



# Children's Services

# Family Handbook



*Caring for our Community*

providing support,  
information, education  
and services to the residents  
of the St George area



## Welcome to Kogarah Community Services Inc. Children's Services

We look forward to getting to know you and your family as you spend time with us.

### About us

Kogarah Community Services Inc. (KCS) is a not for profit organisation providing community services to residents living in the St George area. We have been established for over 35 years and provide many services to the community including Information and referral, Neighbour Aid, Dementia Monitoring and the Women's Rest Centre situated in Kogarah.

### Our aim

We aim to provide a secure, social and friendly environment for your children, supporting them to develop skills for life, and build a sense of community. Before and After School Care (BASC) is not an extension of school, therefore, children are free to choose the activities in which they would like to participate, and are encouraged to play safely, follow the rules and respect the rights of other children, parents, and staff.

The purpose of our service is to provide high quality care for primary school aged children in our local community. In maintaining our high quality service it is necessary to have clear guidelines and policies in place that will ensure children attending our centre are safe and that the service runs smoothly.

KCS is managed by an annually elected volunteer Management Committee. Parents are welcome to join the Management Committee or Parent subcommittee.

This family handbook provides guidelines and policies for your information. Please read this book carefully and keep it handy for future reference.

Feel free to discuss any issues or ask any questions relating to your child or the service with the Children's Services team. Any discussion will remain confidential.

### Accreditation

KCS Before and After School Care and Vacation Care programs comply with the National Quality Framework within the 7 quality areas of the National Quality Standards for Early Childhood Education and Care and School Age Care. The accreditation process ensures that our programs continually strive to maintain and improve all aspects of service.

Our centre is committed to quality care.



## Our Vision

KCS acknowledges the rights of children, young people and their families; the aged and those with a disability to access information, referral, activities and support to enable them to strengthen their families, increase their resilience and build social capital.

KCS contributes to building strong communities through a broad range of community capacity building activities, direct services and, by developing sustainable partnerships with other government, non government services and the business sector.

KCS operates within a social justice context where equity and diversity are embraced and strength based practice is applied.

## Philosophy

Kogarah Community Services Inc. commits to provide a high quality service for children and families in the community, which reflects their needs and interests. The service will be supportive of families, respectful of lifestyle and cultural diversity.

KCS will provide a safe and secure environment for all who attend the service.

Children will be encouraged to develop new skills and learn from different experiences within a friendly, loving and nurturing environment, encouraging self-expression and having fun. Children will be encouraged to participate in centre activities and planning.

A commitment to open and friendly communication between management and families will be maintained at all times.

KCS policies and procedures are formulated on the National Standards and National Quality Framework outlined for Outside of School Hours Care and required legislation.



## Welcome to Kogarah Community Services Inc. Centre Information

Before and After School Care and Vacation Care is located at:

Carlton South Public School  
Mackenzie Hall (entrance in Ecole St)  
Jubilee Ave Carlton  
Ph: 0419 019 032

### We are open during NSW Public School Terms and School Holiday periods:

Before School Care      7am – 9am  
After School Care        3pm – 6pm  
Vacation Care             7am – 6pm

We are closed for Public Holidays and between the Christmas/New Year period.

Before and After School Care is open to all children enrolled at the following local Primary Schools.

Baldface Public School  
Blakehurst Public School  
Carlton South Public School  
Mater Dei Catholic School

St Raphael Catholic School  
St George Christian School  
St Patrick's Catholic School

Vacation Care is open to any child attending primary school. Children who are enrolled to start school for the first time can attend Vacation Care during January of the same year they start school.



### Priority of Access

Priority of service is determined by availability and priority of access guidelines set out by the Department of Education Employment and Work Relations. This is as follows:

#### Priorities:

- 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: all other children

Within these main categories priority is also given to children in:

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





## Enrolment Information

A completed KCS Children's Services enrolment form is needed before any child can attend Before and After School Care or Vacation Care. A new enrolment form must be completed for each Vacation Care period and at the beginning of every year for Before and After School Care.

If your child is the subject of an access or custody order please ensure this is recorded on the enrolment form and that a copy of the order is attached. If you have any concerns in relation to access for your child please feel free to discuss this with the Children's Services team or Executive Officer.

In the event of any changes to care arrangements for your child or if your child is leaving the centre, two weeks written notice is required – please complete the appropriate form, available from the centre or download from our website [www.kogarahcommunity.org.au](http://www.kogarahcommunity.org.au) Please note full fees will be charged if two weeks written notice is not received.

### Fees

Families are sent a statement every two weeks.  
Fees are due two weeks before the end of term.  
Fees are payable on all days, including absences for ill health and public holidays  
Fees will be reviewed annually by the Management Committee.  
Parents will be given at least 4 weeks notice for any changes to the fees schedule.

#### Ezi Debit

Ezi Debit is an option for paying fees and is our preferred payment method. Ezi Debit invoices will be sent out fortnightly and the amount will be deducted from your bank account. This will include all your CCB payments. If you are unable to have the amount to be deducted available in your bank account on the day, please make sure you contact us so we can make an alternative arrangement. For more information about Ezi Debit, please see our website.

#### Current fee schedule

- Before School Care:** \$12.00
- After School Care:** \$15.50 (no bus)  
\$16.00 (incl bus service)
- Casual charges:** (for days outside regular days booked with the service)  
\$16.50 (no bus)  
\$17.00 (incl bus service)
- Vacation Care:** \$36.00 daily (plus additional costs for any excursions.  
These are paid on the day of the excursion)

There are a number of options for parents to pay fees including:

Ezi Debit

Cheque (made out to Kogarah Community Services Inc.)

Cash, Eftpos & credit card at the main administration office; 27 Joffre St, Sth Hurstville

Directly into our account (please make sure you identify the child paying into our account)

Bank:	Commonwealth Bank
Account Name:	Kogarah Community Services
BSB:	062 253
Account#	10110050

Please note that Children's Services staff are not permitted to accept cash at our centre. Cash payments can only be made at our Administration Office ~ 27 Joffre St, South Hurstville.



## Other Fees

- Upon enrolment, a non refundable registration fee of \$33 per child (or \$66 for 2 or more children) is payable.
- Each term an equipment levy of \$11 per child is charged to your account; this levy helps to resource our centres and replaces any lost or broken equipment.

## Overdue Fees

KCS does not receive any funding to run Before and After School Care, and therefore cannot carry outstanding fees. Parents are encouraged to discuss any financial difficulties they may be experiencing relating to fee payment. KCS has a Fees Assessment Policy that can be used to establish a payment plan. An agreement to pay fees by instalments may be negotiated with parents to best meet their family needs. Overdue accounts will be closely monitored by Children's Services, Executive Officer and Management Committee.

## Childcare Benefit (CCB)

- CCB is now managed online through the National Child Care Management Systems (CCMS). KCS records enrolment and attendance information and reports to the Department of Education, Employment and Workplace Relations (DEEWR) via the internet. Payments are calculated and CCB paid on behalf of the children enrolled. CCMS provides the government with a better understanding of the actual usage of child care places, and ensures that calculations are made on each child's actual usage of care.
- If you wish to claim JET payments, you will need to provide your JET notice.
- KCS reports childcare usage on a fortnightly basis to DEEWR.
- Parents/guardians need to speak with the Family Assistance Office on 136 150 to determine their eligibility. It is the responsibility of families to organise their CCB. A copy of your **Notice of Assessment** of Child Care Benefit provided by the Family Assistance Office must be attached to your KCS enrolment form.
- Families are required to provide their family reference number and date of birth and each child's reference number and date of birth to receive CCB. All information provided must match the data provided to the Family Assistance Office (FAO).
- Monthly usage statements are available on request.
- Immunisation is linked to CCB ~ the FAO will check the immunisation status of children when families apply for CCB.

## Childcare Tax Rebate (CCTR)

- You can elect to have your CCTR payments paid to us and deductions will appear on your account.

## Absences (CCB)

- Payment of CCB will be authorised for up to 42 days of absence (not including public holidays) for each child per financial year across all approved care services without the need to provide documentation such as medical certificates. These are called Allowable Absences. If you exceed your 42 absences, DEEWR will not pay CCB for further absences and you will be charged the full service fee.
- All Absences beyond the first 42 days will only be paid for as 'additional absences' if evidence is provided that the absence occurred under certain, allowable circumstances i.e. illness (with a medical certificate), child's non-immunisation when there is an outbreak of infectious disease, school closure (not strikes), pupil free days, local emergencies, sickness of a parent/sibling (with medical certificate) and exceptional circumstances.
- Additional absences do not include public holidays.

## Late Collection

Our centres close at 6pm and all children must be collected by this time. If you are unable to collect your children by this time, we ask that you inform the Centre Coordinator as early as possible.

**Centre number:** 0419 019 032

- Parents are asked to sign the Late Collection Form, recording the time they collected their child.
- A late fee of \$15 per 15 minutes or part thereof will be charged and added to your account. For example ~ collect child at 6:08pm = \$15.00, pick up at 6:21pm = \$30.00
- Additional costs may be incurred if a child/ren have not been collected by 6:30pm

Kogarah Community Services has an obligation to abide by the relevant Child Protection legislation. Therefore, unless alternative arrangements have been made with the parent or emergency contact, we are required by law to notify local police and Community Services when a child has not been collected by 6:30pm.

## Health Information

### Smoke Free Environments

All areas of our centres are smoke free environments. No staff, parents/ carers or visitors to the centre are permitted to smoke any substance around the children or in areas used by the children while attending the centre.

The 'environments' refer to:

- School Hall
- Cola area
- All outdoor areas located within the school grounds including the car park.

The Centre is smoke free at all times whether children are present or not.

### Anaphylaxis

Anaphylaxis is a severe and rapidly progressive allergic reaction that is potentially life threatening. KCS has a comprehensive anaphylaxis policy and it is a requirement of the policy that parents who have children with allergies or anaphylaxis must inform staff. Parents/guardians are asked to provide staff with an anaphylaxis plan completed by your child's Doctor and to supply the centre with the appropriate medication - see KCS anaphylaxis policy for further information.

KCS Children's Services Centres are completely nut free – this includes Peanut Butter, Nutella and any other nut based product.

### Asthma

KCS has a comprehensive Asthma Management Policy and it is requirement of the policy that parents/guardians inform staff if their child suffers from asthma. Parents/guardians are required to complete an asthma plan in consultation with your child's Doctor. An asthma plan is available from the Children's Services team. Parent/guardians are asked to supply any medication needed.



### **Medication**

Medication will only be administered if prescribed by a registered medical practitioner and when all appropriate forms have been completed i.e. Medication letter of agreement, Medication authority form and Specimen of indemnity. Forms are available from the Centre Co-ordinator. Please ensure you speak with the Centre Co-ordinator if your child requires medication to be administered by staff whilst at our centre.

- Medication must be stored in its original container and must outline the child's name and dosage required.
- A fully completed medication administration consent form is required each day medication needs to be administered.
- Medication is to be handed to staff and NOT left in child's bag for self administering.

### **Head lice**

KCS understands that head lice cause concern and frustration for some parents and children. Whilst parents have the primary responsibility for the detection and treatment of head lice, Children's Services staff will work in a cooperative and collaborative manner to assist all families to manage head lice effectively. We ask that children do not attend the centre with untreated head lice. Children are encouraged not to share headwear with anyone.

### **Sun Protection**

KCS Children's Services encourages all children to be aware of sun protection matters and has a Sun Protection Policy which includes a "no hat no play" rule. Parents/guardians are asked to ensure their children have appropriate hat and clothing when attending the service. Sunscreen is available and children are encouraged to apply it before outdoor play.

### **Infectious Diseases**

KCS reserves the right to temporarily request children and staff stay away from the centre when suffering from an infectious disease such as chicken pox, conjunctivitis etc as per our Infectious Diseases Policy. A Doctor's certificate may be requested when your child returns to the centre. Please see the policies and procedures manual for detailed information about illness and exclusion information.

KCS aims to ensure that appropriate health and hygiene practices are observed and that staff and families have access to current information from relevant authorities to minimise any health risks to children.

### **Children with additional needs**

Kogarah Community Services Inc. is committed to the acceptance of children with additional needs within the service. Please speak with the Children's Services team to organise a tour of the centre and to discuss the support arrangements for your child before they start to ensure that the needs of your child can be met within our service. Kogarah Community Services Inc. may seek further assistance from the Kindergarten Union (KU) Inclusion Support team. Information will be provided upon enrolment.

### **Illness/Accidents**

The centre is unable to care for any child suffering from an infectious disease or high temperature (38 degrees or above). If your child falls ill whilst at the centre you will be contacted immediately and asked to collect your child as soon as possible. Parents are asked not to send their child to our centre if they are ill.

In the case of your child having an accident, staff will carry out first aid as needed and complete an accident report. If needed, parents/guardians will be contacted to collect their child from the centre.

In the case of serious injury requiring an ambulance, suitable procedures for transfer of child will be followed (please see KCS Ambulance policy for details) and every attempt will be made to notify the parent/guardian.

A copy of the incident report will be given to the parent upon collection of their child which parents are asked to sign.

## Program Information

### Daily Programs

Daily programs cater for individual, small group and whole group needs in both the indoor and outdoor setting. Activities within the program will be both structured and unstructured and aim to give children a variety of experiences. Programs are on display at the centre.

Vacation Care programs are available with enrolment forms 4 weeks prior to Vacation Care commencing.

### Meals

- Breakfast is available at Before School Care and Vacation Care between 7.00am and 8.00am daily.
- A nutritious afternoon tea will be provided every afternoon from 4pm for children attending After School Care.
- Water is always available for children to drink.
- A menu is on display at each centre at all times.
- Meals are not supplied during Vacation Care. Parents/carers are required to provide their children with a healthy morning tea, lunch and afternoon tea when attending Vacation Care.
- If your child has specific dietary requirements or food allergies please state this on the BASC enrolment form and speak with the Children's Services Team to arrange the appropriate food for your child.



### Active After School Communities

The Active After-school Communities program is a structured physical activity program delivered nationally to children enrolled in Australian primary schools and Childcare Benefit (CCB) approved Out of School Hours Care Services (OSHCS). This free program is designed to engage traditionally non-active children in structured physical activities and build pathways between local community organisations and sporting clubs. KCS has been part of this program from its inception. We provide children with sports activities twice a week. Please speak to the Children's Services team for further information about this program.



### Clothing at Vacation Care

Messy activities which involve paint and glue are part of our program each Vacation Care period; therefore we ask that parents/guardians send their children in suitable play clothes. It is important that children wear closed toe shoes at all times whilst at Vacation Care. This is also a requirement of some excursions. Parents/guardians are asked to ensure that they pack appropriate clothing for any weather, i.e. a hat and jumper.

There is video/DVD player and television located at the centre. Only “G” or “PG” rated shows or movies that have been deemed appropriate by the Children’s Services team are shown. The Television and DVD player are used at the discretion of Children’s Services staff. They are not used regularly and are not regarded as a substitute for other planned programs. Television, videos and DVDs will never be the only activity or option for the children.

Children wishing to bring DVDs to the centre to watch must speak with the Centre Co-ordinator to determine the appropriateness of the movie. KCS accepts no responsibility for DVD’s that are brought to the centre by children.

## Staff Information

KCS believes that high quality staff provides high quality care. Therefore KCS Children’s Services has a great team of qualified, experienced and friendly staff.

Our service follows strict staff/child ratios of a maximum of 15 children to 1 staff member as set by the National Standards for OOSH. At all times our centres will have at least 2 staff members on duty, with at least one of these staff having a first aid qualification.

### KCS Children’s Services staff:

- Management Team including senior Childcare staff and Executive Officer
- A qualified Coordinator at the centre
- An Assistant Co-ordinator
- Childcare staff both trained and untrained
- Bus drivers

A Children’s Services Staff Information board is located at our centre

All Children’s Services staff wear name badges at all times whilst on duty.

## Students

Throughout the year KCS supervises students from TAFE and University. Making the Centre available to interested parties heightens the children’s awareness of the community in which we live. Children enjoy the company of new and interesting people in their lives and therefore we feel it is an important part of the program to include students where possible. The Centre is a learning environment for all. All students have undergone a police clearance before commencing at the centre.

## Policies and Procedures

A Policy Folder is located at the Centre. This is available for parents to view at any time. If you would like to discuss any details of our policies please speak with the Children’s Services Team. Parents will be asked to give feedback on policies as needed.

## Confidentiality

- Kogarah Community Services complies with the Commonwealth Privacy Act 1988 — Privacy Amendments (Private Sector) Act 2000. Therefore all information collected on KCS enrolment forms is for the purpose of Childcare services only.
- Completed enrolment forms are kept in a secure location. Information provided will not be used outside of OOSH programs unless legally required to do so.



- Information which is required for the daily operation of the program, the well-being of children and staff may be exchanged between staff members in the normal course of work and will be treated confidentially.
- Staff will not remove children's records from the premises.
- The centre will obtain parent/guardian permission before disclosing a child's personal and sensitive information to a professional attending our centre for the specific purpose of providing a service for your child. This may include KU Inclusion support staff, doctors and counselors.
- Where students on accredited training programs need to record individual, confidential observations on certain children, parental permission (in writing) will be sought by the Children's Services Team.

## Parent/Guardian Responsibilities

### Parent Information

- Each child will be allocated a "file" where all ongoing information will be supplied, including Service newsletter and receipts.
- Check notice-boards in the centre regularly for items of common interest and announcements.
- Parent information box – please use this to source information on a variety of topics relating to children and families. Information is available in a variety of languages. If there is information you require that is not there please ask the staff to source it for you.

### Maintenance of information/records

- Kogarah Community Services Inc keeps secure and accessible records for each child relating to personal details as provided on enrolment forms. It is the responsibility of parents/guardians to ensure that this information is kept current.
- Any changes to personal information can be notified through the appropriate KCS forms. The forms are available from Centre Co-ordinator or downloaded from our website [www.kogarahcommunity.org.au](http://www.kogarahcommunity.org.au)

### Dropping off and collecting children

- As both a legal and insurance requirement all children must be signed in and out of the centre each day they attend by their parent/guardian.
- Children must not be dropped at the centre outside operating hours.
- KCS takes no responsibility for any child who arrives outside of operating hours or who has not being signed in on the appropriate roll by a parent/guardian.
- No parent/guardian may collect their child unless they personally come into the centre and sign them out on the appropriate roll.
- Please inform staff if someone other than yourself will be collecting your child from the centre. This person will be asked to show appropriate photo Identification such as a drivers licence.
- Parents/guardians are asked to greet staff when dropping off and collecting your child from the centre and pass on any relevant information as needed.
- Parents who fail to sign their child/ren in and out each day will not be eligible to claim CCB and therefore will be charged full fees for all attendance at the centre.

## Daily Routine

### Carlton South Before School Care

#### Daily Routine

7.00am - open centre & set up.

7.05am - Breakfast begins

Quiet activities for children indoors

7.55am - Breakfast finished

Staff wash up dishes

Free play for children indoors & outdoors (weather permitting)

8.15am - Bus leaves for school drop-off

8.50am - pack-up equipment

Carlton South children go to school

8.55am - Bus 2 leaves

9.00am - Centre closes

### Carlton South After School Care

#### Daily Routine

2.30pm - prepare afternoon tea

Messages are checked

2.45pm - 3 buses leave for school pick-up

3.00pm - Carlton children arrive and wait seated on stairs, Carlton South kindy children collected

3.05pm - Roll call

3.10pm - Free play

3.30pm - Van and first bus arrives, (rolls marked on buses)

Indoor & Outdoor activities provided, & homework supervision

3.50pm - other buses arrive

Free play for children indoors & outdoors (weather permitting)

4.00pm - children wash hands, sunscreen applied

Afternoon Tea served

4.15pm - Sports Program (2 days a week)

Outdoor play (weather permitting), craft activity or homework

4.30pm - staff clean up afternoon tea. Canteen closed.

5.15 - 5.30pm - staff sweep floors and pack up equipment

All children indoors

5.40pm - Quiet activities (may include TV)

6.00pm centre closes

Staff lock-up and alarm centre

### If your child is not attending

Parents/guardians are asked to contact the centre directly or speak with the Centre Co-ordinator if your child will not be attending on any given day before their anticipated arrival. This ensures that there are no stressful disruptions to the centre activities caused by lack of prior notification. Fees are still payable on all absences from Care.

## Expectations of children

### Behaviour

To achieve and maintain a positive and supportive environment within the centre, rules of behaviour govern our day to day behaviour.

All children are expected to behave in accordance with the centre rules, which the children have contributed to writing.

1. I will treat others as I would like to be treated
  - No name calling
  - No teasing
  - Listen to each other
  - Share games and activities with others
  - No swearing
  
2. I will have no physical contact with others
  - No hitting
  - No kicking
  - No slapping
  - No punching
  - No spitting
  - No biting
  - No throwing things at other children
  
3. I will listen to staff
  - Do what staff ask
  - Do not answer back
  - Treat staff with respect
  - Stay where staff can see you
  
4. I will walk inside the centre and other places we visit
5. I will play in appropriate play areas
6. I will let staff know if some one else is bothering me
7. I will not react to someone who is bothering me
8. I will remain in the areas set by staff
9. I will remain seated and facing the front while travelling on the bus



Children are encouraged to understand and participate in the development of centre rules including the consequences for unacceptable behaviour. The centre rules will be displayed within the centre.

- Everyone has the right to feel safe and secure both emotionally and physically.
- Everyone also has the right to personal space and care and respect for their belongings.
- Bullying of any kind will not be tolerated under any circumstance.
- Dangerous items such as knives, war toys, toy guns, matches etc. must not be brought to the centre.

## Behaviour Management:

Everyone takes responsibility for their own behaviour, and we all need to respect and support others. We show care, consideration and safety through respect, responsibility and rights.

The consequences of choosing unacceptable/inappropriate or aggressive behaviour will be:

- Discussed with children when starting care.
- Predictable, consistently applied and are just.
- Childcare staff will ensure that children understand the consequences of choosing unacceptable behaviour and that it is the behaviour that is unacceptable not the child.
- Consequences will be dependent upon the severity and consistency of unacceptable behaviour.

Steps taken for unacceptable/inappropriate or aggressive behaviour will be:

- Warning from staff that the behaviour is unacceptable.
- Removal from the situation to a quiet area under supervision to sit and think about behaviour and discussion of how to better handle the situation next time.
- Parent/guardian called to collect child from centre.
- Consistent unacceptable behaviour will result in a behaviour management plan being drawn up with the parent and staff.
- Continued consistent unacceptable behaviour may result in suspension of care. This is dependent upon severity and lack of change in behaviour.
- Suspension will always be a last resort.
- Initial suspension will be for 24 hours with a 1 week probation period when attendance recommences.
- If the parent/guardian is contacted during this period, a suspension of 5 days will occur.
- If unacceptable behaviour continues after this period care may be terminated.

## Personal Possessions

KCS staff are unable to take responsibility for any personal possession including clothing or toys that children may bring to our centres. Electronic games, footy & Yugiyo cards, scooters, rollerblades, skateboards and bikes are not appropriate for use at the centre and should be left at home.

## Conditions of enrolment

Kogarah Community Services Inc. Children's Services aims to provide a quality, caring and a safe OOSH environment for your children. We seek your co-operation by complying with the conditions set out below. Your signature on the KCS enrolment form indicates your acceptance of these conditions.

1. The enrolment form must be completed prior to your child/ren's first day of attendance at the centre. Forms can be submitted to staff at the centre or via mail.
2. A separate form for Before and After School Care and Vacation Care must be completed.
3. All children who attend KCS Children's Services either Before & After School Care or Vacation Care must be booked in prior to care. Parents/guardians will be contacted and asked to collect their child if this has not been done.



4. Accounts must be paid on time and not fall into arrears unless arrangements have been made with The Children's Services Team.
5. Casual care is dependant on availability, parents need to contact the centre directly and discuss care needs with the Co-ordinator.
6. If children are not attending the centre for any reason, parents must notify staff.
7. Children are not to be left at the centre prior to opening time of 7am.
8. Children must be signed in on arrival and signed out on departure each day. KCS takes no responsibility for any child not signed in.
9. Only persons nominated on enrolment forms are able to collect your child/ren. Written permission or in an emergency, verbal permission is required if someone else is to collect your child/ren. Photo ID will be required.
10. If someone is prohibited by law from collecting your child/ren this information must be included on the enrolment form and a copy of relevant court documents must be submitted with enrolment form.
11. A late fee of \$15 per 15 minutes or part thereof will be charged for children who are collected after 6pm. Please inform staff if you think you will be late.
12. The centre can not cater for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected soon afterwards.
13. No medication will be administered to children unless the following steps have been followed:
  - a) Completed forms have been submitted:
    - Medication letter of agreement
    - Medication authority form
    - Specimen of indemnity
  - b) Medication must be stored in its original container and must outline the child's name and dosage required. Completed medication administration consent form is required each day medication is needs to be administered.
  - c) Medication is to be given to staff and NOT left in child's bag for self administering.
14. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child/ren are to be included on or attached to enrolment form.
15. Any changes to enrolment information must be in writing giving two weeks notice (forms are available from centre staff)
16. If a child's behaviour is such that endangers the safety of themselves, other children or staff, a behaviour management plan will be put into place in consultation with parents.
17. Non compliance of any of the above conditions will result in the attendance of your child/ren at the centre being reviewed.



## Complaints/Compliments

Feedback is important in ensuring that services are continuing to meet the needs of families and for continuing improvement purposes. Feedback forms are available at our centre, or can be downloaded from our website.

Parents/guardians have the right to complain and to suggest changes to the service they receive without fear of retribution. Any issues raised will remain confidential and will have no bearing on your child's attendance within the centres.

If you feel that your rights are not being respected, or if you have any complaint or concerns about the centre please:

1. Talk with the Executive Officer  
Ph 9546 4811  
Choose option 3 on the phone system
2. If you feel the matter remains unresolved forward the complaint in writing to:  
Kogarah Community Services Inc.  
Attn: Management Committee  
PO Box 466  
South Hurstville 2221
3. Alternate contact: NSW Ombudsman.  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)  
Phone 9286 1000 or 1800 451 524

Or write to:

NSW Ombudsman  
Level 24  
580 George Street  
Sydney NSW 2000

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