



TRY

OUT OF SCHOOL HOURS CARE

FAMILY HANDBOOK



Try Youth and Community Services
(Incorporating WILLIAM FORSTER TRY BOYS' SOCIETY) Inc.

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INTRODUCTION

Welcome to the Try OSHC Program. This booklet is part of our service that aims to provide quality care and fun activities for your child in a safe and friendly environment. Please read it carefully as it contains important information about how our program operates and what you need to do to use the service.

Try has a firm commitment to ensuring all its services function within National Standards, and is working towards Quality Assurance accreditation with the NCAC. All Try OSHC services are registered to undergo this process in the near future.

Try's QA strategies are being developed to ensure we offer a good quality service, with continuous improvement, and open communication channels for staff, families and support agencies.

All our programs are designed to cater for primary school aged children and meet the National Standards for Out of School Hours Care Services in particular: staff ratios, facilities, health and safety, facilities, administration and programming.

As we cater for children of high need or whose parents are working or studying, fee subsidy is available through the Commonwealth Government Child Care Benefit Scheme. We therefore work co-operatively with the Department of Family and Community Services and Centrelink and further information can be obtained by contacting your nearest Centrelink office or www.facs.gov.au

This handbook should provide families with relevant information regarding the Try OSHC Programs. Try Youth and Community Services Inc encourages all families to read the Try OSHC Policy Manual for more detailed information regarding our service. This can be obtained by contacting Try Head Office, or speaking with your programs Coordinator.

Try Youth and Community Services is committed to encouraging consultation and feedback between management, staff and families that access the OSHC services.

Our Family Handbook was last reviewed in December 2008, and undergoes an annual review to ensure its relevance and currency.

Philosophy/Goals and Mission

- Try provides a range of services and activities for young people and the community in general.
- Try involves the whole family where possible in its work with children and young people.
- Try seeks to serve the interests of the local communities in which it is based by working closely with relevant community organisations and government agencies.
- Try's operational focus is as an 'umbrella' organisation that seeks to support and service local groups and communities in identifying and developing what they consider important.

- Try's operational philosophy is also committed to addressing local issues within the broad context of State and National priorities as identified through initiatives determined by those agencies.

Principles

Try recognises:

- That the family is an important unit in our society and that it provides the fundamental setting for the growth development of children and adolescents;
- The importance of young people and others within the context of their participation in communities;
- The diversity of needs and aspirations in communities;
- The need to integrate services within communities.
- The need to give special consideration and assistance to any young people or groups who may be disadvantaged or in need.

OSHC Philosophy Statement

Try Youth and Community Services Inc OSHC services are committed to the safety and well-being of all children, staff and volunteers in attendance. We believe in encouraging positive behavior in all children and ensuring that all children are respected and valued as individuals. We believe that setting limits for behavior is important for safety and protection of children, others and the environment.

We aim to provide families with quality affordable, well supervised outside school hours programs for children aged 5-12 during the school terms.

We understand children are not all the same, and each deserves a full range of developmentally appropriate experiences, free of stereotypes or limits based on gender and race. We endeavour to provide a safe, happy, comfortable and stimulating environment for all children to play and thrive in. Through our observations and planning we provide a program to encourage children's growth in all areas of development; physical, social and emotional.

In brief,

- *Our program is aimed at primary-school-aged children providing quality care and fun activities in a safe and friendly environment.*
- *Our program aims to offer a range of recreational, sports-based and art & craft experiences.*
- *Our staff will assist in meeting the diverse needs of the children and families that attend our services.*
- *We value the importance of play for children.*

Management Structure

Try Youth and Community Services (Incorporating William Forster Try Boys' Society) Inc. (Try) is a charitable benevolent organisation that was established in 1883 which conducts and

sponsors numerous youth and community related programmes throughout the Metropolitan and Rural areas of Victoria. Since its inception Try has developed into a broad based youth and community service organisation. Try is an independent non-government organisation, committed to encourage personal development and involvement in community life.

Try has a board made up of nine elected people on a voluntary basis, and they represent a range of skills and knowledge to guide the organisation as a whole. The Board appoints a CEO that manages the organisation; and Try employs an OSHC Team Leader to conduct the OSHC services; and Try employs an OSHC Coordinator for the day-to-day operations of each OSHC program.

The OSHC Coordinator is responsible for the programming, staffing and running of the OSHC. The OSHC Coordinator role is to lead and support staff in all facets, from policy development, promotion and marketing of the services, Quality Assurance, staff recruitment and retention and liaising with relevant agencies to ensure that staff and families experience a reliable, consistent and enjoyable service.

TRY'S OSHC SERVICES

The programs are aimed at primary-school-aged children and incorporate a range of age-appropriate activities that can be modified to include children of all abilities and interests, with a balance of activities. Try recognizes that each service is made up of families from culturally and linguistically diverse backgrounds and each of these families are encouraged to share their traditions and language. Each individual service reflect the range of needs and values, and as such the underlying philosophy of each service is developed by the respective staff to incorporate these specific needs and core identity

In including children with disabilities, the service ensures that activities can be modified to suit the needs of its children. Utilising government funding, Try has been able to employ additional staff to ensure an inclusive setting, children can access all activities, and that the needs of all children can be met adequately.

A part of Try's philosophy is to provide experiences and opportunities that people may not necessarily be able to afford, or otherwise have access to. In recognition of the importance of quality child care with a focus of safety and fun, Try fees are generally set lower than other services and can offer flexible payment plans to parents.

Venue locations, contact numbers, hours of operation

1. Try Avenel Primary School After Care

Livingstone Street, Avenel

Ph: 0411 038 059 **Coordinator:**

Hours of Operation: **After Care:** 3:30pm-6:00pm

2. Try Birralee Primary School Before & After Care

Heyington Avenue, Doncaster

Ph: 0402 733 267 **Coordinator:** Farideh Arianpour

Hours of Operation: **Before School Care:** 7:00am-8:45am

After Care: 3:30pm-6:00pm

3. Try Brunswick North Primary School Before & After Care

Pearson Street, West Brunswick

Ph: 9386 8212 **Mob:** 0415 346 793

Coordinator ASC: Carmel Paterno **Assistant:** Kate B

Hours of Operation: **Before School Care:** 7:30am – 8:45am

After School Care: 3:30pm-6:00pm

4. Try Laurimar Primary School Before & After Care

5-15 Windrock Ave, Mt Ridley

Ph: 0416 987 206 **Coordinator:** Lauren Andrew **Assistant:** TBC

Hours of Operation: **Before School Care:** 7:30am-8:45am

After School Care: 3:30pm-6:00pm

5. Try Lumen Christi Primary School After Care

35 Williams Avenue, Churchill

Ph: 5122 1414 **Coordinator:** Carolyn Justice

Hours of Operation: **After School Care:** 3:00pm – 5:30pm

6. Try Mother Teresa Catholic Primary School Before & After Care

5-15 Windrock Ave, Mt Ridley

Ph: 0416 987 140 **Coordinator:** TBC **Assistant:** TBC

Hours of Operation: **Before School Care:** 7:30am-8:45am

After School Care: 3:30pm-6:00pm

7. Try Pascoe Vale Primary School After Care

362 – 366 Gaffney Street, Pascoe Vale

Ph: 9354 1724 **Coordinator:** Kylie Gleeson

Hours of Operation: **After School Care:** 3:30pm – 6:00pm

8. Try Seymour Primary School Before & After Care

Grant Street, Seymour

Ph: 0401 166 720 **Coordinator:** Alli Rumble

Hours of Operation: **Before School Care:** 7:30-8:45am

After School Care: 3:10 - 6pm

9. Try St Anthon's Primary School Before & After Care

45 Railway Place, Alphington

Ph: 9489 7874 **Coordinator:** TBC **Assistant:** TBC

Hours of Operation: **Before School Care:** 7:30am-8:45am

After School Care: 3:30pm-6:00pm

10. Try St Johns Primary School Before & After Care

55 Cape Street, Heidelberg

Ph: 9457 6573 **Coordinator:** Katie Rogers **Assistant:** Jodie Finster

Hours of Operation: **Before School Care:** 7:00am-8:45am

After School Care: 3:20pm-6:00pm

11. Try St Joseph's Primary School Before & After Care

44 Mernda Village Drive, Mernda

Ph: 0449 227 751 **Coordinator:** Renee Birchall **Assistant:** TBC

Hours of Operation: **Before School Care:** 7:30am-8:45am

After School Care: 3:30pm-6:00pm

12. Try Tylden Primary School After Care

11 Clowes Street, Tylden Vic 3444

Ph: 0416 987 219 **Coordinator:** Deb Bosman **Assistant:** Belinda Allen

Hours of Operation: **After School Care:** 3:30pm-6:00pm

13. Try Yea Primary School After Care

23 Station Street, Yea

Ph: 5797 2724 **Coordinator:** TBC **Assistant:** TBC

Hours of Operation: **After School Care:** 3:15pm-6:00pm

PARENT INVOLVEMENT

In managing its children's services, Try promotes a positive interaction between staff and families to build relationships. Parent involvement with the service is a valuable resource so as to:

- foster links within this community;
- encourage input for programming;
- improve communication;
- Strengthen involvement and heighten the awareness of the program.

Try's management practices encourage staff, families' and key agencies' full participation in decision-making, policy development, and communicate the service's philosophy of developing a sense of ownership and achievement.

Try recognises that each service has a culture of its own, and Try has a flexibility that accepts differing contribution from parents in manners in which they feel comfortable and to which they are able to commit. Opportunities for parental participation are provided in the form of:

- Questionnaires/surveys
- Parent committee
- Suggestion Box
- Quality Assurance Checklists
- Informal conversation, through access to staff, the coordinator and management.

As part of our current policies, complaints handling process is identified to parents and all suggestions from parents are assessed and evaluated accordingly.

Evaluation is an ongoing process. Formal evaluation is conducted during and at the end of each program and includes feedback from both children and parents. There is also an open file in which all communication from the public at large, venue operators, case managers of families and families themselves and staff are recorded thereby assisting in the implementation of our continuous improvement process.

Parent Committee

All parents are invited to attend and be apart of our management committee, your involvement will be welcomed and much appreciated. We will meet on the eighth week of every term in the evening.

STAFFING

As an organisation that operates preschools, a child care service and Out of School Hours Care programs, Try is aware of the qualifications required and necessary for the provision of quality children's services. In employing staff, Try advertises the positions, but also utilises its own networks within the preschool, childcare, recreation and education industry. Try maintains a policy of conducting police records checks for new employees, and maintains a staff record for all its employees.

Currently there are over sixty people employed as Leaders whose backgrounds vary in primary and preschool education, child care, the health and fitness industry, as well tertiary students of education, drama, dance and art. Position descriptions have been developed in conjunction with the current staff, reflecting the responsibilities staff feel are associated with their roles. Try has a budget allocation for professional development, and encourages its staff members to attend training sessions conducted by Lady Gowrie, Playworks, and Community Child Care.

Try employs appropriately qualified staff to meet the staff: child ratios of 1:8 for excursions, with 1:15 for in-house activities and OSCH programs and 1:5 in a pool. One Coordinator at each service will be responsible for the day-to-day running of the service, alongside a number of leaders to implement the program, initiate activities and encourage participation.

Staffing ratios and respective qualifications are strongly endorsed, and networking opportunities occur quarterly for staff to exchange ideas, discuss program successes and source equipment. Age appropriate equipment and adequate resources and consumables are budgeted for accordingly within the organization. Strong links and networks with various Councils and appropriate bodies (such as CCC) are maintained to ensure the timely dissemination of information in the sector.

OUR PROGRAM AND ACTIVITIES

Try recognizes that each service is made up of families from culturally and linguistically diverse backgrounds. Opportunities to share experiences and expose children to different cultural and recreational pursuits are explored wherever possible.eg through participation in ethnic celebrations, and sporting significance or visits from experts in a variety of fields

In including children with disabilities, the service ensures that activities can be modified to suit the needs of its children. Utilising ISS funding, Try has been able to employ additional staff to ensure an inclusive setting, children can access all activities, and that the needs of all children can be met adequately.

Child Care Benefit

We encourage all families to be assessed for CCB eligibility, as most families are entitled for minimum assistance. Parents can either claim benefits as reduced fees each program or they can elect to pay full fees then claim CCB entitlement as a lump sum at the end of the financial year. Families can contact the Family Assistance Office by visiting a Centrelink, Medicare or ATO office. Alternatively FAO contact telephone number is 13 61 50. You need to link Try as your child care provider with the FAO if you are using this service. This way we will receive your Family Reference Number and Child's CRN. This must be completed by your child's first day, otherwise delays may be experienced, and full fees must be paid.

The multiple child rates can be used when other siblings are attending approved childcare centres. It is the parent's responsibility to notify the service of other children in care, and any changes to those arrangements. Any difference will be reconciled by FAO at the end of the financial year.

Child Care Benefit is available for the before/after care and curriculum days that have been approved by the Department of Family and Community Services. Families must register with centre link to receive the fee discounts.

Call Centre link on **13 61 50** please quote our provider number:

Birrilee Primary School OSHC:	407 389 495J
Brunswick North School Primary OSHC:	407 371 717H
Lumen Christi Primary School OSHC:	407 322 146V
Seymour Primary School OSHC:	407 329 021A
St John's Primary School OSHC:	407 334 081C
Yea Primary School	

Try OSHC programs that started after March 31 2008, operate under the Child Care Management System (CCMS). CCMS is a national child care computer system that will bring all child care services online to standardise and simplify the administration of the CCB. CCMS will allow parents to access details of CCB payment statements online from the Family Assistance Office made to child care services. Families no longer have to quote a provider number to Centrelink for services operating under CCMS. Families that qualify for a CCB will need to obtain a Customer Reference Number (CRN) from the FAO. Try OSCH programs operating under the CCMS:

Avenel Primary School OSHC
Laurimar Primary School OSHC
Mother Teresa Catholic Primary School OSHC
Pascoe Vale Primary School OSHC
St Anthony's Primary School OSHC
St Josephs Primary School Mernda OSHC
Tylden Primary School OSHC

The management of Try Youth and Community Services and School Council determines the fee structure for before, after school care programs. Fees are as tabled below;

Avenel Primary School OSHC Fee Structure:

After School Care	\$12.00 per child includes fruit and light snack Casual bookings \$14.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$10.00 per family

Birrilee Primary School OSHC Fee Structure:

Before School Care	\$10.00 includes breakfast
After School Care	\$14.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$15.00 per family

Brunswick North Primary OSHC Fee Structure:

Before School Care	\$7.00 per child includes breakfast
After School Care	\$12.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$15.00 per family

Laurimar Primary School OSHC Fee Structure:

Before School Care	\$10.00 per child includes breakfast
After School Care	\$14.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$15.00 per family

Lumen Christi OSHC Fee Structure:

Before School Care	Service currently not running
After School Care	\$10.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child

Annual Administration Fee	\$10.00 per family
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Mother Teresa Catholic Primary School OSHC Fee Structure:

Before School Care	\$10.00 per child includes breakfast
After School Care	\$14.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$15.00 per family

Seymour OSHC Fee Structure:

Before School Care	\$6.00 includes breakfast
After School Care	\$10.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$10.00 per family

St John's Fee Structure:

Before School Care	\$7.00 per child includes breakfast Casual \$8.00 per child includes breakfast
After School Care	\$11.00 per child includes fruit and light snack 2 nd & Subsequent child: \$9.00 Casual \$13.00 per child includes fruit and light snack 2 nd & Subsequent child: \$11.00
Early Leave 4pm	\$6.00
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$15.00 per family

St Anthony's Primary School OSHC Fee Structure:

Before School Care	\$8.50 per child includes breakfast Casual \$9.50 per child includes breakfast
After School Care	\$12.00 per child includes fruit and light snack Casual \$13.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$15.00 per family

St Joseph's Primary School Mernda OSHC Fee Structure:

Before School Care	\$9.00 per child includes breakfast Casual \$10.00 per child includes breakfast
After School Care	\$12.00 per child includes fruit and light snack Casual \$13.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$15.00 per family

Pascoe Vale Primary School OSHC Fee Structure:

After School Care	\$13.00 per child includes fruit and light snack
Early Leave 4pm	\$6.50
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
Annual Administration Fee	\$15.00 per family

Tylden Primary School OSHC Fee Structure:

Before School Care	Service currently not running
After School Care	\$14.00 per child includes fruit and light snack
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$10.00 per family

Yea Primary School OSHC Fee Structure:

After School Care	\$12.00 per child includes fruit and light snack Monday, Wednesday, Friday \$10.00 per child includes fruit and light snack Tuesday, Thursday
Curriculum Day	\$35.00 per child Excursion Fee: \$10.00
End of Term extra Early Dismissal	\$7.00 per child
Annual Administration Fee	\$10.00 per family

BOOKING SYSTEMS AND PAYMENTS

Enrolment Fee

Before a family can commence using the program a current enrolment form needs to be filled out completely and a registration fee needs to be paid to the program.

The enrolment form must be completed annually by the parent or guardian and lodged with the Coordinator. These forms will indicate appropriate emergency contact and medical information of each enrolled child.

Once enrolment has been received the Coordinator must ensure that the parent receives all the relevant information about the program.

Attendance

Once an enrolment form has been completed and the registration fee has been received by the Coordinator the family can attend the program. The programs are registered for up to 45 children in Aftercare and 30 in Beforecare.

- **Permanent Bookings:** Families can nominate permanent days for their child(ren) to attend the program. The Coordinator will have an attendance sheet listing the children who are permanently booked for each day. Each child is to be signed in by the parent or guardian for BEFORE SCHOOL CARE and by the Coordinator for AFTERCARE. When children are collected from AFTERCARE, they must be signed out by a person authorised to collect the child, indicating the time of collection.
- **Emergency / Casual Bookings:** Permanent bookings have the priority of places. If there are a limited or no places available on any day for the program the Coordinator must record the availability in the Out of School Hours Care diary that is kept at the school office between 8:45 am – 3:00 pm daily. Casual bookings can be made in person with the Coordinator, over the telephone or answering service or by writing it in the diary. Casual bookings cannot be made by children and will NOT be accepted without prior enrolment.
- **Child Collection:** Children will not be released by the program to non-authorised persons. If such a person arrives to collect a child, the Coordinator will contact the legal guardian or authorised emergency number. Authorised persons are those listed on the enrolment form, or authorised in writing by one of the persons. When collecting your child they need to be signed out in the sign out book. The person collecting the child must write the time and initials under the correct date for the child. For safety and security, children will only be released to authorised adults as named on the enrolment forms.

Children must be signed out by their parent, or other authorised person, before they leave the Out of School Hours Care. The sign out book has a form for each child that must be filled in correctly by the Coordinator and the parents.

Children must be collected by 6.00 pm (Lumen Christi 5:30pm). If, because of an emergency situation, you are late, then please notify the Coordinator as soon as possible so that appropriate arrangements can be made.

Change of details

It is most important that the program Coordinator has on hand at ALL times the current address and phone number of the child's parent/guardians home, work and mobile number (if applicable). Notification is required immediately if there is any change. Changes must be amended on your child's enrolment form. Any changes to your child/ren medical details must also be amended on your enrolment forms.

Payment of Fees:

- Parents will be invoiced fortnightly and fees are due within 14 days.
- Charges will apply to both casual and permanent bookings if your child does not attend booked days.
- Payments can be made by credit card, or cheque, at the after care office or internet banking. Credit card payments can be taken over the phone, by ringing Try Head Office directly.

Overdue Fees:

- If fees are 7 days overdue a written reminder will be forwarded to customer.
- When fees are 14 days overdue customer will be advised that the childcare place will be cancelled if the account is not settled within 7 days, a late fee of \$20.00 will apply.

If payment has not been received after 3 weeks the place will be cancelled and debt recovery procedures will be implemented

Cancellations

All families that hold permanent booking must inform the Coordinator if their child will not be attending the program. The cancellation procedure for families is as follows:

- Parents or guardians must make cancellations. Children are NOT able to advise staff of their non-attendance.
- Cancellations may be made by the parent in person, by the phone/answering machine, written in the diary at the school office or a note written by the parent/guardian.
- Cancellations must be received by 3:20 p.m. on the day or the regular fee will be charged.
- All services have different policies on cancellations please see your services cancellation policy. Ask the coordinator in charge for a copy, or ask for a copy to be sent to you.

Late Pick Up

Late pick up after 6.00pm \$1.00 per minute.

(Please advise if you are running late to set your child's mind at ease)

OSHC PROGRAM POLICIES

These policies provide a basis of how our OSHC services operate, but please refer to the Try OSCH Policy Manual for more in-depth information.

DIVERSITY AND INCLUSION

Try's OSHC programs will provide quality childcare for all children and families who use the program, regardless of culture, religion, gender or disability.

Staff must treat all children equally and work to include everyone in all aspects of the program.

The Coordinator is responsible for ensuring that the program takes into consideration the following, when planning and preparing activities:

- That the specific needs of **all** children are met.
- Those activities do not discriminate against any child / family or staff member.
- Those activities are achievable by **all** children.
- That the activities program, gives children opportunities to share stories, poems, chants and sayings from their own families and cultures.
- That the program allows all children no matter their background or disability an opportunity to achieve success.

Staff members need to be aware of their actions and mannerisms in relation to diversity and ensure that they are a positive role model to the children in the way that they include everyone and facilitate the participation of all children.

Children with disabilities are included in all dimensions of the program. It is the responsibility of the parents to ensure that staff have all the relevant information and resources regarding their child's disability.

It is the responsibility of the Coordinator to maintain confidentiality at all times.

The management committee and the co-ordinator are responsible for ensuring that the programs facilities are safe and adequate for all children and families who use the program.

Children with Additional Needs:

Parents of children with additional needs should contact Try's OSHC Team Leader on 9347 2655 prior to commencement of program to discuss your child's needs and how we can best accommodate your child.

COMPLAINTS PROCEDURE

Customer Feedback Procedure

Try youth and Community Services views customer feedback as an opportunity for improvement and deems to utilize these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling.

All customer feedback received is kept in this file for improvement and marketing purposes.

Verbal Customer Complaints

All verbal feedback from customers should be responded to by the Coordinator, or staff member directly receiving the feedback. The customer is encouraged to complete a Customer Feedback Form which will be forwarded to the OSHC Team Leader at Try Head Office.

Written Customer Feedback

All written customer feedback is to receive a written reply within 7 days of the complaint.

These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community.

Any parent or child with a grievance or an expression of dissatisfaction with the program or staff is asked to follow these guidelines.

Please discuss your complaint with the Coordinator first and refrain from discussing it with children, parents or other staff members. This is to protect involved parties' interests and ensure only the relevant facts apply to the issue of the complaint. If the complaint is against the OSHC Coordinator the parent should contact the OSCH Team Leader, If the complaint is against the OSCH Team Leader the parent should contact the CEO of Try Youth & Community Services, on telephone number 9347 2655.

All complaints can be followed up in writing with a letter to Management. The parent will be notified of what action or recommendation is decided by Management within an appropriate period. The parent will be given an opportunity to consider the action/recommendation and report back directly to Management.

Behavior Guidance:

When a child's behavior is deemed unsafe to either him/herself or others, or if a child's behavior is intrusive to another person's enjoyment then disciplinary action will be taken. Unsafe or intrusive behavior can be bullying, physical or verbal abuse, being uncooperative, not listening to reasonable requests from leaders, or not following the rules of the program. A child is given two opportunities to comply with the program rules, however continuing difficult behavior will result in missing out on activities, and a warning that parents will be called. If the child still does not co-operate, a parent will be called and asked to collect the child from the program.

Accidents/Injuries:

All OSCH Coordinator's have current first aid qualifications and completed anaphylaxis training. For all accidents and injuries, including minor cuts and grazes, first aid will be applied. A record of injuries will be kept. We also have the right not to accept a child suffering from any infectious disease or illness. Any child deemed unfit to be enrolled in the program will be sent home with parent/guardian.

Medication:

It is the parents'/guardian's responsibility to ensure that a current medical form has been completed and handed in with your booking. If the child is taking medication this needs to

be handed and signed in to the Coordinator using the **Medication Form**. It must be in its original container with the child's name, dosage required and time to be taken. Medication will be administered by one staff member, and checked by a second staff member who will both sign this form.

Sun Smart Policy:

On this program all children must have a wide-brim or legionnaire's hat, sunscreen and a t-shirt. Children who do not have appropriate Sun Smart clothing will not be able to play outside. Hats are to be worn from September 1ST to April 30th. **NO HAT NO PLAY RULE.**

Review of Policies and Handbook

The OSCH Handbook will be reviewed annually; however we welcome input from parents at any time with regards to information that should be included in this handbook.

The OSCH Policy Manual will also be reviewed annually and we recommend parents refer to this manual for more comprehensive information pertaining to the OSCH programs.

Parents are asked to discuss these Helpful Hints with their children prior to attending the program. We hope all children enjoy their time at Try's OSHC and Holiday Programs.

- **The Officer of Outside School Hours Care advisor for Try Youth and community Services is Rima**
- **Rima can be contacted on Ph: (03) 9347 2655 Fax: (03) 9348 1273
Email: rimaboules@tryyouth.org.au**