



Charlie's OOSH Handbook

Charlton

*Information accurate as of 2021

Table of Contents

Welcome to Charlie's OOSH!	5
Who We Are	5
Getting Started!	6
Xplor App	6
Ensuring you will receive the Childcare Subsidy Payments	6
Regular or Casual?	6
Making a Booking	7
Making a Last-Minute Booking	7
Drop off and Pick up details	7
Absences	8
Homework	8
Breakfast and Afternoon Tea	8
Registration Fee	8
Payment of Fees	9
Discontinuing Care	9
Complaints Procedure	9
Photo Consent	9
Screen Time	9
Vacation Care	10
Hours of Operation:	10
Costing before CCS rebates:	10
Vacation Care FAQ	10
Frequently Asked Questions - Before & After School Care	11
How to Keep in Touch!	11
Contacting Us	11
Map to OOSH	12
Policies and Procedures	12

Policies and Procedures	13
Acceptance & Refusal of Authorisations	14
Policy Statement	14
Procedure	14
Delivery & Collection of Children	15
Policy Statement	15
Procedure	15
Fees	17
Policy Statement	17
Procedures	17
Enrolment & Orientation	20
Policy Statement	20
Procedures	20
Providing a Child Safe Environment	23
Policy Statement	23
Procedures	23
Dealing with Infectious Diseases	31
Policy Statement	31
Procedure	31
Dealing with Medical Conditions and Medication Administration	33
Policy Statement	33
Procedure	34
Management of Incident, Injury, Illness & Trauma	36
Policy Statement	36
Procedure	36
Administration of First Aid	39
Policy Statement	39
Procedure	39
Nutrition & Food Safety	41

Policy Statement	41
Procedure	41
Management of Complaints	43
Policy Statement	43
Procedure	43

Welcome to Charlie's OOSH!

We are so excited to have the opportunity to assist your family in your vacation care, before and after school child care needs . Below is all of the information that you will need to know in regard to your enrolment. Please read it through to ensure your are informed of our policies as well as our processes and return to it when you have any questions or queries.

Who We Are

Charlie's OOSH is a vacation care, before and after school care facility that operates on the premises of both Charlton Christian College, Fassifern and Maitland Christian School, Metford. We cater for children aged 5-12 years of age or from Kindergarten to Year 6. Charlie's OOSH values fun! We desire to create a space where kids are excited to be. Where they feel at home, secure, valued and loved.

Charlie's OOSH is owned and operated by Rebekah Lalor. Bek and her husband Pete Lalor have four of their own children and understand the juggle of working families. Bek is aiming to help fill the gap by creating a safe and fun space for parents to trust their children will be cared for.

Charlie's OOSH has a team of incredible educators who are passionate about creating a safe and enjoyable space for every single child. Each team member brings their own flavour and set of skills to the mix from dancing, creative arts, drawing, sports and more.

Getting Started!

Please find below a few essential details to get you and your child familiar with our service.

Xplor App

Once your enrolment has been received, you will receive an email requesting you set up your Xplor App. This App is essential. Once you have downloaded and signed into your App, you will be able to book sessions, view your statement, receive updates on your child and more. Your App is also the way to sign your child in or out of OOSH. For this reason, it is essential that you have the App.

Ensuring you will receive the Childcare Subsidy Payments

Please note: after your enrolment has been received you will need to complete the following steps to ensure your CCS payments are made.

- | | |
|---|---|
| 1. Sign in to your Xplor App | 7. Click My Family (left hand side) |
| 2. Select 'Account' (bottom right of screen) | 8. Click Childcare (sub-category in family) |
| 3. Select 'Finance' | 9. Click on Enrolments |
| 4. Select 'CWA Agreement' and sign this agreement | 10. Select View Details |
| 5. Log into your MyGov account | 11. Tick Yes and Next |
| 6. Select Centerlink | 12. Accept and Submit |

For an easy visual step by step guide for this on MyGov, go to this link:

<https://www.humanservices.gov.au/individuals/online-help/centrelink/confirm-your-childs-enrolment-details-child-care-subsidy>

Please note - Your CCS is approved from the date you sign the CWA Agreement, so it is essential you sign this CWA immediately. **Failure to sign the CWA will result in Centrelink denying your CCS** (and we don't want that to happen!). Your MyGov will show details of the care arrangements after the CWA is signed (it may not be immediate, but won't take long to register with MyGov). Similarly, **your CCS will not be approved by Centrelink until the MyGov approval has been done.**

Please also note that the fees charged by Charlie's OOSH are your responsibility in full. Although your CCS component comes directly to us, it is not the responsibility of Charlie's OOSH to navigate issues between you and Centrelink. Of course, we will endeavour to assist where we can! It is important to understand that your CCS is not an amount that Charlie's OOSH owes to you, rather is it money owed by you for the care of children, which is being contributed to by the government. By enrolling your child at Charlie's OOSH, you are taking responsibility for the full fees of the service. If you have questions or concerns about your CCS, please email us and we'll be happy to help where we can.

Regular or Casual?

A regular booking requires your child to be booked in for the same session (for example: every Monday Afternoon) for the duration of the term. We understand that circumstances may change mid-term, and two weeks notice is required for altering a regular booking and two weeks if you no longer require our service. Regular bookings are charged at a lower rate, however absent days still incur a fee.

'Casual' means the days and session times may change week to week. Casual rates are higher, however do not incur a cancellation or change of day fee, provided required notice is given. All bookings and alterations need to be made through the Xplor App. 24 hours notice is required to cancel a casual booking. After 24 hours the casual booking fee will be applied. You can read more about this on page 6.

Making a Booking

To make a casual booking head to your App, select 'Bookings' and book the desired session. To make a regular booking, please email charlton@charliesoosh.nsw.edu.au with the details. Note that bookings made on the App are casual only and will incur a casual rate. Unfortunately we are not able to accept bookings made face to face or over the phone.

Making a Last-Minute Booking

If you need a last-minute booking, you can do so on the App. This can be done up until 2:30pm on the day you wish to book. This would be classified as a casual day and casual rates apply.

Drop off and Pick Up Details

Before School

Drop off for before school care can be made at any time during our morning session (6:30-8:30am). To drop your child off, simply deliver them to the Charlie's OOSH room, in the 'C' block, which is located near the canteen. We will have signage ready to go, to ensure you know where to find us! When you arrive, you will need to sign your kids in and inform us if they require breakfast for the morning. At 8:30am, a Charlie's OOSH staff member will dismiss the children to the Charlton Playground, where a Charlton Staff member is on duty.

After School

Kindergarten

For the duration of Term 1 Kindy kids will be escorted by Charlton Christian College educators from Kindyland to the OOSH line to help ensure they arrive safely into the care of Charlie's OOSH.

Years 1-3

At the end of the school day, your child will need to head to the undercover area in Junior school. This is the area where students meet who are catching buses or going to parent pick up. A Charlie's OOSH staff member will be waiting there to meet your child and mark attendance. The team member will then walk the group up to the OOSH room.

Years 4-6

To ensure all students arrive safely and promptly years 4-6 will meet at the OOSH room where a team member will be waiting to mark their attendance..

Once the students have arrived, an afternoon tea snack will be provided and they will spend the afternoon enjoying a variety of activities!

When you arrive to collect your child, please come to the Charlie's OOSH room to sign them out using your App. If you haven't been to the 'C' block before, simply follow the signs to find us, or see our map in the appendix of this document. If you arrive mid session (sessions are from 3-6pm), you may find that we are out and about enjoying some outdoor activities. In this case, you will need to sign out your child before leaving. As long as your child is signed out by an authorised person (a parent or someone you have nominated as authorised to collect), they will be allowed to gather their things and leave for the day.

Absences

As with most Government Approved Childcare Facilities, absent days attract the same fees as a normal day. If your child is booked for regular care (the same session and day every week), your usual fee will apply. If your child is booked for a casual day, we require 24 hours notice of cancellation, otherwise the normal casual fee will apply.

Informing us of an absence is very important. Where children are not in attendance, our duty of care is to find out where that child is. This requires a staff member to phone parents and speak to Charlton Staff to locate the child. Any staff member who is occupied with this task is therefore not able to be present for the children who are in attendance. This places undue pressure on the rest of the staff and is not of benefit to the attending children. Failure to notify of an absence will incur a fee.

See below for any fees incurred for absences:

Type of booking	Notice provided	Fee Charged
Casual	24 hours before start of session	\$0
Casual	Less than 24 hours before start of session	Full casual rate
Regular	24 hours before start of session	Full regular rate
Regular	Notice After 12 noon	Full regular rate + \$5
Regular & Casual	Any cancellations/absences where Charlie's OOSH is not notified at all.	Full regular/casual rate + \$10

Homework

At Charlie's OOSH we realise it can be difficult fitting everything in of an evening! To assist in this area, we have set up a homework station, where kids can get a head start on their homework activities. If you would like your child to do homework, you will need to inform us! You can do this by emailing charlton@charliesoosh.nsw.edu.au or by sending a note with your child. However please note that sometimes our afternoons are busy and we cannot guarantee assistance with homework (although we will do our best!)

Breakfast and Afternoon Tea

At Charlie's OOSH we are pleased to offer a range of healthy breakfast and afternoon tea foods. Any dietary requirements your child has will need to have been specified in their enrolment form.

If your child is enjoying breakfast with us in our morning session, please ensure they arrive with enough time to eat before we sign them out at 8:30am. We will be unable to serve breakfast after 8:00am. In our afternoon sessions, afternoon tea will be served by 4:30pm.

Registration Fee

There is a \$50 registration fee per family. This covers the costs associated with setting up your child's enrolment. This fee will be invoiced to you along with your first week's fees.

Payment of Fees

Invoices are sent on Mondays for the previous week's care. Please pay your invoices within 4 days of receipt. XPay is our direct debit system that allows your fees to be paid directly. You can set this up on your Xplor App. XPay payments are processed on

Mondays and usually finalise by Wednesday (2 working days). Bounced payments attract a fee, so please ensure sufficient funds are available. Continued failure to pay fees will result in a payment request letter and potentially the termination of care.

Fee schedule correct as at May 2021

Type of booking	Morning Session	Afternoon Session
Regular	\$16	\$24
Casual	\$18	\$27

Discontinuing Care

If you no longer require our service, we require 2 weeks notice via email. In the absence of notice being given 2 weeks of regular fees will be applied to your account. Casual cancellations require 24 hours notice.

Complaints Procedure

If you have any concerns regarding your child's care, please be in touch. It is our desire to provide the best possible care for your family, so we will be eager to rectify any miscommunications or grievances. Communication is the key! You can find our Complaints Policy later in this document.

Photo Consent

At Charlie's OOSH, we love to take photos to document your child's adventures. From time to time we post photos on our Facebook page, or use them for advertising purposes. If you do not consent to photos of your child being published, please inform us.

Screen Time

At Charlie's OOSH we love creative play! Whether inside or outside, it is our hope that we stimulate imagination and adventure in play. We also see the value in learning programs and games such as Reading Eggs, Mathletics, Create A Car, Pirate Treasure Hunt and Robot School. Our iPads and laptops are great for use in learning programs such as these. From time to time (mostly in continuous rainy weather or on special occasions), we may run an age appropriate movie. This would be the exception, not the rule. As always, screen time (of any kind) will be utilised in short and appropriate timeframes.

Vacation Care

Vacation Care operates during Term break, in line with the Charlton School calendar. We plan to be open for Vacation Care most weeks of the holidays, however not every week. Please keep informed of our Vacation Care program if you would like to book.

Hours of Operation:

7am - 6pm

Costing before CCS rebates:

In-House Day	\$60.00
Incursion Day	\$70.00
Excursion Day	\$80.00

Vacation Care FAQ

Q. Can I exclude my child from incursions/excursions and forfeit the extra fees?

A. As we are a small service, we do not offer the option of splitting the group. This means that if we are booking an excursion, all children will attend. This will be the case for incursions as well.

Q. How do I know how much it will cost me after rebates?

A. Thanks to the CCS rebates, most families receive a substantial rebate for their fees. Each family will be different, however. You can use the online CCS estimator at <https://www.mychild.gov.au/?estimator> if you would like a more specific idea of your out of pocket expense.

Q. How do I enrol?

A. If you are new to Charlie's OOSH, you can enrol online via our website: charliesoosh.nsw.edu.au. Select 'Charlton' and then click the 'ENROL' button. If you are already enrolled for OOSH, you do not need a separate enrolment for Vacation Care.

Q. What do I pack?

A. Your child will need to bring morning tea and lunch, a drink bottle and hat. We will provide afternoon tea. If your child arrives before 8:00am we will also provide breakfast where needed.

Q. Is there a minimum number of days?

A. There is no minimum! You can book every day, or as a once off.

Vacation Care at Charlie's OOSH is going to be a tonne of fun! If we can help answer any other questions for you, please contact by emailing charlton@charliesoosh.nsw.edu.au

Frequently Asked Questions - Before & After School Care

Q. Will my children receive breakfast and/or afternoon tea at Charlie's OOSH?

A. Yes! If your child attends morning sessions, a variety of healthy breakfast foods and drink will be provided. Afternoon sessions will include a healthy afternoon tea snack and drink, served sometime before 4:30pm.

Q. Does my child need to stay for the whole session?

A. Fees for Charlie's OOSH are set per session. However, you are able to drop/collect your child to/from Charlie's OOSH at a time that suits you.

Q. How do I enrol my child?

A. Charlie's OOSH enrolments are done via our website, www.charliesoosh.nsw.edu.au

Q. What if I have other questions?

A. Feel free to contact us via email if you have any other questions you would like to discuss.

How to Keep in Touch!

Contacting Us

Our office hours are 6:30am-8:30 and 2:30pm-6:00pm. Please note that our phone is not manned outside these times. If you wish to email us, you can do so at charlton@charliesoosh.nsw.edu. Email is the best method of communication, however if you would like to speak to a staff member, please email suitable times and we will endeavour to call you at the time that suits you.

Phone: 0492 980 581

Email: charlton@charliesoosh.nsw.edu

Facebook: Charlie's OOSH

Website: www.charliesoosh.nsw.edu.au

Thank you for taking time to read through this document. You will find our policies and procedures below. If you have questions, please be in touch and we'd love to help.

It is our absolute desire to create an environment for your child that is fun, safe and nurturing! We look forward to beginning the adventure!

Bek Lalor and the Team at Charlie's OOSH

Policies and Procedures

Please find below Policies and Procedures relevant to your child's care. As a parent, you are able to access the full range of policies and procedures, which are kept on site. Please ask a staff member if you would like to see these!

Welcome to Charlie's OOSH!	5
Who We Are	5
Getting Started!	6
Vacation Care	10
Frequently Asked Questions - Before & After School Care	11
How to Keep in Touch!	11
Policies and Procedures	12
Acceptance & Refusal of Authorisations	13
Delivery & Collection of Children	14
Fees	16
Enrolment & Orientation	19
Providing a Child Safe Environment	22
Dealing with Infectious Diseases	30
Dealing with Medical Conditions and Medication Administration	32
Management of Incident, Injury, Illness & Trauma	35
Administration of First Aid	38
Nutrition & Food Safety	40
Management of Complaints	42

Acceptance & Refusal of Authorisations

Policy Statement

Our service will request authorisation from families when required to ensure the safety of the children and staff and may refuse a request unless the appropriate authorisation is provided. For example, if a child is to attend an extra-curricular activity for which authorisation is required, but has not been given, this will result in the child not being able to participate in the activity. Preferably, authorisation is required in written format, however in some circumstances staff discretion may be used.

The Education and Care Services National Regulations require services to ensure that an authorisation (permission) is obtained from families in certain situations. For example, the Regulations stipulate an authorisation must be obtained for:

- Administering medication to children (Regulation 93)
- Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
- Children being taken on excursions (Regulation 102)
- Access to personal records (Regulation 181)

Authorisation from families may also be required if:

- A child is leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama, etc. that is run by a provider other than the OSHC service.
- Children are leaving the service to make their own way home.

Procedure

The Nominated Supervisor, or the person in day-to-day charge of the service will:

- Ensure documentation relating to authorisation (permission) from families contains:
 - ✓The name of the child enrolled in the service;
 - ✓The date;
 - ✓Signature of the child's parent/guardian or nominated person who is on the enrolment form;
 - ✓The approximate time the child will return to the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable);
 - ✓The original form/letter provided by the service;
- Apply these authorisations to the collection of children, administration of medication, excursions and access to records.

- Keep these authorisations in the child's enrolment record.
- Ensure the child will not be permitted to leave the service to attend any extra-curricular activity until authorisation is obtained.
- Ensure that children are not permitted to sign themselves out or leave the service without an authorised adult, unless written authorisation has been given.
- Obtain written authorisation, if a person other than the parents/guardian or other nominated person cannot collect the child.
- In certain circumstances verbal authorisation, may be accepted at the discretion of the senior staff member on duty. This would be relevant in situations where there has been an emergency situation and no one from the child's authorised list is able to collect the child. An email, fax or text message is suitable as written authorisation.
- Exercise the right to refuse if written or verbal authorisations do not comply with the requirements outlined above.
- Waive compliance for authorisation where a child requires emergency medical treatment for conditions such as Anaphylaxis or Asthma. The service can administer medication without authorisation in these cases, provided they contact the family and emergency services as soon as practicable after the medication has been administered.

Delivery & Collection of Children

Policy Statement

Charlie's OOSH will ensure that children arrive at and leave the service in a manner that safeguards their health, safety and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families understand their requirements and responsibilities and accounting for the whereabouts of children at all times whilst in the service's care.

Procedure

(a) Delivery of Children:

- Children are not to be left at the service unattended at any time prior to the opening hours of the service.
- Any person delivering a child to the service must sign the attendance register and record the time of arrival and their signature.
- Educators will be aware of each child's arrival at the service.
- If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services Management of Medical Conditions and Administration of Medication procedures.

(b) Collection of Children:

- Children must be collected by the closing time of the service. Late fees apply at a rate of \$15 per 10 minute increments.
- Any person who is collecting a child from the service must be listed as an authorised nominee on the child's enrolment form with their contact details. The collection list must be kept current and updated on a regular basis.

- The authorised nominee who is collecting a child must sign the attendance register and record the time of collection and their signature.
- Written authorisation must be given in the child's enrolment form if children have permission to leave the service themselves. In this case, the Coordinator would sign the child out of the service.
- Educators will be aware of each child's departure from the service to ensure children are only collected by an authorised nominee listed on their collection list.
- Educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.
- If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The Coordinator will also request identification from the person collecting the child.
- In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the service must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible however verbal consent and an identification check will be sufficient in the case of an emergency.

(c) Absent and Missing Children:

- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information. Failure to notify absences may incur a fee.
- Families will be informed of their notifying responsibilities upon enrolment and through the Parent Handbook.
- If a child only attends after school care the families must notify educators when a child has returned from an absence so they know to expect the child at the service.
- If a child is absent and the staff is not notified, fees will be applied as per Absences section in this document. The safety of every child is of the highest importance and knowing who is in our care quickly is vital to ensuring the safety of the children in attendance.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
 - ✓ Ask the other children of their knowledge of where the child might be.
 - ✓ Approach the school office and ask for information regarding the child's attendance at school.
 - ✓ If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
 - ✓ If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.

- ✓ If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
- ✓ Continue to keep in contact with the school during this time.
- ✓ Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
- ✓ If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
- ✓ Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.

(d) Acknowledgment of Children's Arrival

- Educators will acknowledge children's arrival at the service during After School Care by recording the child's attendance at the service. If using transport to deliver children to the service, ensure procedures are in place to record that children have been collected and that educators address children by their name to ensure the correct children have been collected. This is particularly important when employing new or casual staff.

Fees

Policy Statement

Charlie's OOSH aims to develop and maintain a quality service for children and families. We strive to ensure that our service is affordable and accessible to families in our community.

The fees for Charlie's OOSH are per session, according to the table below. There is also a \$50 registration fee per family to assist in setting up your child's profile. Full fees are the responsibility of the parent.

Please note that if you are eligible for CCS your out of pocket expense will drop significantly. You can check your eligibility and percentage by contacting the Department of Human Services on 136 150.

Type of booking	Morning Session	Afternoon Session
Regular	\$16	\$24
Casual	\$18	\$27

Procedures

(a) Registration Fee

- Upon being offered a place at the service, the family is required to pay \$50 registration fee
- This fee is per family only and is only payable once per family

- The registration fee covers the administration costs of setting up enrolments, and is non-refundable

(b) Child Care Subsidy

- Most Australian families are eligible to receive Child Care Subsidy. Families who are eligible for the Federal Government's Child Care Assistance subsidy will only be required to pay the daily gap fee applicable to their financial circumstances. To have CCS applied to their account, please follow the directions on page 6.
- The service is not responsible for ensuring you receive your CCS. Families are required to provide all the necessary documentation as well as to ensure their details are up to date with Centrelink. If Centrelink OR Charlie's OOSH do not have the required details, we cannot apply your CCS, and a full fee will be applicable.

(c) Bookings and cancellations

- Each family is expected to make bookings in advance, for the care sessions required. Bookings will only be accepted when families have completed the service's Enrolment Form.
- Families wishing to cancel their child's place at the service are required to provide two (2) weeks written notice to the Nominated Supervisor, or they are liable to pay the equivalent of two weeks child care fees to the service.
- Regular bookings where a child does not attend will be charged the regular fee and your child marked as absent.
- Casual bookings cancelled with less than 24hrs notice will be charged. Your CCS will still be applied and your child will be recorded as absent.
- If an absence is **not** notified to the service there will be a surcharge. This is to ensure the safety of the children who are required to wait while we find all enrolments. Charlie's OOSH educators are vigilant in marking the roll and spend a lot of time looking for students who are booked in but not in attendance.

(d) Absences

- Fees are payable for family holidays and sick days if those days fall on a day that a child is booked into the service, unless the booking is casual and more than 24hrs notice is given.

(e) Service closure

- No fee is charged while the service is closed over the holiday periods

(f) Payment of Fees

- Fees must be paid once Invoiced, within the stated due date. Families will be provided with a statement of fees charged by the service (Regulation 168).
- Families struggling to pay fees may contact the Approved Provider (Rebekah Lalor) to discuss payment options.
- Failure to pay unpaid fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Nominated Supervisor.

(g) Debt recovery

- The Approved Provider reserves the right to take action to recover debts owing to the service. This can include the engagement of debt collectors to recover the monies owed.
- Where a family owes any overdue fees to the service, the child's place may be suspended, until all outstanding monies

are paid, or both parties agree to a payment plan. Fees not paid by the due date will be followed up as below:

1. An initial letter stating fees are overdue will be sent 7 days after the fees due date, giving 10 working days for payment. A late fee of will be added to the invoice.
2. If payment is not received, families will be invited to attend a meeting with the Approved Provider discuss a payment plan.
3. Failure to attend the meeting and continued non-payment for a period of 5 working days will result in a second and final letter notifying the family that unless payment is made within 5 working days, or a payment plan entered into, the child will be unable to attend the service.
4. If a signed payment plan is not adhered to, a follow-up process will commence at point 2.
5. The Approved Provider will reserve the right to employ the services of a debt collector and the family will be responsible for all fees associated with recovering the debt.

(h) Late collection fee

- The service operates Mon-Fri 6:30am-8:30am and 3pm-6pm and 7:00am-6:00pm for Vacation Care. Staff are unable to accept children in the service outside of these hours. Should children be present after the closing time, a late fee of \$ \$10 per 15 min increment will apply.
- The hours and days of operation of the service will be displayed prominently within the service (Regulation 173).
- In circumstances that are beyond the control of families, for example, trauma and traffic accidents, which may result in them arriving late to collect their child, the Nominated Supervisor will have discretion to decide if families will be charged the late fee.
- Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the service. Should this be the case, the Supervisor will meet with the family to discuss this.

(i) Methods of Payment

- Fees can be paid by:
 - ✓ Bank transfer - from your bank account or credit card to the service's bank account. Details of the service's bank account are included on the invoice.
 - ✓ XPay - our direct debit system
- The service does not accept any cash payments.
- Families will be given a minimum of fourteen days notice of any changes to the way in which fees are collected (Regulation 172).

(j) Confidentiality

- All information in relation to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated persons required to take action, for example, to initiate debt recovery.
- Families may access their own account records at any time, or particulars of fees will be available in writing to families, upon request.

(k) Increase of fees

- The fees are set by the Approved Provider in order to meet the budget for each financial year. There will be ongoing monitoring of the budget and, should it be necessary to amend fees, families will be given a minimum of fourteen days notice of any fee increase (Regulation 172).

(l) Dispute regarding fees

- Families who have concerns regarding their fees may at any time arrange a meeting to discuss their fee statements with the Approved Provider.

(m) Acknowledgement of responsibility to pay fees

- Families are required to read and sign our Fees Policy

Enrolment & Orientation

Policy Statement

Our service accepts enrolments to the service for primary school age children in accordance with funding priorities and guidelines. An orientation process is in place for children and their families. The purpose of this is to:

- Enable educators/staff to meet and greet children and their families
- Provide essential operational information
- Form the foundation for a successful and caring partnership between home and the service.
- To help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them ("My Time, Our Place", Outcome 1).

Procedures

(a) Eligibility

- Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR), these are:
 - ✓ Priority 1 – a child at risk of serious abuse or neglect
 - ✓ Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999
 - ✓ Priority 3 – any other child
- Within these main categories priority should also be given to the following children:
 - ✓ Children in Aboriginal and Torres Strait Islander families
 - ✓ Children in families which include a disabled person

- ✓ Children in families on low incomes
- ✓ Children in families from culturally and linguistically diverse backgrounds
- ✓ Children in socially isolated families
- ✓ Children of single parents.
- As well as the above, the service policy is that children must be enrolled in Primary school in order to be eligible to attend the service. Children of Preschool age will not be accepted into the program, except for the December/January Vacation care period immediately prior to them commencing Primary school – this enrolment will be accepted upon proof that the child is enrolled to commence Primary school. Children who have completed Year 6 may be eligible to attend the service at the discretion of the Nominated Supervisor.

(b) Inclusion of children additional needs

- Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the service's ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with parents and educators.

(c) Waiting list

- Where demand for care exceeds the service's number of approved places, families will be placed on the service's waiting list. When completing waiting list details families will be advised of the Priority of Access Guidelines.
- Waiting lists will be refreshed annually. A request for updating family details and contact numbers will be sent to each family on the waiting list. If the service does not receive an updated reply and the form is not returned to the service, families will be removed from the list, as it is presumed the family is no longer requiring care.

(d) Enrolment

- Enrolments will be created in line with the Priority of Access Guidelines and the Child Care Management System (CCMS). There are three enrolment types under the CCMS:
 - ✓ Formal enrolments
 - ✓ Informal enrolments
 - ✓ AMEP/Other enrolment
- Enrolments will not be accepted from families without full completion of the enrolment form. To secure the enrolment, parents are required to pay the registration fee. Information about fees is included in the Fee Policy.

(e) Attendance and enrolment records

- Accurate attendance records will be kept, which:
 - ✓ Records the full name of each child attending the service
 - ✓ Records the date and time each child arrives and departs

- ✓ Is signed on the child's arrival and departure by either:
 - The person who delivers or collects the child
 - The Nominated Supervisor or an educator (Regulation 158); and
- ✓ Meet the requirements of the Child Care Management System (CCMS)
- An enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.

(f) Child's attendance once enrolled

- The service's responsibility for the child begins when placed in the staff's care by parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences. Failure to notify and absence will incur a fee.
- If a child who is enrolled with the service, but is not on the Roll for a particular day, arrives at the service, the Nominated Supervisor, or other relevant staff member will be contacted immediately to see if the child has been booked in for the day.
- If a child has not been enrolled they must not be taken into care unless in the case of an emergency. In this case, please contact the school and/or child's parents (if possible) immediately.

(g) Cancellation of enrolment

- Cancellation of an enrolment may be initiated in two different situations:
 - ✓ A parent advises the service that no further care needs to be provided
 - ✓ The service identifies that care is no longer required or being provided
(CCMS Ending Enrolments)
- The family must give two weeks notice if they wish to cancel a child's enrolment; failure to do so will 2 weeks worth of regular fees charged. Refunds may be granted under exceptional circumstances after discussion with the Nominated Supervisor.
- CCMS guidelines will be followed once an enrolment is cancelled.

(h) Confidentiality and storage of records

- Enrolment information will be kept in strict confidence according to the services Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the period of time specified in the Regulations (Regulations 158, 159, 160, 183).

(i) Orientation

- Families who are enrolling their child for the first time will be sent the Welcome Pack and the key policies for families prior to the child's first day at the service. Families should read this handbook so that their child is prepared for their first day at the service and to give them time to complete all relevant forms.
- Parents should advise educators when they are greeted that it is their child's first day at the service and the educator will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the Centre.

- Educators will introduce the child to other children and engage them in an activity. The educator will remain with the child until they are settled and comfortable in the new environment. Educators will carefully monitor the child whilst in the service to ensure they are settling in.

Providing a Child Safe Environment

Policy Statement

Charlie's OOSH provides an environment that ensures the safety, health and wellbeing of children at all times. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protective practices and the Education and Care Services National Regulations and Law. Educators and management are aware of their legal responsibility as Mandatory Reporters to take action to protect and support children they suspect may be at significant risk of harm. Educators will ensure that children are adequately supervised at all times and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma (National Quality Standards 2.3.1 & 2.3.2).

Procedures

(a) Managing the Facility

- **Security:**
 - A key register will be maintained that indicates the person's receipt of the key, date received, and date returned on completion of employment or completion of term as member of Management. If the service is situated on a school site, service will adhere to key registry requirements of the school.
 - Extra keys will only be cut after agreement by the management/school and a record made of where they are.
 - All monies and important documents will be kept in a lockable place and access will only be permitted by approved staff and management members.
 - Educators will ensure that the building is left in a secure manner before leaving and all windows, cupboards, safe, and other relevant areas are locked. All heating and lighting is off and all doors properly secured.
 - Educators will inform the police and the school as soon as possible if there has been a break in to the service of any kind.
 - Educators will remain at the service until the police arrive or inform them of what to do.
- **Buildings, equipment and maintenance**
 - Equipment will be chosen to meet the children's developmental needs and interests. There will be sufficient access to furniture, materials and developmentally appropriate equipment suitable for the education and care for each child.
 - Service premises and all equipment and furniture will be maintained in a safe, clean condition and in good repair at all times.
 - Children will be provided with adequate, developmentally and age-appropriate toilet, washing and drying facilities. These will enable safe use and convenient access by children.
 - There must be no damaged plugs, sockets, power cords or extension cords.

- All plug sockets shall be maintained as child safe.
- Electrical appliances shall be in good working order.
- Electrical circuit breakers will be installed and be maintained.
- Provision will be made in the budget for regular maintenance and repair work and for deferred costs of major capital repairs.
- Any issues related to the property of Charlton will be reported to John Kroon and Rebekah Lalor
- All contractors should have their own public liability insurance.
- The service and equipment will be regularly checked to ensure that they are in a good and safe condition, comply with relevant Australian Standards and have appropriate soft-fall surfacing maintained.
- Equipment will be regularly washed and cleaned.
- Recycled craft materials should be checked for potential hazards.
- Educators should ensure safe handling of all tools if used as part of any activity.
- Families will be encouraged to notify educators of any safety issues they observe.
- Anything that requires maintenance is to be reported to the Nominated Supervisor as soon as possible.
- Faulty equipment should be removed or protection placed around any dangerous building sites.
- A maintenance book will be kept that records any maintenance that needs to be addressed.
- The maintenance book will record:
 - ✓ Type of problem
 - ✓ Date that it was observed
 - ✓ Who notified the Nominated Supervisor and when?
 - ✓ What was done to rectify the problem?
 - ✓ Date repaired
 - ✓ Tradesperson employed to repair the problem
- For urgent repairs the Nominated Supervisor will organise a contractor to attend to the problem, or request the school to take immediate action. This must be recorded in the maintenance book.
- Non-urgent repairs will be recorded in the maintenance book. The Nominated Supervisor will note this in their report and bring it to the attention of management at the next meeting. Management and the Nominated Supervisor will organise to rectify the problem.
- Maintenance reviews should be done as part of the Nominated Supervisor's report at each meeting.
- The Nominated Supervisor will also give a review of works completed by any tradesman employed, for future reference.
- It is the responsibility of management, once a problem has been raised, to ensure that it is rectified in the most efficient manner and that the service is safe for educators and clientele.
- Should the service be considered unsafe or as being a health risk, then the service will be closed, after notice has been given to all relevant parties, until the problem has been rectified.

- The service will have an appropriate number of first aid kits that are suitable to the ages and needs of the children attending. The first aid kit will be well stocked and be easily recognised and accessible at all times.

- **Storage**

- A storage system will be devised that ensures easy access and un-cluttered storage of all equipment.
- Storage areas will be cleaned and tidied at least twice a year or when seen as necessary.
- Play equipment and toys should be easily accessible to all children during the operating hours of the service.
- Children will show respect for the equipment and be expected to pack equipment away that they have used to avoid trip hazards.
- All equipment is to be neatly packed away at the end of each session.
- Craft equipment will be stored in a separate area, children should ask permission before removing any craft equipment, such as paints and glues etc. which has not been set up by the staff.
- All craft equipment is to be properly washed and cleaned before storage.
- Where room permits, a separate storage area will be available for sporting and large outdoor equipment to prevent clutter.
- All items such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications should be stored in the designated secured area which is inaccessible to the children. Educators are responsible to ensure that these areas remain secure and that they do not inadvertently provide access to these items.
- Kitchen and other refuse areas will be provided with lidded facilities that are cleaned and emptied daily.
- Educators and management will ensure that all family records are kept in a nominated secure place, ensuring that records are kept confidential and not left accessible to others during the course of the daily operations.

- **Ventilation, temperature and natural light**

- All heating and cooling systems will be of good quality and checked regularly to ensure safety and reliability.
- All heating and cooling systems and power cords will be kept in a safe area and away from children.
- Educators will take individual needs and specific activities into account when ensuring that heating, ventilation levels are comfortable.
- Should educators, children or families complain about the temperature in the service not being at a comfortable level, this matter will be drawn to the attention of management and steps will be made to address the problem.
- Adequate ventilation will be provided at all times. Windows will be properly maintained to ensure easy opening and protection from bugs and insects.
- Where activities involve toxic materials such as paints and glues, staff are to ensure there is adequate ventilation before undertaking the activity.
- Windows are to be opened during operation of the service unless closed to protect from extreme weather conditions.
- Natural light is considered to be most desirable. Provision of natural light areas will be enhanced as much as possible.

- In areas made available for children's homework or other fine detail, natural light will be made available where possible and good overhead lighting provided.
- Adequate light will be maintained both indoors and outdoors.
- Outdoor lighting will be suitable so that families, staff and children can enter and exit the building without any unsafe dark areas.

- **Pest Control**

- Equipment and especially food items will be properly stored so as not to attract pests and vermin.
- Refuse bins and disposal areas will be emptied and cleaned daily.
- Kitchen, food preparation areas and storage will be cleaned and maintained daily.
- All areas will be checked daily for any signs of pests or vermin.
- Should any pests or vermin be identified then action should be taken to rid the service of the problem by:
 - Initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-chemical products.
 - Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation and preferably not in the presence of the children.
 - Other methods such as the employment of a pest control company if deemed necessary by management where the above methods have failed.
- If urgent, the Nominated Supervisor may obtain a contractor from management list to address the problem.
- If non urgent, the Nominated Supervisor will bring the problem to the attention of management in their report and management will decide on the appropriate course of action. This will most likely be the notification of Charlton.
- All families will be notified of any use of chemicals.
- Any use of chemical products should only be conducted outside the hours of the children and educators' presence in the building.
- All action will be taken to remove the children, educators, families and visitors from the environment for as long as is safe and viable.

(b) Managing the indoor and Outdoor Environment

- **Indoor Environment**

- The services indoor environment will be smoke free and no smoking notices will be prominently displayed.
- The Nominated Supervisor will only enrol the number of children in the service, which can comfortably fit into the building space and in accordance with the National Regulations.
- Where children are indoors for long periods due to weather conditions, special activities will be planned and other areas sought to disperse the group such as school halls and verandas.
- Separate areas in the indoor environment will be provided for:
 - ✓ Signing children in/out of the service.
 - ✓ Collection of fees, answering phones, and maintaining daily records.

- ✓ Educators and families to talk in confidence.
- ✓ Children to store their bags and belongings.
- ✓ Storage of equipment, food, dangerous materials, and family records.
- ✓ Preparation of food and drinks.
- ✓ Kitchen and other refuse.
- ✓ Cleaning of equipment.
- ✓ Unisex toilets, hand basins and hand drying facilities.
- ✓ Creative and other activities.
- ✓ Large and small group activities.
- ✓ Display of children's activities and work.
- ✓ Quiet space for children to retreat to, or do homework or lie down if unwell.
- The indoor area is to be set up to allow children to participate in a variety of activities with easy access to equipment. Drawing paper and other materials will be made available to the children upon their request.
- Easy access to areas should be maintained by making clear easily definable passageways and walkways through the building.
- Staff will ensure that children properly store their bags and that bags and other items are not thrown into walkways or play areas.
- All items obstructing areas are to be removed and placed in the correct storage areas.
- Areas must be set up to ensure that proper supervision can be maintained at all times.
- Access to the outdoor environment should be clear and easily accessible by the children and staff.

- **Outdoor Environment**

- The outdoor environment provides each child with at least 7 square metres of unencumbered outdoor space in compliance with National Regulation 108.
- The outdoor environment will be smoke free and where possible, no smoking notices will be prominently displayed.
- The outdoor space will be inspected daily for any obstacles or dangerous items and the hazard check will be recorded.
- Any hazardous items will be disposed of in a safe and careful manner prior to the children playing in the area.
- The outdoor space will be set up in a variety of ways to encourage participation.
- Areas will be made available where children can play in large or small groups or by themselves.
- Supervision should be properly maintained. Children are only to play in areas that are clearly visible to educators, and where child/educator ratios are maintained.
- Clear boundaries shall be set and enforced.
- When it is necessary to go outside the boundaries or line of supervision, an educator must accompany children.
- Adequate shade via trees and coverings will be maintained.

- As far as possible, activities will be set up in shaded areas.
- Use of other outdoor venues will be considered where access to the area is safe, adequate supervision can be maintained, the area is considered of value to the children's physical development and personal comfort, and where adequate staff/educator ratios can be maintained.

(c) Child Protective Practices (will be updated in recognition of new working with children check legislation when introduced)

- **Mandatory Reporting**

- A Mandatory Reporter is anybody who delivers services to children as part of their paid or professional work.
- In OSHC services mandatory reporters are:
 - Educators that deliver services to children
 - Management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.
- Educators are mandated to report to Community Services if they have current concerns about the safety or welfare of a child relating to section 23 of the NSW Children and Young Persons (Care and Protection) Act 1998
- Section 23 (1):
 - a-b) Child is at significant risk of harm – Neglect
 - a) Basic physical or psychological needs not being met or are at risk of not being met.
 - b) Families unwilling or unable to provide necessary medical care
 - b1) Families unwilling or unable to arrange for the child or young person to receive an education
 - c) Child is at significant risk of harm – Physical / Sexual abuse
 - d) Child is at significant risk of harm – Domestic violence
 - e) Child is at significant risk of harm – Serious Psychological harm
 - Child is at significant risk of harm – Prenatal report
- Educators will undergo training in relation to child protection and reporting as part of the training budget.
- Reports should be treated with strict confidentiality in adherence to the service's Confidentiality Policy and Procedures.
- Any educator who forms a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with the Nominated Supervisor and/or the Responsible Person in charge of daily operation as they may have information the educator is not aware of. The incident/s that lead the educator to form the belief should be recorded concisely, include as much detail as possible and be kept in a secure place to ensure confidentiality.
- The Nominated Supervisor/Responsible Person will then assist staff in completing the online Mandatory Reporters Guide (MRG) to determine whether the report meets the threshold for significant risk of harm (see point below for further information regarding the MRG).
- If directed by the MRG to report to Community Services, should report their concerns to the Child Protection

Helpline:

- Mandatory Reporters phone 13 36 27
- Non-Mandatory reporters phone 132 111
- When reporting to the Child Protection Helpline, it is important to have as much information as possible available regarding the child/children involved and any specific incident details. This might include child's information, family information, reporter details and outcomes of the MRG.
- If the Nominated Supervisor has been advised to but has not reported to Community Services you are legally responsible to do so.
- Once a report is made to the Child Protection Helpline no further report needs to be made unless new information comes to hand.

- **Mandatory Reporting Guide (MRG)**

- The MRG has been developed to help frontline mandatory reporters, including OSHC educators, determine whether the risk to a child or young person meets the new statutory threshold of 'risk of significant harm'. The MRG will guide the reporter on what action should be taken. The MRG is an interactive tool and is available online at www.keepthemsafe.nsw.gov.au.
- If still in doubt the Community Services Helpline will provide feedback about whether or not the report meets the new threshold for statutory intervention.
- If new information presents concerning the child or young person run the MRG tool again.
- Where concerns do not meet the significant harm threshold, the MRG tool may guide you to 'Document and continue the relationship'. This requires the service to continue to support, provide services, and coordinate assistance and referral for the child and their family.
- Regardless of the outcome of using the MRG, the family and child will require support and referral where possible.
- The report page from the MRG should be printed and placed in the child/family file for future reference regardless of whether or not further action is recommended.

- **Information Exchange**

- In order to provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.
- The NSW Children and Young Persons (Care and Protection) Act 1998 has been amended (2009) to include chapter 16A Information Exchange
- Chapter 16A requires prescribed bodies to take reasonable steps to coordinate decision making and the delivery of services regarding children and young people
- Under Chapter 16 A NSW Children and Young Persons (Care and Protection) Act 1998, educators will exchange information that relates to a child or young persons safety, welfare or wellbeing, whether or not the child or young person is known to Community Services and whether or not the child or young person consents to the information exchange.
- The information requested or provided must relate to the safety, welfare or wellbeing of the child. Information

includes:

- A child or young persons history or circumstances
- A parent or other family member, significant or relevant relationship
- The agency's work now and in the past
- Where information is provided in good faith and according to legal provisions, under section 29 & section 245G NSW Children and Young Persons (Care and Protection) Act 1998; reporters cannot be seen as breaching professional etiquette or ethics or as a breach of professional standards. There can be no liability for court action.

- **Where a complaint is made about an educator or someone in the service**

- Should an incident occur that involves a child being put at risk of harm from an educator, volunteer, trainee or person visiting the service, this is regarded as 'reportable conduct' and necessitates such conduct being reported to the NSW Ombudsman within 30 days.
- Where the allegation is made to an educator or member of management the facts as stated will be recorded in writing, using an Incident Report template that includes dates, times, names of person/s involved, name of person making allegation and the person making the report. This report should be kept on record and treated as strictly confidential.
- If the Nominated Supervisor or responsible person in charge is suspected then the service's management should be informed.
- The relevant forms together with information and assistance are available on line at www.ombo.nsw.gov.au.
- The person making the report should follow the advice of the Ombudsman's Departmental Officers. Management will also follow this advice.
- The matter will be treated with strict confidentiality.
- For the protection of both the children and the educator involved, the educator should be encouraged to take special leave or be removed from duties involving direct care and contact with children, until the situation is resolved.
- Support should be provided to all involved. This support can be given in the form of counselling or referral to an appropriate agency.

- **Recruitment and Orientation of Staff**

- All educators employed by the service including management, full time/ part time and casual educators, volunteers and students will be subject to a Working with Children Check carried out by the NSW Commission for Children and Young People. All employees and management will also complete a Prohibited Employment Form that will be kept on file.
- When the service engages a self-employed individual to provide services, the provider is required to provide a Certificate for Self-Employed People. This certificate ensures verification that the person employed is not banned by law from working with children.
- All staff will be informed of their responsibilities as a Mandatory Reporter as part of their orientation and induction process. This will involve discussion regarding their current understanding, use of this policy and resources and access to Child Protection training. Information related to sexual grooming will also be provided upon orientation

and induction to ensure that staff are fully aware of the signs and limits related to appropriately interacting with children

Dealing with Infectious Diseases

Policy Statement

Our Service will provide a safe and hygienic environment that will promote the health and wellbeing of the children ("My Time, Our Place" Outcome 3). We will take all reasonable steps to prevent and manage the spread of infectious diseases through the implementation of procedures that are consistent with guidelines of State Health Authorities.

Procedure

a) Prevention

- Universal precautions will be consistently applied across service practices to ensure prevention of the spread of infections is effective.
- A regularly updated copy of the Department of Health guidelines on infectious diseases will be kept at the service for reference by staff, management and families.
- If a child is showing symptoms of an infectious disease whilst at home, families are not permitted to bring the child to the service. Children who appear unwell when being signed in by their family will not be permitted to be left at the service.
- Hand washing will be practised by all educators and children upon entering the service, before preparing or eating food and after all dirty tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal. In addition educators will wash their hands before leaving the service.
- The service will be cleaned daily
- All toilet facilities will have access to a basin or sink with running hot and cold water and soap and paper towel for washing and drying hands.
- Women and girls will have access to proper feminine hygiene disposal.
- Soap and paper towel will also be available in the kitchen area.
- All toilets, hand basins and kitchen facilities used by the service will be cleaned and disinfected daily. General surfaces will be cleaned with detergent after each activity and at the end of the day and all contaminated surfaces will be disinfected.
- Toys will be washed, cleaned and disinfected on a regular basis with material items such as dress ups and cushion covers laundered as required
- Educators will maintain and model appropriate hygiene practices and encourage the children to adopt effective hygiene practices. As part of children taking increasing responsibility for their own health and physical wellbeing, educators should acknowledge children who are modelling hygiene practices.
- Informal education in proper hygiene practices will be conducted on a regular basis, either individually or as a group through conversations, planned experiences, inclusion in service routines and reminders. Health and hygiene practices will be highlighted to parents, and where appropriate information sheets or posters will be used by educators to support these practices.

- Educators will aim to provide a non-judgmental approach to differences in hygiene practices and standards between families in order to support children's developing sense of identity. Where practices differ to standards expected in the service remind children that these are practices to be followed in the service but they may be different for them at home.
- All educators will be advised upon appointment to the position to maintain their immunity to common childhood diseases, tetanus and Hepatitis B through immunisation with their local health professional

b) Management

- Children and staff with infectious diseases will be excluded from the service for the period recommended by the Department of Health.
- Where there is an outbreak of an infectious disease, each enrolled child's family/emergency contact will be notified within 24 hours under ordinary circumstances. The service will maintain confidentiality when issuing the notification and ensure it is not prejudicial or identify any children.
- In the event of an outbreak of vaccine-preventable disease at the service or school attended by children at service, parents of children not immunised will be required to stay at home for the duration of the outbreak, for their own protection.
- If a child develops symptoms of a possible infectious disease whilst at the service, their family will be contacted to take the child home. Where they are not available, emergency contacts will be called to ensure the child is removed from the service promptly.
- All staff dealing with open sores, cuts and bodily fluids shall wear disposable gloves and practice universal precautions.
- Staff with cuts, open wounds or skin diseases such as dermatitis should cover their wounds and wear disposable gloves.
- Disposable gloves will be properly and safely discarded and staff are to wash their hands after doing so.
- If a child has an open wound it will be covered with a waterproof dressing and securely attached.
- If bodily fluids or blood gets on the skin but there is no cut or puncture, wash away with hot soapy water.
- In the event of exposure through cuts or chapped skin, promptly wash away the fluid, encourage bleeding and wash in cold or tepid soapy water.
- In the event of exposure to the mouth, promptly spit it out and rinse mouth with water several times.
- In the event of exposure to the eyes, promptly rinse gently with cold or tepid tap water or saline solution.
- In the event of having to perform CPR, disposable sterile mouth masks are to be used, or if unavailable a piece of cloth. The staff person in charge of the first aid kit will ensure that a mask is available in the kit at all times.
- Any exposure should be reported to the Coordinator/Nominated Supervisor and management to ensure proper follow up procedures occur.
- If necessary to assist children with toileting, staff will ensure that they wear gloves and wash their hands afterwards. They will also encourage the child to wash their hands.
- Staff will consider the resources they are using when assisting school age children when toileting to ensure they are age appropriate and ensure privacy for the child and ease of use by staff.

- Any soiled clothing shall be handled using disposable gloves and be placed in a sealed plastic bag for the parents to take home for laundering. The service will never rinse soiled clothing.
- Any blood or bodily fluid spills will be cleaned up immediately, using gloves and the area fully disinfected. Cloths used in cleaning will be wrapped in plastic bags and properly disposed of according to current infection control guidelines.
- The Public Health Unit will be notified if any child contracts a vaccine-preventable disease.
- Payment of fees will be required for children during an outbreak of a vaccine-preventable disease, unless other arrangements discussed and agreed to by the management committee, have been made.
- The Service Coordinator will at all times follow the recommendations as outlined in the Health Department document.
- The decision to exclude or re-admit a child or staff member will be the responsibility of the Coordinator based on the child's symptoms, medical opinion and Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease.
- The Coordinator or staff members have the right to refuse access if concerned about the child's health.
- Children and staff with diarrhoea will be excluded for 24 hours after the symptoms have disappeared or after a normal stool.
- A doctor's clearance certificate may be required for all infectious diseases such as measles, mumps diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before returning to the service.

c) Management of HIV/AIDS/Hep B and C

- Under the Federal Disability Act and the Equal Opportunity Act, there will be no discrimination based on a child's/ family/educators HIV status.
- A child with AIDS shall be treated as any other child and will have the same level of physical contact with educators as other children in the centre.
- Where educators are informed of a child, family member or another educator who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. The service has no obligation to advise other families attending the service of a child's or educators HIV status.
- Proper safe and hygienic practices will be followed at all times and implementation of procedures to prevent cross infection as identified in this policy will be consistently implemented.
- Educators and families will be encouraged to participate in AIDS and Hepatitis education.

Dealing with Medical Conditions and Medication Administration

Policy Statement

Charlie's OOSH will work closely with children, families and where relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in order to promote their sense of well being, connectedness and belonging to the service ("My Time, Our Place" 1.2, 3.1). Our educators will be fully aware of the nature and management of any child's medical condition and will respect

the child and the family's confidentiality ("My Time, Our Place" 1.4). Medications will only be administered to children in accordance with the National Law and Regulations.

Procedure

a) Dealing with medical conditions

- Families will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form.
- Upon notification of a child's medical condition, the service will provide the family with a copy of this policy in accordance with regulation 91.
- Specific or long term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family.
- It is a requirement of the service that a risk minimisation plan and communication plan is developed in consultation with the child's family. The Coordinator will meet with the family and relevant health professionals as soon as possible prior to the child's attendance to discuss the content of the plan to assist in a smooth and safe transition of the child into the service.
- Content of the management plan will include:
 - ✓ Identification of any risks to the child or others by their attendance at the service.
 - ✓ Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food preparation procedures.
 - ✓ Process and time line for orientation or training requirements of educators.
 - ✓ Methods for communicating between the family and educators if there are any changes to the child's medical management plan.
- The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition. All educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.
- Where a child has an allergy, the family will be asked to supply information from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the educators can help the child if they do become exposed.
- Where possible the service will endeavour to not have that allergen accessible in the service.
- All medical conditions including food allergies will be placed on a noticeboard near the kitchen area out of the sight of general visitors and children. It is deemed the responsibility of every educator at the service to regularly read and refer to the list.
- All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.
- Where a child has a life threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that

allergen for their own children. Families of children with an allergy may be asked to supply a particular diet if required (e.g. soy milk, gluten free bread).

- Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be seated separately during meal times and all children will wash their hands before and after eating.
- Where medication for treatment of long term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.
- In the event of a child having permission to self medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. In one off circumstances the service will not make an exception to this rule and will require the families to complete the procedure for the educators to administer the medication.

b) Administration of Medication

- Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor. Panadol is the exception.
- Educators will only administer medication during services operating hours.
- Permission for a child to self medicate will be administered with the families written permission only, or with the verbal approval of a medical practitioner or parent in the case of an emergency.
- In the event that a case of emergency requires verbal consent to approve the administration of medication, the service will provide written notice to the family as soon as practical after administration of the medication.
- An authorisation is not required in the event of an asthma or anaphylaxis emergency however the authorisation must be sought as soon as possible after the time the parent and emergency services are notified
- Families who wish for medication to be administered to their child or have their child self administer the medication at the service must complete a medication form providing the following information;
 - ✓ Name of child
 - ✓ Name of medication
 - ✓ Details of the date, time and dosage to be administered.
 - ✓ Where required, indicate if the child is allowed to administer the medication themselves or have an educator do it.
 - ✓ Signature of family member
- Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in a designated secure place, clearly labelled and ensure that medication is kept out of reach of children at all times.
- If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.

- An exception to the procedure is applied for asthma and anaphylaxis medication in which case the child may carry their own medication on their person with parental permission. Where a child carries their own asthma medication, they should be encouraged to report to an educator their use of the puffer as soon as possible after administering and the service maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.
- Before medication is given to a child, the educator (with current First Aid Certificate) who is administering the medication will verify the correct dosage for the correct child with another educator who will also witness the administration of the medication.
- After the medication is given, the educator will record the following details on the medication form: Name of medication, date, time, dosage, name and signature of person who administered and name and signature of person who verified and witnessed.
- Where a medical practitioner's approval is given, educators will complete the medication form and write the name of the medical practitioner for the authorisation.

Management of Incident, Injury, Illness & Trauma

Policy Statement

Charlie's OOSH aims to ensure the safety and well being of educators, children and visitors, within the service and on excursions, through proper care and attention in the event of an incident, injury, illness or trauma. The service will make every attempt to ensure sound management of the event to prevent any worsening of the situation and complete reports on each event that will be signed by the family of the child involved. Family members or emergency contacts will be informed immediately where the incident, injury, illness or trauma is deemed serious and be reported to the NSW Regulatory Authority as per the National Law and Regulations.

Procedure

a) Enrolment Information

- Families are required to provide written consent for educators to seek medical attention for their child, if required, as part of the enrolment process. This will be recorded in the enrolment form.
- Families will be required to supply details of their preferred doctor, dentist, health fund and Medicare details.
- Educators will be required to supply two contact numbers in case of an emergency or accident.

b) Incident, injury or trauma to a child whilst in the service

- If a child, educator or visitor has an accident while at the centre, an educator who holds a first aid certificate will attend them to immediately.
- Anyone injured will be kept under adult supervision until they recover and an authorised person takes charge of them.
- In the case of a major incident, injury, illness or trauma at the service requiring more than basic first aid, the first aid attendant will:
 1. Assess the injury, and decide whether the injured person needs to be attended to by a doctor or whether an ambulance should be called. The educator in charge or nominated supervisor will be advised of their decision.

2. If the injury is serious, the first priority is to get immediate medical attention. Families or emergency contacts should be notified straight away where possible. If not possible, there should be no delay in organising proper medical treatment.
3. Attend to the injured person and apply first aid as required.
4. Educators will ensure that disposable gloves are used with any contact with blood or bodily fluids as per the infectious disease policy.
5. Educators will stay with child until suitable help arrives, or further treatment taken.
6. The educators will try to make the child comfortable and reassure them that they will be ok and that their families have been called.
7. If an ambulance is required and the child is taken to hospital, an educator will accompany the child and take the child's medical records with them.
8. Complete a centre accident report and a serious incident report for the regulatory authority.

Another educator will:

1. Notify family or emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g. hospital). Every effort must be made not to cause panic and to provide minimal detail regarding the extent of the injuries
 2. Ensure that all blood or bodily fluids are cleaned up in a safe manner.
 3. Ensure that anyone who has come in contact with any blood or fluids washes their hands in warm soapy water.
 4. Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the child.
- Accidents which result in serious incident, injury, illness and trauma (including death) to a child must be reported to:
 - ✓ The ambulance service
 - ✓ The police
 - ✓ Family or emergency contact person
 - ✓ Regulatory Authority
 - The centre will notify the family or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person to be deceased, therefore educators should ensure the parents are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.
 - This information should be provided in a calm and extremely sensitive manner.
 - The site of the accident should not be cleared or any blood or fluids cleaned up until after approval from the Police.
 - All other children should be removed away from the scene and if necessary parents contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred.

c) Death or Serious Injury to a child or educator out of hours

- Educators in the service must be prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the educators will follow guidelines as set out below to minimise trauma to the remaining educators and children in the service.
- In the event of the death occurring out of service hours, a clear emergency procedure will be maintained for the other children at the service.
- If a child is the deceased, the Coordinator/Nominated Supervisor should make contact with the child's school to liaise with them regarding the school's response to the event.
- The Nominated Supervisor should also contact the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. The school and Network of Community Activities should be contacted to seek additional support, resources or advice.

d) Reporting of Serious Incident, Injury and Trauma

- All serious incidents, injury, illness or trauma will be recorded within 24 hours of the event occurring. The child's family or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event.
- The Nominated Supervisor is responsible for ensuring that, in the event of a serious incident, the regulatory authority is advised as well as the Approved Provider (e.g. Management Committee).
- It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.

e) How to decide if an injury, trauma or illness is a 'serious incident'?

- If the advice of a medical practitioner was sought or the child attended hospital in connection with the incident, injury, trauma or illness, then the incident is considered 'serious' and the regulatory authority must be notified.
- An incident, injury, trauma or illness will be regarded by the service as a 'serious incident' if more than basic first aid was needed to manage the incident, injury, trauma or illness and medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment.

f) Illness

- Families are advised upon enrolment and in regular reminders not to bring sick children to the service and to arrange prompt collection of children who are unwell. The care needs of a sick child are difficult to meet without dramatically reducing the general level of supervision of the other children, or risking other children's health.
- Where a child takes ill at the service, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if he/she:
 - Sleeps at unusual times, is lethargic.

- Has a fever over 38
 - Is crying constantly from discomfort.
 - Vomits or has diarrhoea.
 - Is in need of constant one to one care.
 - Has symptoms of an infectious disease.
- If a child is unwell at home, the family is not permitted to bring the child to the service. Children who appear unwell when being signed in by their parent/ guardian will not be permitted to be left at the service.
 - If a child becomes ill whilst at the service, the parents will be contacted to take the child home. Where the family is unavailable, emergency contacts will be called to ensure the child is removed from the service promptly.
 - The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's family or other authorised adult takes them home.
 - During a fever, natural methods will be employed to bring the child's temperature down until the family arrives or help is sought. Such methods include removing clothing outer items of clothing as required, clear fluids given, tepid sponges administered.
 - If a child's temperature is very high, cannot be brought down and their family cannot be contacted, the child's enrolment record will be checked for permission to give paracetamol. If the situation becomes serious, the child will be taken to the doctor or an ambulance called.
 - If a staff member becomes ill or develops symptoms at the centre they can return home if able or the Coordinator will organise for someone to take them home.
 - The Coordinator will organise a suitable staff replacement as soon as possible.

Administration of First Aid

Policy Statement

Charlie's OOSH will provide and maintain a high level of care for children attending the service. The service will ensure that necessary educators will be suitably qualified in emergency first aid management and that first aid equipment and support will be available to all children, educators and visitors to the service and whilst on excursions. Ideally, all educators will undertake senior first aid, asthma management and anaphylaxis management training to ensure full and proper care of all is maintained (My Time Our Place 3).

Procedure

- The nominated supervisor is responsible for ensuring that a minimum of one educator who is currently qualified in senior first aid, asthma management and anaphylaxis management is present at the service at all times it is educating and caring for children.
- The service will endeavour to have all educators holding a current first aid qualification.
- A current first aid certificate or willingness to undergo training will be advertised for all new positions.

- A fully stocked and updated first aid kit will be kept in the designated secure place in the centre. Educators are to ensure that this is easily accessible to all educators and volunteers and kept inaccessible to the children.
- A separate travelling first aid kit will be also maintained and taken on all excursions and outdoor activities.
- The first aid kit will contain the minimum equipment suggested by the Red Cross or St John's Ambulance and a first aid manual will be kept at the centre.
- A cold pack will be kept in the freezer for treatment of bruises and swelling.
- An inventory of the kits will be maintained and checked on a minimum monthly basis and signed off by the Coordinator/ Nominated Supervisor. The checklists may be requested for sighting by management or from the NSW regulatory authority.
- An educator will be designated the duty of maintaining the kits to ensure that they are fully stocked, and that all items are within the use by date.
- At orientation, educators and volunteers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it.
- Qualified first aiders will only administer first aid in minor accidents or to stabilise the victim until expert assistance arrives in more serious accidents.
- Telephone numbers of emergency contacts, local doctor and poisons centre will be kept on display.
- In the event of an emergency, the educator administering the first aid must not leave the patient until emergency services or the parent arrives. A second educator should make all emergency calls.

In the case of a minor accident, the first aid attendant will:

1. Reassure the child
2. Assess the injury
3. Attend to the injured person and apply first aid as required.
4. Ensure that disposable gloves are used with any contact with blood or bodily fluids.
5. Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner as per the infectious diseases policy.
6. Ensure that anyone who has come in contact with any blood or fluids washes their hands thoroughly in warm soapy water.
7. Record the incident and treatment given on the IIIT form (incident, injury, illness, and trauma) recording the following details:
 - Name and age of child
 - Date, time, and location of incident
 - Description of injury and circumstances of how it occurred, including witnesses.
 - Treatment given and name and signature of first aid attendant
 - Details of any medical personnel contacted.
 - Name and details of any parent or emergency contact notified or attempted to notify.

- Time and date of report and name and signature of a person making report
 - Name and signature of nominated supervisor
8. Notify the parents either by phone after the incident if seen fit or on their arrival to collect the child.
 9. Parental signature confirming knowledge of the accident report form will be gained at the soonest possible convenience.
- Where the service has had to administer first aid and the incident is deemed serious as per Regulation 12, the Nominated Supervisor will ensure that the steps outlined in the “Management of Incident, Injury, Illness and Trauma” policy are followed and the Regulatory Authority is notified within 24 hours of either the incident or them becoming aware of the incident.

Nutrition & Food Safety

Policy Statement

Charlie's OOSH believes that good nutrition is essential for each child's healthy growth and development. For this reason, the service will provide nutritious, good quality food that is consistent with the Dietary Guidelines for Children and Young People in Australia. We will aim to provide a relaxed and enjoyable environment for children to eat their meals and snacks (“My Time, Our Place” 1.1). All food served at the service will be consistent with the child's own dietary requirements, and take into consideration the children's like and dislikes as well as meet any cultural requirements of families (“My Time, Our Place” 3.2). High standards of hygiene will be maintained throughout all food preparation. We will encourage the development of the children's good eating habits through the modelling and reinforcing of healthy eating and nutrition practices by educators. Families will be encouraged to share recipes and traditions to enrich the variety and enjoyment of food by the children and support the children's development of respect for and understanding of diversity (“My Time, Our Place” 1.3). Where possible we will seek out opportunities to learn about growing our own food and collaborate with children to produce our own opportunities to use food we have grown ourselves in our menu planning (“My Time, Our Place” 3.4).

Procedure

a) Nutrition

- A menu, developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents, will be on display for families and children at all times and be an accurate representation of the food and drink that is being served.
- All children's individual needs such as allergies, cultural requirements, and health needs etc. will be addressed in the menus and families advised if they will be required to supply specific foods for their child.
- Food and drink consistent with the menu will be provided for morning and afternoon tea as well as small nutritious snacks available as necessary.
- Fresh drinking water will be available at all times for the children and educators.
- During vacation care, families will be asked to provide their child's lunch and drinks, unless otherwise stated on the program. No menu will be required where food and drink is not provided by the service.

- Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to families.
- The denial of healthy food will never be used as a punishment.
- Children's cooking activities will be encouraged to develop life skills.
- Students may be permitted to consume food brought from home upon request

b) Food Safety

- All food will be prepared and stored in a hygienic manner as per the current Australian New Zealand Food Standards.
- Opened food will be stored in tightly sealed containers, away from any chemicals.
- Kitchen equipment will be cleaned and stored appropriately.
- Surfaces are cleaned and sanitised before and after food preparation.
- All perishable foods will be stored in the refrigerator
- Children will be encouraged not to share their drinking and eating utensils.
- Tongs and spoons will be used for the serving of food. Where possible, educators will encourage children to serve their own food and drinks to encourage the development of their food handling skills as well as acknowledging their growing sense of independence.
- All cups, plates and utensils will be washed in hot, soapy water.
- Children should be seated while eating or drinking.
- Educators can choose whether to wear gloves or not provided that effective hand washing is being implemented. If gloves are used, care must be taken to avoid contaminating food by only using them for one continuous task and then discarding them. Gloves must be removed, discarded, hands washed and the gloves replaced with a new pair before handling food and before working with ready to eat food after handling raw food.
- Gloves must be removed and discarded before using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body. They will then be replaced if food preparation continues.
- All rubbish or left over food is to be disposed of immediately in easily located bins and bins emptied daily and regularly cleaned with disinfectant.
- Containers are to be cleaned and stored appropriately to ensure pests are not able to contaminate them.
- Children will be encouraged to be involved in food preparation to assist them to have opportunities to learn more about hygiene practices when preparing food. This participation should always be supervised and an explanation provided to children on the reasons why hygienic conditions are maintained.
- The service will regularly review and evaluate food handling practices in line with current best practice guidelines from recognised authorities.

Management of Complaints

Policy Statement

Charlie's OOSH will maintain a complaints and grievance management system to ensure that all educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook, staff handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

Procedure

- The service will support an individuals right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything an individual thinks is unfair or which makes them unhappy with the service.
- Families will be provided with clear written guidelines detailing the grievance procedure.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other families or staff that are not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the Nominated Supervisor (if different from the Coordinator) or management liaison person, either in writing or verbally.
- Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Coordinator and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have lead to amendments to policies and procedures where required.
- The Coordinator or management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Coordinator will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.