program on 22 September, 2014.

We welcome new families to our program and feel free to contact us for any additional information you require via telephone (0408 024327), [admin@jumbosplayland.com.au](mailto:admin@jumbosplayland.com.au) or in person.

## 3. OUR PHILOSOPHY

We acknowledge Jumbos Outside of School Hours Care (JUMBOS OOSH) is a new service.

Children's families and our educator's input, ideas and values will guide our Philosophy.

Our philosophy, like our programs, will foster children's well being, their development and learning through recreational experiences.

Our outcomes and our service philosophy will combine to guide program decision making for children and educators to reflect on and to promote children's opportunities for being, belonging and becoming. We will meet our aims by following the National Quality Framework (National Regulations, National Children's Act 2010) and by utilising information from the "My Time, Our Place" Framework for School Aged Children in Australia.

## 4. ENROLMENT PROCESS

### Enrolment Process

Every child needs to be enrolled in the OOSH program before they attend this service. We will need child parent names/CRN's/DOB's and immunisation validation.

Each child needs to be re-enrolled every school year for OOSH care. You are also required to book days for each Vacation Care period.

You can also access enrolment by [http://www.jumbosplayland.com.au/oosh\\_enrolment\\_fees.html](http://www.jumbosplayland.com.au/oosh_enrolment_fees.html) or dropping into our centre to collect/complete a form.

Please return the completed forms to Jumbos Playland, to be passed on to OOSH.

- An annual enrolment/administration fee of \$25 will be added to your account upon enrolment of your child
- This fee covers both OOSH and Vacation Care
- If you are only participating in Vacation Care then the fee is waived

This information will be kept in a confidential file and viewed only by staff that directly cares for your child. A copy of your child's immunisation record is also required (under 7 years).

Bookings are on a 'first in, first served' basis however Priority of Access will apply as per Child Care Benefit Guidelines as places are limited. If your child does not regularly attend the Before and After School Program, fees must be paid in full prior to attendance, places will only be confirmed once payment has been received.

### Priority of Access

Jumbos OOSH services follow the priority of access guidelines set down by the Australian Government Department of Education, Employment and Workplace Relations. These guidelines are balanced with the principles of non-discriminatory access and inclusion.

**First priority** A child at risk of serious abuse or neglect

**Second priority** A child of a parent/guardian who satisfies, or has parents/guardians who both satisfy, the work/training/study test under section 14 of the Family Assistance Act

**Third priority** Any other child

### Change of Personal Details

If your/child's details change at any time, (address, phone, allergies, ongoing medication etc.) please inform a senior member of staff who can update your enrolment form.

Please assist us in keeping your records up-to-date.

## 5. HOW TO PAY YOUR FEES

- In person at the Jumbos' reception by cash/cheque ('Jumbos OOSH')
- Credit card or EFTPOS
- Direct Debit
  - A/c Name: Jumbos OOSH
  - BSB No. 082-798
  - A/C No. 82-104-2339

### **Cancellation Policy**

Casual Booking: At least one week's notice is required otherwise full fees will be charged.

Families with outstanding fees from Before and After School Care Services will not have their places confirmed until such time that their accounts are brought up to date.

If families cancel a booking within the designated time, these fees will be used as a credit on their vacation care account. If families do not return to the centre, this will be used as an administration fee to finalise accounts.

If the outstanding account remains, the child will be ineligible to attend the Vacation Care Program until such time that the account has been settled.

For families who are part of the Before and After School Care Program and your child/children do not attend on day/days booked and you fail to cancel within the designated time, then your fees will be used to pay your account and outstanding amounts will be mailed out on a statement.

## 6. BEFORE AND AFTER SCHOOL PROGRAM

The program is written by the Educational Leader in conjunction with families and staff and determined by the children's interests. The program incorporates the national framework for school age care in Australia, "My Time, Our Place", and is flexible allowing the children to choose the activities they would like to participate in each day. They have access to a wide range of craft materials, games and activities.

As with school, the program provides an environment for further social development by enhancing growth in areas such as working and playing co-operatively with others, respecting each other's point of view, enhancing their individual self-esteem and self awareness, accepting and understanding limits for appropriate behaviours and interactions with others, self-confidence and the ability to cope independently throughout the day through well-developed self-help skills.

Our program includes a large amount of outdoor play encouraging children to challenge themselves physically and work as part of a team as they participate in a wide range of free choice and organised sporting activities.

### Sample Daily Routine

6:30 – 7:30 Breakfast and quiet activities

7:30 – 8:10 Indoor/Outdoor play depending on weather and season

8.10 First drop off for schools

8.25 – 8.40 Second drop off to schools

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3:00 – 3:45 School pick up

3:45 – 4:00 Afternoon Tea progressively as children arrive at the centre

4:30 – 5.30 Indoor and Outdoor play depending on weather and season

5:30 – 6:00 Quiet activities

### Breakfast and Afternoon Tea

Breakfast and afternoon tea is provided each day. Breakfast is available for children arriving before 8:00am. A menu is planned on a rotational basis taking into account the children's likes and dislikes and catering for dietary needs.

This is displayed out the front of our kitchen. A fresh fruit basket is available every afternoon along with a variety of snacks including yogurt, sandwiches and muffins. During the colder seasons a winter menu is prepared to include snacks such as soups, noodles and mini pizza's. Water is available to all children whilst at the centre.



## 7. VACATION CARE PROGRAM

The Coordinator for Vacation Care, along with input from staff, children and families, is responsible for the development and delivery of a program of activities that has been designed to consider: age, group dynamics, equipment, resources, building, development, skills, interests and cultural needs.

The coordinator will also consider community needs, local resources, and utilise talent within the staff and families and seek children's feedback about activities.

### Excursions

Our centre conducts programs for excursions and incursions. Venue, costs, transport and risks will be assessed during the planning stage.

During an excursion we will increase the amount of educators on duty due to the higher risks associated with leaving the centre, these numbers are based on the degree of risk and a 'risk assessment' is done by the coordinator to determine this.

Parents will be required to sign an excursion authority form and agree to pay any additional costs associated with excursion/incursion; these costs are listed on the form and will be added to your account.

Children enrolled on an excursion day MUST attend the excursion, due to our Child: Educator ratios. The number and costs of excursions will be kept to a minimum. Spending money is not encouraged; however if you feel it is appropriate please speak to an Educator on the morning of the excursion. Children will travel to excursion via bus, mini bus or foot. Permission notes are to be given to the Jumbos OOSH reception with Booking Forms to ensure all arrangements can be made to conduct a safe and enjoyable excursion.

### Swimming

Swimming is occasionally part of the program at Jumbos OOSH. Jumbos OOSH require children wear either a 'sun safe' swimming shirt or an old T-shirt to help prevent sunburn. Every child is to wear their shirt during swimming excursions or excursions to swim parks. Non-swimmers will be taken to the pool with the other children, where alternative non-swimming activities will be supplied.

Educator to Child Ratio is 1:5 in accordance National Regulations, National Children's Act 2010.

### Food/Drink

Lunches and snacks need to be brought in by families. Refer to our Nutrition Guidelines.

Please be aware we have a strict NO NUTS and NO NUT Product Policy at our centre.

Water in a refillable container needs to be provided, with your child's name on it. Ensure that your child can open the container by him/herself. Children can always access their drinks during play.

## What Does My Child Need To Bring?

As well as lunch and morning/afternoon snacks, we recommend that your child wears comfortable clothes and remember that we do lots of messy and fun activities so don't wear your best clothes. As recommended by The NSW Cancer Council, clothes should cover the shoulders. The best clothes enable free movement and easily managed by children themselves.

We respect parents' wishes regarding clothing, within our Sun Safe Policy and Guidelines. For more information please see the Sun Protection Policy, located in the Policies and Procedures Handbook.

Socks are a MUST in our centre. Comfortable, enclosed shoes are also a MUST as well as we are running playing games and sport and it's a bit hard to do this in *Barbie* high heels or thongs.

We recommend that your child's bag should contain:

- a change of clothes (clearly labeled),
- lunch, snacks, morning/afternoon tea,
- drink bottle with water only
- 30+ sunscreen for outside play
- a wide brimmed labeled hat.

Parents need to ensure that all morning teas, lunch boxes and drinks are clearly labeled with their child's name.

## Sample Vacation Care Daily Routine

**6:30 – 7:30am** Breakfast and quiet activities

**7:30 – 10:00am** Indoor/Outdoor play depending on weather and season

**10:00 – Noon** Morning Tea, Structured Play Activities/Excursions/Incursions

**Noon – 12:30pm** Lunch

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**12:30 – 3:00pm** Structured Afternoon Activities

**3:00 – 3.15pm** Afternoon Tea

**3:15 – 6:00pm** Free Play and Late Afternoon Activities

**6:00pm** – Jumbos OOSH Closes

## 8. BUS PROCEDURE

Our goal is to ensure the safety of all the children in our care. Our procedure has been designed to ensure that all children are dropped off at school and collected from school without incident.

### Schools we service

- Westport Primary School
- Tacking Point Primary School
- St Peters Primary School
- St Agnes Primary School
- Hastings Public School
- St Joseph's Primary School
- Heritage Christian School
- Port Macquarie Adventist Primary School

### School Drop-off Procedure

- A Daily roll will be printed at the beginning of each week
- Children will be taken to their school and dropped off at the designated school drop off area and watched as they walk into school.

### After School Collection Procedure

- A daily roll will be printed at the beginning of the week
- The After School Care staff will go through the roll daily to work out the numbers of children that are requiring collection from each school. The buses will be appropriately allocated to the schools.
- Staff will take the roll with them and mark off the children's names as they arrive at the collection point at each school. If the children need to be moved to the bus, the children will be counted onto the bus as well. If a child is not at school for collection, staff will endeavour to find the children. This will include speaking with the bus duty staff at the school and calling the centre to advise the Co-coordinator to call the parents to locate the missing child.

All children need to be signed in and out of the centre each day by a responsible adult over the age of 18. This is not only a Government requirement, but also very important for the safety of all children attending the centre. The person collecting your child must be listed on your child's enrolment forms. Photo identification will be asked for if we are not familiar with the person who is collecting your child so please notify any person on your collection list that this may occur.

## 9. OUR STAFFING ARRANGEMENTS

Jumbos OOSH employs appropriately experienced, trained and qualified staff. This enables us to deliver a quality environment that not only meets the needs of our children and families but our dedicated staff as well.

### **Educator to Child Ratio**

At Jumbos OOSH we are staffed above the recommended educator to child ratios as we believe this aides us in the continuity of quality care.

The following Educator to Child Ratios are adopted to at Jumbos OOSH:

In Centre Care	1:15
Children Attending Excursions	1:8
Water Excursions/Activities	1:5

Our Team Leaders are responsible for running the day-to-day programs, these are generally the qualified staff on duty and their names will be listed near our sign in sheets.

### **Training**

All our Educators have

- Valid Working With Children Check (WWCC)
- Child Safety Awareness Training Certificate

All our Nominated Supervisors/Responsible Persons have:

- Valid Working With Children Check (WWCC)
- Child Safety Awareness Training Certificate
- Approved Certificate in Emergency First Aid
- Anaphylaxis Management Training in accordance Regulation 170 of National Quality Framework
- Emergency Asthma Management Training in accordance Regulation 170 of National Quality Framework

## 10. FULL FEES AND CHARGES

Type of Care	Permanent Booking	Casual Booking
Before School Care	\$20.00	\$22.00
After School Care	\$15.00	\$17.00
Vacation Care/Pupil Free Day/Teacher Strike	\$57.00	\$57.00
Yearly Enrolment Fees*	\$25.00	\$25.00
Quarterly Supplies, Materials and Toy Levy	\$2.00	\$2.00
Annual Sunscreen Levy	\$2.50	\$2.50

Fees need to be kept current each week or paid in advance. If your fees fall behind, your position in the centre will be in jeopardy and a late payment fee of \$10 per week may be charged.

If childcare fees are more than four weeks in arrears your child's position at the service will be terminated. All absent days, public holidays and extra days must be paid for and will be charged accordingly. There are NO make-up days as we have restricted daily numbers. Parents are not charged for any of the time we are closed over Christmas.

### CRN Reference Numbers

All families MUST REGISTER with their local family assistance office to obtain a customer reference no. for both yourself and your child to be able to receive CCR or CCB. Government subsidy will not be paid unless your CRN No's are provided at the centre.

### Child Care Benefit (CCB)

The CCB subsidy is offered by the Family Assistance Office (FAO) to help with the cost of childcare. You can choose to receive CCB through weekly fee reductions or a lump sum payment after The Australian Taxation Office has processed your tax return at the end of the financial year.

### Child Care Rebate (CCR)

Many families are entitled to a discount on their fees based on their family income. Call the Family Assistance Office on 13 61 50 to see if you are eligible. - See more at:

<http://www.humanservices.gov.au/customer/enablers/centrelink/child-care-benefit/claiming>

### Jobs, Education and Training (JET)

JET Child Care fee assistance provides extra help if you are a parent on an income support payment and looking for work, studying or starting a job. Access to JET Child Care fee assistance is time-limited depending on the study, training or employment activity that an eligible parent undertakes.

## 11. TERMINATION OF ENROLMENT

One weeks notice is required of the withdrawal of your child from the centre. Your account will reflect a charge of 1 weeks fees from the date of your notice of withdrawal.

### **Approved and Additional Absences**

Absence from the service will be charged in accordance with the Australian Government Department of Education, Employment and Workplace Relations Child Care Service Handbook.

Each child is allowed 42 absences, including public holidays, per financial year. One Before School Care session = one absence, one After School Care session = one absence, one Before and After School session on the same day = one absence. These days do not require supporting documentation.

Additional absences may have Child Care Benefit (CCB) paid for if supporting documentation is provided that indicates:

- An illness (with medical certificate);
- An outbreak of infectious disease when the child is not immunised;
- Any other absence due to sickness of the child, parent/guardian or sibling (with a medical certificate);
- A temporary closure of a school or pupil free day;
- A period of local emergency; or
- Exceptional circumstances.

Parents/Guardians should ensure medical certificates are obtained throughout the year and retained in the event that more than 42 absence days are used.

## 12. YOU AND YOUR CHILD

### Settling in Your Child

Our service caters for a wide range of primary school aged children. Children may have had little previous experience of multi-age groupings. Some of the younger children, in particular, may need time to settle in and feel secure within the service. Our staff is experienced in encouraging children to feel at home and make new friends, and ensure that children of all ages treat each other with care and respect.

If you are concerned about your child in any way, please telephone the service during the time your child is attending for reassurance of your child's well being. Parents are always welcome to come and see their child during their stay.

While staff appreciates you settling your child in, please be aware that the service is unable to have children at the service before start time or after close time. If this is a problem, please speak to the Coordinator.

### Orientation

Our service caters for a wide range of primary school aged children.

Children may have had little previous experience of multi-age groupings. Some of the younger children, in particular, may need time to settle in and feel secure within the service.

Our staff will encourage children to feel at home and make new friends, and ensure that children of all ages treat each other with care and respect. If you are concerned about your child in any way please telephone the service during the time your child is attending for reassurance of your child's well being.

Please make sure you tell your child when you are leaving and when you will return. Ask an educator to support you in separating. Remember to be happy, positive and assured, leaving with a calm, confident, short goodbye. Please do not leave without saying goodbye as this can lead to your child becoming fearful and anxious. Educators are experienced in offering reassurance and comfort and will stay with any distressed child.

Parents are always welcome to come and see their child during their stay.

You are most welcome to ring us if you are concerned and we will contact you if needed. In the first days of OOSH or Vacation care, the focus of the program is to provide the children with a caring and secure environment where they will become confident and independent. We introduce basic routines and assist the children to establish a safe and co-operative play environment.

## **Positive Guidance (Behavioural Management)**

Children will be encouraged at all times to show respect for each other and for the environment around them. Through positive communication with the children on a developmentally appropriate level, the children will become familiar with the limits and expectations for their behaviours.

Children will be encouraged to resolve their own conflicts through role-modeling and positive reinforcement.

Where required, children may be re-directed from the situation in which they are experiencing difficulties. Children will be encouraged to verbalise their feelings and the challenges they are experiencing, empowering them to become responsible for and better able to manage their own actions.

The use of physical force or punishment will not be accepted or used at any time. The staff at all times will maintain clear, consistent and realistic expectations for behaviours, which will assist the children in understanding and valuing these expectations. Staff will continue to be provided with opportunities for professional development in this area, to further develop their skills in positive guidance and appropriate strategies for behaviours management.

## **Addressing Bullying Behaviours**

The centre does not accept any behaviours that is intimidating to other children or adults.

Our staff aims to ensure all children are accepted for themselves and are able to express themselves without intimidation.

All children who attend the centre have the right to enjoy their play and friendships, and participate in the activity program within a supportive environment and among people who are caring and co-operative.

Staff will always listen and respond to children when incidents of bullying are reported or observed, and will act to eliminate bullying at the centre. Children will be encouraged to speak to staff if they see, or are subjected to, bullying behaviours, and to refuse to be in any bullying situation.

Parents are asked to tell a staff member about any bullying incident, or if they suspect that bullying have occurred. Parents are also asked to support the centre's policies and emphasise the importance of courtesy, consideration and co-operation in everyday life with their child.



## **Family Involvement and Support**

Parents, Carers and families are our biggest support.

Your encouragement and assistance, in whatever way, such as collecting bits and pieces for the craft corner, help on excursions, would be of invaluable assistance.

You are encouraged to become involved with the program of the Centre and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the Centre with interesting things to show and share, sing, teach, and make with the children, especially activities of a multicultural nature.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interests with the staff. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying and participating in the program.

At various times you will be asked to complete surveys/questionnaires, these usually relate to things such as our standards, policies, procedures and programs. Please take the time to complete these when asked, we try and keep these easy to complete with little time involved, the information gathered is invaluable for us to continually improve our standards and offer a high level of care for your child.

## **Toys**

Please do not bring any toys into our service.

## **Photography**

From time to time children participating in OOSH will be photographed for use in school publications and advertising. If you do not wish your child to appear in promotional material, please discuss this with the Nominated Supervisor, Coordinator or Mrs Jules Hender  
admin@jumbosplayland.com.au or mobile 0408 0242327

## 13. CHILDREN WITH ADDITIONAL NEEDS

If your child has requirements that you think we should be aware of, please contact us to arrange an informal meeting to discuss inclusion support.

### **Special Dietary Needs and Allergy Awareness**

The service is supportive of special dietary requirements of children in care.

Parents are free to discuss their child's needs, including, but not limited to any food allergies, restrictions (cultural or religious) and how the service can support parents to meet the child's dietary requirements.

A regularly updated list of children who have special dietary requirement is placed in the kitchen/food preparation area for staff to familiarise themselves with.

Parents are to note details of restrictions and/or "special" diets on the enrolment form and where necessary, the meal can be supplied from home.

Other parents are requested not to send food that may present a risk for those with special dietary needs. Please see your Coordinator for details.

# 14. CENTRE POLICIES & PROCEDURES

## Policy Manual

Jumbos OOSH has developed a comprehensive set of policies and procedures by which our centre operates. These will be reviewed on a regular basis.

While our policies are not who we are, they are valuable information for you as parents as to what we do. Policies and Procedures have been developed using information and guidelines from a wide range of sources. These sources where applicable are documented at the bottom of the relevant policies. Our policies cover all aspects of centre operation from programming to health and safety, nutrition, communication, Workplace Health & Safety, and so on and are reflective not only of the regulatory requirements of the Education and Care Services National Law Act 2010, but also of the experience gained through 5 years of the management owning Jumbos Playland Indoor Play Centre at an optimum level.

These policies are available for your perusal in our reception, and we recommend that you take the time to read through these policies and procedures at your convenience to become more familiar with our centre as partners in your child's care and education.

A copy of the policy manual may be borrowed from the centre to read at home if you prefer.

Please speak to Julianne Hender or Monique Foster if you would like to take up this option. We appreciate any feedback families may like to offer with regards to our policies and procedures and are always keen to reflect on, and evaluate our centre in an effort to provide a level of care and education that exceeds your expectations

## 15. GRIEVANCE PROCEDURE

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child.

We welcome all parent feedback, as this will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, professional manner. We encourage families to speak with a co-coordinator about any issues as they arise so that they can be addressed as soon as possible, and in turn may prevent them becoming a major concern.

As mentioned, families are welcome to approach a co-coordinator. If you have followed this step and still feel your grievance has not been acted upon, you may wish to contact management at <mailto:admin@jumbosplayland.com.au>.

In the event that you are still not satisfied with the outcome, of these discussions, you may contact the local Department of Education and Communities, who will discuss this issue with you and also may contact the centre to find out any further background information and to ensure that the required standards of quality care are being met.