

# Parent Handbook 2020



# Welcome to Creative Learners Sunshine

Creative Learners Sunshine is independently owned and operated by:

## Site Contacts

Owner: Denise Boavida

Legal entity: Creative Learners Pty Ltd

Phone: 0425 672 136

Email: oshc@creativelearners.net

Please contact this number or send an email for cancellations and enquiries during operating hours

Our Program Manager is: Denise Boavida

**Available and Hours of Operation:** *Please note there are late pick up fees.*

Monday – Friday

Before School Care: 7am – 8:45am

After School Care: 3:30pm – 6pm

Based on School holiday terms, closed on Public holidays.

Holiday program/Vacation Care: 8.30am - 6pm

***Please see Page's 7-8 For Administration & 9-11 for Accounts and Fees.***

## **Emergency Contact:**

In the event of an emergency, outside of the normal Creative Learners OSHC hours stated above, please contact:

Denise Boavida Phone Number: 0425 672 136



# Philosophy

We provide a safe and secure environment for the quality care of school aged children through a structured well-balanced program. We achieve this by thinking ahead, anticipating what children might like to do to keep them safe and happy. We do this by providing planned activities, and supervised free play. We abide by eight values which represent all areas of our out of school hours programs in order to provide quality learning outcomes for happy children.

<b>Commitment</b>	<b>We are committed to the vision, mission and goals of Creative Learners, our team and our clients at all times</b>
<b>Integrity</b>	<b>We will always speak the truth and will only ever make agreements that we intend to keep</b>
<b>Excellence</b>	<b>We will always look for ways to improve and add value to our programs</b>
<b>Communication</b>	<b>We will always speak positively of our team members, both in public and in private. We will never use sarcasm, profanity or listen to gossip</b>
<b>Education</b>	<b>We are always willing to learn from our mistakes. We will look for practical knowledge and solutions rather than just theory</b>
<b>Team Work</b>	<b>We will focus on co-operation seeking resolution as opposed to compromise</b>
<b>Systems</b>	<b>We work to our system for solutions if a problem arises. We always follow the system and strive for continuous improvement</b>
<b>Consistency</b>	<b>We are consistent in all our actions so that's our customers can feel comfortable when dealing with us at all times</b>



# General Overview

## Orientation

Welcome to our Creative Learners service. We hope your orientation of our service and the following information gives you a greater understanding of the operations of our Creative Learners programs and sessions of care.

Your signed Enrolment Form confirms you understand and accept our onsite centre policies and procedures.

Please read this handbook carefully and refer to the centres policy and procedure manual which is always available for viewing at our service if you have any questions.

## Code of Conduct

Creative Learners is about providing a safe and caring environment for your children. We wish to encourage a similar attitude amongst the children. We do not condone any form of discrimination amongst the children or adults associated with the program. Our code of conduct is designed to help us, as individuals, children and our staff team, make appropriate decisions about behaviour choices and to demonstrate the core values of integrity and respect, performance, professionalism and privacy. Any issues or information should be discussed in the first instance with the Program Manager or myself, the owner of the service. Our 'code of conduct' is kept in the centre policies and procedures manual.

## Privacy Policy

Creative Learners will collect, use, disclose and hold information in accordance with the *Privacy Act 1988*. We will only disclose personal information to other organisations and government departments who require this information by law. These may include but are not limited to:

- Department of Education, Employment and Workplace Relations
- ACECQA
- Family Assistance Office
- Insurance Agencies
- Creative Learners Professional Advisors such as Lawyers
- Australian Tax Office



# Creative Learners Programs

Our programs meet all standards and requirements as outlined in the National Quality Framework and reflect Creative Learners philosophy and values.

Creative Learners programs will also:

- ensure children’s learning and development is facilitated and their individual interests and abilities are encouraged and needs are met
- provide challenging and interesting age appropriate activities using a variety of resources and suitable equipment to engage and stimulate children’s physical, intellectual, social and creative abilities
- plan for a range of daily indoor and outdoor activities taking into account the health and development guidelines for the age group
- enable children to participate in quiet/active activities, as well as group/small group or individual activities
- encourage children to feel part of the school and wider community
- are evaluated regularly by children, parents and staff using a variety of assessments and strategies

## Daily Routine

In order to ensure our service is a happy and safe environment which runs smoothly for the children who attend our program, Creative Learners follows a structured routine. A ‘typical’ After School Care day is as follows:

Time	Routine
3.30pm - 4.00pm*	Children arrive at designated area, put away school bags, roll call, wash hands and have afternoon tea.
4.00pm - 4.30pm*	Children begin homework, reading or other education focus activity.
4.30pm*	Special activity time.
5.00pm*	Free playtime indoors/outdoors –weather permitting.
5.30pm-6.00pm	Homework Time
5.45pm - 6.00pm*	Finishing projects, pack up time, quiet activities until children are picked up.

\*Note: times may vary depending on school time



## Daily Program

Weekly themes or a **variety** of activities are incorporated into the daily program. The daily program is an indication only of the types of activities the children will be involved with at any given time. However, depending on the children's enthusiasm and interest, it may be **varied** at the discretion of the staff.

Monday	Cooking & Technology
Tuesday	Gardening
Wednesday	Games & Sports
Thursday	Cooking & Arts and Craft
Friday	Science

## Cultural Diversity

Creative Learners programs will be mindful of cultural differences and the needs of the children in our care. Where possible service information and community information will be translated or provided in various languages and support provided to ensure the successful inclusion of children.

We will encourage staff and families input by contributing their knowledge about their own culture into the service programs, activities, policies and procedures to ensure children's needs are being met and to enhance the overall quality of our service.

## Children with Additional Needs

Every effort will be made to include children with additional needs in our programs and a full assessment with the assistance of the child's parent, will be made to determine the child's needs and if they can be catered for, prior to the child commencing care. Detailed information about the child's requirements and specific behaviour or medical management plans must be obtained from the parents and included with the child's enrolment form. Our service may also be eligible for an Inclusion Support Subsidy (ISS) which can be used to improve facilities or employ additional staff to meet the needs of the children. Parents must arrange a time with the Program Manager to discuss their child's needs to ensure appropriate care can be provided.

## Family & Community Involvement

Families are welcome to spend time at our service with their children and this will also increase communication between Creative Learners staff and families and help us to meet you and your child's needs. If your family or child has a special day or significant event you would like us to celebrate or share, please discuss this with staff. Community and school involvement is also encouraged at our service as we feel the information and experiences this can provide, can add to a child's development and learning experience.



# Administration

## Bookings

All families need to complete an Enrolment Form (**online**) via the school's website for each child in order to use our service, it only needs to be completed **once** before care commences, and it also applies for vacation care.

### Booking Days:

- Three to five days bookings annually will be classed as **Permanent Bookings**.
- One to two days bookings per school term will be classed as **Casual Ongoing Bookings**.
- Occasional bookings will be classed as **Emergency Care Bookings**. (*please refer to emergency care bookings below*)

### Please note:

Once all bookings have been entered into the system in Xplor, there will be no cancellations and you will be charged accordingly. As such for any cancellations of all bookings there will need to be a two weeks' notice via email [oshc@creativelearners.net](mailto:oshc@creativelearners.net) or text Denise on Mob 0425672136.

At the end of the year/term, any Permanent Bookings and Casual Ongoing Bookings will automatically be rolled over unless if parent/guardians have given the notification of cancellation (two weeks notice.)

Accounts will not be charged for the two weeks term break, public holidays, curriculum days and school holiday break period, unless if bookings have been taken for planned Vacation Care bookings.

## Emergency Care Bookings

It is important that any additional casual bookings are made with plenty of notice, or otherwise please notify Denise the Program Manager via text on Mob 0425 672 136, before 12 noon on the day. For emergency situations, if your child is already enrolled in the system and you require Emergency Care for that day, your child will be able to use our service as per required. For any other new bookings, parents/guardians will need to enrol on the school's website.

Care will be provided in accordance with the Commonwealth Government Priority of Access Guidelines. Please refer to the Centres Policy and Procedure Manual for further details.

**Please remember it is your responsibility as the parent/guardian to advise us immediately should any information provided on the original Enrolment form changes eg; contact details, custody arrangements etc.**

## Signing Out

Parents and Guardians who are authorised to collect or drop off your child(ren) must have a completed online **Xplor Account** with a **Hub Pin**.

A **Hub Pin** is needed to sign your child(ren) in/out from care. This is a requirement for record keeping of attendances, payments, and for the safety of the children.



Only authorised persons like Parents and Guardians will be able to sign in/out a child as notified on the Enrolment Form. Or alternatively if circumstances change please advise Denise the Program Manager via text on Mob 0425 672 136, before pickup via text message by authorised Parents and Guardians on a specific day. If the collector is not you, then your authorised person will need to provide a photo ID and will need to have your **Hub Pin** with them.

## **Late Pick Up**

Creative Learners Sunshine OSHC & Holiday/Vacation care have specific closing times please refer to page 1 of parent handbook. Children must be collected before the specified closing time. We have a **late pick up fee of \$1.00 per minute**. When a child has not been collected by closing time and staff have not been notified, they will proceed to contact parents/emergency contacts as detailed on the Enrolment Form. **At no time will a child be left unattended**. However, the Program Manager is authorised to take all necessary steps to ensure the safety and well-being of the child as outlined in the Centres Policies and Procedures Manual.





# Accounts and Fees

## Payment of Fees

Creative Learners Sunshine encourage all fees to be paid through the accounts service we offer with Xplor - **EZIDEBIT**. DDR forms are required to be filled out **ONLINE**. Please log into your Xplor account using your parent/guardian Email and Password on <https://home.myxplor.com/> and navigate to 'Auto-debit setup.' If you require assistance, please ask contact Denise on Mob 0425 672 136.

Fees are paid fortnightly and money owed will debited between Wednesday and Thursday. For example, if your child/ren start Week 1 Monday your account will be debited Week 2 between Wednesday and Thursday. Please note that parents/guardians cannot make any changes on their first instalment day.

Fees are payable two weeks in advance for Permanent and Casual Ongoing Bookings. So, for any new enrolments from the 27<sup>th</sup> of March 2020 onwards a \$50.00 upfront fee per child will need to be paid in **cash** to the service prior to commencing. Parent/Guardians will be charged for child/ren booked into a session regardless of whether the child attends the session or not. **Fees are not refunded for absences.** Any extra bookings in addition to the current care, will be classified as Emergency Care Bookings and will be charged accordingly to your account (*please see page 10*). Once these bookings have been entered into the system, and the child does not attend, it will be classified as an absentee, and you will be charged accordingly.

For any Emergency Care Bookings only, Fees are required to be paid by Friday within that week of attendance, as such your account will be direct debited accordingly.

Fees will vary based on your parent CCS status with Centrelink. We encourage all parents and guardians to provide both a parent's and child's CRN number to receive a discount on child care payments for our OSHC service. Discounts are subject to parent activity tests and do vary based on your outcome. Our enrolment forms are found on your **school website**, this form allows parents to provide their CRN numbers. Families who do require CCS benefits will need to allow two – three weeks for their accounts to be processed and finalised with our OSHC CCMS.

**Please Note:** You will need to give two weeks' notice for any cancellations once it has been entered into the Xplor system, so make sure you are certain before making any extra bookings. Please advise Denise via text message if you need Emergency Care Bookings on the day the care is needed before 12 noon. Or preferably days before care is needed, whichever is suited to your circumstances.

Late payments will incur interest charges of 5% calculated daily from fortnightly/weekly instalment date and if fees are not paid, they may be handed to our collection agency E-collect that will actively seek all monies owed, including seeking legal redress. Children will not be permitted to attend any further sessions if payments cannot be made.

It is the **parents' or guardian's responsibility** to make sure there are enough funds to cover all fees. Any payments dishonoured with Ezidebit will incur a fee as per Ezidebit terms and conditions. So if you are experiencing any difficulties with meeting these payments please advise Denise via text message as soon as possible on Mob 0425 672 136 urgently before Tuesday within that week. Please note that parents/guardians cannot make any changes on their first instalment day.



Any queries regarding your account or payment of fees must be made to Denise on Mob 0425 672 136 and not to the school. We are more than happy to help in any way we can to ease your financial burden.

## Fee Structure for any bookings:

Permanent Bookings days are three to five days per week

Casual Ongoing Bookings days are one to two days per week

Emergency Care Bookings are any occasional care provided for the week

Before School Care:	Not Running	\$20.00 Permanent \$25.50 Casual Ongoing \$30.00 Emergency
After School Care:		\$19.00 Permanent \$25.50 Casual Ongoing \$30.00 Emergency
Vacation Care/Pupil Free day:		\$60.00 Permanent in services \$65.00 Permanent Excursions  \$70.00 Casual in services \$75.00 Casual Excursions \$80.00 Emergency in services \$85.00 Emergency Excursions
School's Early dismissals:		\$22.50 Permanents \$28.50 Casuals \$34.50 Emergencies



## Child Care Subsidy (CCS)

Applications for CCS must be made through the Family Assistance Office (Centre Link) Ph: 13 61 50, who will determine what level of benefit is paid for each individual family.

It is the **parents' or guardian's responsibility** to notify the Family Assistance Office (Centre Link) of any changes that may affect their entitlements. Parents must provide the Customer Reference Numbers CRN for the parent/guardian who is the Xplor account holder, and also supply the CRN for the child(ren) with all correct dates of birth in order for our service to claim this benefit from CCS and charge only the gap fee amount to the account holder.

Our Provider Approval and Service Approval numbers will be displayed in our service to assist with completion of forms if necessary. Parents are encouraged to keep a record of all accounts and payments for proof of payment particularly if claiming this benefit on an annual basis.

Parent must also agree to their CWA (complying written agreement), which is a legal binding document between the parent/guardian and the service provider in an agreement to provide an OSHC service for your child/dren. For more information <https://support.ourxplor.com/hc/en-us/articles/360001425207-4-CWAs-Complying-Written-Agreements->

**It is the parents'/guardian's responsibility to pay any outstanding fees that are not covered or accepted under CCS.**

## Immunisations

**Please provide a copy of your child's/dren's immunisation record prior to commencement/upload and attach immunisation records on the Xplor enrolment form.**

To be eligible for Child Care Benefit, your children must meet immunisation requirements that are determined by the Department of Human Services. You will find this document on the MyGov website, and this documentation will show:

- Your child's immunisation schedule is up to date or
- Your child is on a catch-up immunisation schedule or
- You have an approved exemption from the immunisation requirements for your child.

Please provide this documentation at the time of applying for Child Care Benefit and at the time of enrolment at our service. Further details are available in our Centre Policies and Procedures.

## Cancellation Policy

Parents/guardian must give Creative Learners 2 weeks' notice via email or text by contacting Creative Learners Manager Denise on Mob 0425 672 136, or in case of Medical reasons please provide us with a copy of Medical records from your doctor. Please advise our service as soon as possible if there are any changes to your bookings. Please note a two weeks fee from date of notification of cancellation based on the child's(ren) regular permanent booking(s) must be paid.

If the child has a medical issue and has supporting medical documentation the cancellation period of seven days' notice is required.

**Please Note: No refunds are given for absences; absentees are charged the full fee.**



# Wellbeing, Health and Safety

We aim to provide a safe and healthy environment for all children in our program. We are in contact with a variety of organisations to advise and assist us in these areas. Where applicable due to health reasons, parents must provide the Program Manager with a Medical or Health Management Plan should your child require one from your GP - general practitioner. We will at all times comply with all relevant health and safety in the employment legislation.

## Unwell & Distraught Children

If a child attending the program becomes unwell or upset, we will contact the authorised people listed on the Enrolment form for them to pick up the child(ren) as soon as possible. Please keep children who are unwell at home until recovered, as we do not have the facilities to look after sick children.

If a child has been booked into the program but does not attend due to sickness, please inform the Program Manager before 2pm that day, and the child will be marked absent. **Please note you will be charged for this day regardless of an absentee.**

We also welcome parents to visit and stay at our service before a child's first session to help the child to adjust and feel comfortable with our staff and service. If a child does not settle in a reasonable amount of time, we will contact parents to discuss together how best to support the child.

## Medical Conditions & Requirements

At the time of enrolment, the parent/guardian must advise the Program Manager of any medical conditions, such as any allergies, anaphylaxis, diabetes and asthma that the child has been diagnosed with.

Parents and guardians also need to indicate if any medication (whether prescription or homeopathic) is to be administered to a child during any session of care. Parents need to discuss the specifics with the Program Manager or the qualified staff member.

In some instances, specific Medical Management Plans, risk management and minimisation plans, equipment and other resources may also need to be provided before the child can attend the service.

Parents will also need to supply all prescription medication in its original bottle with the child's name, appropriate dosage, frequency, date of dispensing and used by date.

## Infectious Diseases

Measures will be taken by management and program staff to control spread of infection. Appropriate processes and hygiene practices will be employed from recognised health authorities and put in place for children to observe and participate in a safe and healthy environment.

We ask if an infectious disease becomes apparent at home that the parent/guardian contacts our service about the child's condition so appropriate action can take place. If this becomes apparent at our service, we will contact parents/guardians or emergency contacts about the child's symptoms and the immediate need to collect the child from our service. We will also remind parents of the necessary exclusion's periods and/or need for a medical practitioner certificate to allow the child to attend the service again.



Exclusion periods may apply for certain symptoms or diseases:

<b>Disease</b>	<b>Exclusion Period</b>
Chicken Pox	At least two (2) weeks after the first spots appear or when blisters have all crusted
Conjunctivitis	Until discharge from eyes has stopped
Diarrhoea	Up until diarrhoea has stopped
Diphtheria	Until a medical officer has certified recovery
German Measles	Until your child has fully recovered and for at least five (5) days after the rash appears
Glandular Fever	Not necessary to keep children at home but some children will be too sick to attend school
Hand, Foot and Mouth	Until blisters have dried
Head Lice	Until hair has been treated. Everyone living in the same house (as well as linen) should be treated at the same time as the affected person
Hepatitis A	Until your child has recovered which is usually seven (7) days from the first signs of jaundice
Hepatitis B and C	It is not necessary to keep your child at home
HIV	It is not necessary to keep your child at home
Impetigo	Until appropriate treatment has commenced and visible sores are covered
Influenza	For five (5) days after the appearance of the first symptoms
Measles	For at least five (5) days after the appearance of the rash
Meningitis	Until the child is well
Meningococcal	Until the child is well
Mumps	Until the child has completely recovered and at least ten (10) days after the appearance of swelling
Ringworm and Scabies	Until the day after fungal treatment has begun
Scarlet Fever	At least 24 hours after treatment has begun
Streptococcal Infection	At least a day after commencing treatment and the child is well
Tuberculosis	Until a medical practitioner believes the child is well
Whooping Cough	Child should be kept at home for at least five (5) days from the start of antibiotic treatment.

## First Aid

At all times there is an approved fully stocked first-aid kit and other supporting kits available and a staff member trained in first aid, anaphylaxis & asthma will be present onsite at each session of care.

## Incidents, Injury, Trauma & Illness

All incidents, injury, trauma and illness events including serious incidents are recorded and discussed with parents, staff and where necessary reported to the appropriate authority and Creative Learners Office.

**If a serious accident occurs our policy is to ensure the safety and well-being of the child first. This may mean an ambulance or other appropriate form of medical help is sought before the parent is called. We do not transport children to doctors, hospitals or homes.**



## Emergency Procedures

The safety of staff, children and visitors to our service is vital in the event of an emergency.

Emergencies include events as fires, earthquakes, cyclones, floods, extreme weather conditions, bushfire, other catastrophic events, the presence of dangerous persons and animals and any other situation or threat which requires a lockdown or evacuation of the premises.

Staff and volunteers will initially be made aware of emergency procedures and drills at our service during their inductions and this information will be reinforced with the children during regular practice drills

## Behaviour Management

We will ensure our environment is a safe and happy place for everyone. We maintain an emphasis on being polite, considerate and co-operative, respecting each other and the property and equipment onsite.

Our behaviour management procedures are in line with the behaviour management procedures in place at the school. We will consult with the school community, staff families and children so that our policy and procedures reflect the specific and cultural needs of children attending our service.

Children will be encouraged to take responsibility for their behaviour through offering choices and implementing natural and logical consequences, including if necessary, the involvement of parents. If we experience behavioural problems with a child, the parent will be contacted and consulted in regards to the behaviour.

## Child Protection

Our service is committed to the recognition and prevention of abuse of children and young people with the safety, welfare and wellbeing of the children always the prime consideration. In addition to general safety policies already outlined, our service will ensure that volunteers or students working at the program, have current working with children or police checks. All volunteers, students and visitors to our service will be supervised and visible to staff when interacting with the children.

## Sun Smart

Children are required to wear hats which protect the face, neck and ears when they are outside otherwise "No Hat, No Play".

Children without a hat will only be permitted to play in supervised/allocated shade areas. We also ask children wear appropriate clothing to protect themselves from the sun. All children will need to provide their own hat for use at the service. SPF 30+ Broad Spectrum sunscreen will be made available to all staff and children. Children are welcome to use their own brand of SPF 30+ Broad Spectrum sunscreen due to allergies.

Outdoor activities will endeavour to utilise shade for students and staff at all outdoor events and activities or at any time weather conditions dictate the necessity for sun protection. We also suggest children bring a water bottle each day so they can stay hydrated whether they are onsite or on excursion.





# Creative Learners Staff

## Creative Learners staff when interacting with your children will:

- take time to establish a rapport with your children and learn about their unique interests and abilities
- model appropriate language and communication skills, safe practices, behaviours, values, and attitudes
- be flexible and reactive to children's emerging interests and needs and encourage children to communicate, explore and be creative and spontaneous
- allow children to make decisions, problem solve and express and share their thoughts and opinions
- provide opportunities to build upon children's previous experiences to extend their development and learning
- assist children in developing positive relationships with other children/staff and so that children see themselves as a valuable member of the community
- use praise and reinforcement with children to boost self-esteem and encourage and motivate good practice and celebrate children's efforts and achievements
- anticipate conflict and assisting children and families to resolve any issues or instances of bullying and harassment
- ensure staff are committed to improving their own professional development and continually challenge their own practices and decision making so as to provide an enriching learning environment for all

## Staff Recruitment

All Creative Learners staff undergo a recruitment and training process that may involve First Aid, Asthma and Anaphylaxis training and any other training as required by National or State regulatory bodies. Staff will also participate in training which introduces Creative Learners systems and performance reviews. Depending on their position in the service, staff members must also hold valid children services qualifications, be currently studying acceptable children services qualifications or enrol to study in appropriate children services qualifications within six (6) months of commencing employment with Creative Learners. A notice of assessment (working with children check or police clearance certificate) must be undertaken for all employees and volunteers.

If there are any questions or comments regarding Creative Learners staff, please contact your Program Manager or the Creative Learners owner.

## Staff Ratios

At all times ratios will comply with all requirements in each state and territory. Approved off-site excursions may also require a lesser ratio of children to staff dependent on the nature of the excursion.

Parents will be kept fully informed when such events occur. We will also abide by the regulated ratios in regards to number of qualified and unqualified staff onsite.



# Services

## Homework

Time is allocated for each child to complete homework activities. This is particularly important time as it allows children to focus on tasks in a supervised environment. If a child has no homework or finishes prior to the time allowed, they will be able to choose other suitable activities which have an education focus.

Our staff are not able to enforce children to complete homework. They are also not teaching staff and are not expected to understand or interpret school curriculum. However, staff will provide support to children in order for them to complete homework tasks and to encourage each child to have a positive attitude towards school and homework

If there are any issues regarding homework or your child has specific needs please make sure the Program Manager is aware of this and the information is included on the Enrolment form.

## Meals & Snacks

In our Before School Care program, breakfast will be provided each morning and this is included in the fee structure and there will be a choice of bread, cereals and fruit on offer. Afternoon tea is provided in our After-School Care and Vacation Care sessions and is also included in the fee structure. A variety of healthy food choices will be on offer as well as fresh fruit and water. Food is prepared using the food and safety guidelines from the Food Standards Australia and New Zealand. The menu will be displayed each week and we welcome suggestions from children and parents.

If your child has any allergies or any special food requirements or you do not want your child to participate please include this on the Enrolment Form and advise the Program Manager who will discuss this with you to ensure your child receives appropriate food at each session of care. At times we may have children with specific food allergies or needs attend our centre thus we will notify all families of the foods that will not be able to be used or provided to children. In Vacation Care programs families will need to supply their child with morning tea and lunch every day unless indicated otherwise on the program.

## Excursions

We believe excursions offer variety and are an important part of a child's learning experience. Parents and guardians will be notified of all details prior to the excursion date and for child(ren) to be able to leave the Creative Learners service site, parents/guardians must sign a permission slip in order for their child(ren) to be allowed to attend. A risk assessment will be compiled for each excursion and this will also help in determining the staff ratio for the activity. An Excursion Permission Form or the Vacation Care booking form which will need to be signed and returned prior to all excursions. If staff feel that children may be put at risk, the outing will be postponed or cancelled and children will remain at the program and alternative activities will be organised.

## Communication

Our Creative Learners newsletter will be emailed to our families and community so up to date information about our staff, policies, fees, upcoming program activities and special events is communicated. We also will reflect on the fun that we have had in our program and share any ideas and community information that you may find useful.

We also have notice boards and display areas which also contain information you will find useful such as staff & program information, the weekly menu and examples of children's activities, so please take the time to check these regularly.

## Personal Belongings

We recommend children do not bring mobile phones, iPods, electronic games, toys or money to Creative Learners. Creative Learners staff cannot take responsibility if these items are lost, stolen or damaged.





## Lost Property

Creative Learners staff endeavours to remind and assist children about their personal belongings. We encourage personal responsibility by the children and do not accept responsibility for any items of clothing or otherwise lost or left in the school grounds. Unnamed property left on site will be left in the Creative Learners OSHC service and if necessary, may also be handed into the school to add to their lost property at the end of each week.

## Damage to Property

Staff will take due care and responsibility regarding the structural and non-structural property and its use. Parents or guardians may be liable for replacement costs of equipment or property damaged by their child(ren)

## Compliments & Complaints Procedure

We welcome the feedback of any parent, guardian or member of the Creative Learners community or host of our program. It is our intention to deliver the best service and customer satisfaction within the standards and guidelines of our service provision. Please notify the Program Manager that there is something you wish to discuss with them or bring to their attention. This can be done verbally or in written form. All compliments and complaints should be put in writing – a form is available onsite to do this. With a complaint situation a resolution will be sought as quickly as possible.

If the matter is not resolved to your satisfaction or it is inappropriate to raise it with the Program Manager in the first instance it should be escalated to Owner. You can also contact the e.g. State Regulatory Authority contact details.

## Parking

School parking lot or surrounding streets and side roads.

## No Smoking

Staff, parents and visitors to our service are not permitted to smoke at any time at our service site or anywhere on the school grounds.

