



Ainslie After School Care

A diverse community where children are heard, respected and nurtured.

Family Handbook

Version 2.6 – August 2015

Telephone: 6249 1740

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Introduction

Ainslie After School Care (Ainslie Afters) was established in 1981 and was officially launched in November at the request of the Principal of Ainslie Primary School.

Ainslie Afters started with just six children but is now licensed for 120 places and has also added two new programs, Before School care and Vacation Care.

Director of the Service:

The first Director was Anne Taylor, a former mothercraft nurse, and with Barbara Blencowe as Administrator.

Carole Middleton, who joined the team as an Assistant Director in early in 1992, became Director in October that year when Anne Taylor retired. Carole herself retired in June 2008, after more than 16 years of service with Ainslie Afters – nearly three school cycles.

Gemma Lockton succeeded Carole and came to Ainslie Afters with 10 years' experience in the early childhood sector and a Diploma of Children's Services. A job share role was created in 2009 when Kellie Keenan and Gemma Lockton undertook the role while studying primary teaching and midwifery respectively.

After Kellie's resignation in November 2009, Carol Ellis, took over the job-sharing roll alongside Gemma. When Gemma went on maternity leave in November 2011, Carol became the full time director of Afters.

Carol has worked in the Children's Services industry in both England and Australia for 20 years and loves her role working with children.

Samra Clark joined Afters in 2013 as Assistant Director from Sydney where she has had over 10 years' experience in Out of School Care.

Danielle Prior has since joined the team in July and has taken on the role of Director from the 31st of August 2015. Dani has been working in Early Childhood since 2009 and has a Diploma of Children's services.

Nadia Anwar joined afters on the 31st of August 2015 as Assistant Director with Samra leaving for Sydney with her Husband. Nadia is studying her Masters in Teaching and has been working with children since 2008.

Our current administrator is Toni Moore, who joined us in November 2011.

Philosophy

Ainslie Afters believes that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them.

Ainslie Afters believe that the best interests of the children and their right to play, learn and develop in a safe and nurturing environment is paramount in all decision making at the service and is visible in our action and our daily work with the children.

Ainslie Afters acknowledge that parents and families are the child's primary carers and that by having respectful and collaborative relationships this strengthens the capacity and efforts of families to support their children and promote each child's health and well-being.

We believe that the right to equitable access and participation in the community is clearly visible in all aspects of service delivery.

Ainslie Afters believes that children have the right to have their individual and cultural identity recognised and respected. We value the Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

Reviewed: August 2013

Hours of operation

Ainslie Afters now provides,

- Before school care **7.30am until 9am**
- After school care **3pm until 6pm**
- Vacation care in the school holidays from **8am until 6pm**

Ainslie Afters is closed for public holidays.

Insurance

Ainslie Afters is insured through the Ainslie School P & C insurers: public liability insurance is with Civic Insurance Brokers and workers' compensation is with CGU.

Priority of access

Ainslie Afters will not discriminate against any families needing care. However, priority of access will be determined by the Government guidelines.

Refer to www.education.gov.au/priority-allocating-places

Enrolment procedures

A completed enrolment and Ezi-debit form are required before bookings can be made and submitted to the Director or Administrator before the first session that your child/children can attend.

In the case of large enrolment numbers, places will be given on a first-come, first-served basis. A cut-off date for enrolments will be determined annually.

If your family is not fluent in English, an enrolment interview can be held with an interpreter in your primary language.

Enrolment forms can be obtained from the Director or Administrator of Ainslie Afters, from the School Front Office or on the Ainslie School website www.ainslies.act.edu.au

Enrolment forms must be completed in full, with a photo of your child/children attached. Particular attention being paid to the following sections of the form:

- **Emergency contact**

Details of emergency contacts. Parent to contact in an emergency. Emergency contact is either parent 1 or 2.

- **Medical information**

Any known allergies or drug sensitivities must be documented, together with a management plan. The Director or Administrator can provide the necessary forms.

- A copy of the Medical Conditions Policy will be provided to parents of children enrolled at AASC, who have any medical condition. The policy will be available on request to all other families.

- **Emergency contact other than parent/authority to collect children**

Children must only leave Ainslie Afters in the care of those people authorised on this form. Any changes must be advised in writing by the custodial parent/s or guardian/s and on a Change of Details form. It is a requirement of the service that at least one authorised person other than parents/guardians be documented on the enrolment form.

It is essential that all details on the enrolment form are kept up to date, so if your details change please inform the Director or the Administrator.

Orientation

A tour of the service can be arranged, if required, at a convenient time for both the Director and the family. Families are encouraged to call at any time to check on their child/children.

Bike Storage

Ainslie Afters has their own bike shed, located across from the Yerra building. If your child/children are booked in Afters it is advisable to store your bikes in the Afters shed when arriving at school in the mornings and not the school shed. The school shed will be locked at 4pm and Ainslie Afters does not have access to the school shed.

Custody orders

The original custody order regarding access to a child or children must be viewed by the Director of Ainslie Afters and a copy must be attached to the enrolment form.

Changes to Booking or Cancellations

If you wish to change or cancel a permanent booking, **you must** provide a minimum of **one weeks'** notice to the Director or Administrator.

Confidentiality and children's records

Ainslie Afters protects the privacy and confidentiality of all children, families, educators, staff and management. All records and information are kept in a secure place and are only accessed by, or disclosed to, those people who need the information to fulfill their responsibility or who have a legal right to know.

The following outlines how Ainslie Afters ensures your details remain confidential:

- All forms and information pertaining to children and families using Ainslie Afters will be stored confidentially in a secure place.
- Confidential conversations that educators/staff members have with parents/guardians; children or other educators/staff members will be conducted in a quiet area away from other children, parents and educators/staff. In certain circumstances, Ainslie Afters will have another educators/staff person present when discussing sensitive issues.
- Educators/staff will not make children or families at Ainslie Afters an object for discussion outside Ainslie Afters nor will they at any time use family names in recorded or tutorial information.
- Educators/staff will only use information gained from Ainslie Afters upon receiving written approval from Ainslie Afters to use and/or divulge such information.

Fees

Permanent bookings (Before school care \$10.00 and After School Care \$21.00 per session)

A permanent booking is a regular booking. This can include bookings for every second week (such as may be required by shift workers, and so on).

Casual bookings (Before school care \$12.00 and After School Care \$24.00 per session)

A casual booking is a non-regular booking and is subject to availability. Ainslie Afters will try to meet your needs, but as much time notification as possible needs to be given.

Fee policy (available upon request)

Ainslie Afters aims to provide a quality service that is affordable. Fee levels will be set by the Management Committee with regard to the annual budget and the estimated income required to provide quality care to the children.

Payment of fees

Depending on what families nominate as their preference, statements are emailed or placed in the basket on the sign-out table fortnightly.

Payment options:

Ainslie Afters has the following payment options:

1. **Direct Debit (EziDebit)** – fees will be debited fortnightly from a bank, credit union or credit card account. Parents will be provided with a Direct Debit Request form to be completed and returned to the Director. This form authorises Ainslie Afters to deduct fees from the nominated account.
2. **Term in advance** - Full payment for the term's fees in advance, paid by the end of Week 1 of the term.

Permanent bookings must be paid two weeks in advance and casual bookings will be added to your account.

Public holidays

Ainslie Afters does not charge families for public holidays.

Additional fees for late collection of children

Ainslie Afters closes promptly at 6pm. **Additional fees are charged** for the late collection of children after this time.

The fee is \$15 for the first five minutes after 6pm and then \$15 for each extra 15 minutes or part thereof. This fee is calculated per child.

This is due to two educators/staff members remaining on duty as per the license conditions.

Please contact Ainslie Afters on **6249 1740** if your child will be picked up late.

If the person collecting the child is going to be later than usual, the Director needs to be notified. The child will be advised to avoid any anxiety.

The parent/guardian needs to make arrangements for another authorised person to collect the child from Ainslie Afters. If this is not possible, the Director should be advised of an estimated time.

Fees charged unless notice given of a child's absence

In order to maintain staff ratios and comply with license conditions, fees will still be charged when a child is absent from Ainslie Afters.

If a child/ children will be absent from Ainslie Afters for an extended period of time, positions will be held and fees not charged, providing **one weeks'** notice is given to the Director or Administrator.

If for some reason a child who regularly attends Ainslie Afters is unable to attend, or a change in care requirements is needed, the Director or Administrator should be informed at least **one weeks'** in advance otherwise the normal fee will apply. Ainslie Afters operates an answering machine and email for this purpose.

In the case of school camps when children are absent, **one weeks'** notice in writing is required, for the daily fee to be waived for those days.

If your child/children is anticipated to be absent for a session, it is appreciated that prior notice be provided to the Director or Administrator.

Financial difficulties

Parents/guardians experiencing financial difficulty need to contact the Director, who will discuss and make suitable arrangement for payment of fees.

Late payment of fees

By using direct debit for the payment of fees, the question of late payment will rarely arise.

However, where fees are not paid on time, and no other arrangement has been made with the Director, Ainslie Afters will contact the parent or guardian after two weeks to remind them of the necessary payment.

If fees are more than four weeks overdue, Ainslie Afters may cancel the booking for the child/children involved until all outstanding fees are paid in full. In addition, Ainslie Afters, after due consideration of all the circumstances involved, may require that the parent or guardian responsible undertakes to pay all future fees by Direct Debit and lodges a Direct Debit form at Afters for that purpose before the child/ren involved may return to Afters.

If fees are more than six weeks overdue and no arrangements for payment are made with the Director, the debt may be referred to a debt collection agency. This will only be done after careful consideration of all circumstances of the case by the Director and the Management Committee in consultation with the School Principal.

Child care benefit (CCB)

As a government-funded centre, Child Care Benefit (CCB) is available to all eligible families.

Parent/guardians MUST apply to Centrelink for Childcare Benefit/Childcare tax rebate directly to obtain customer reference numbers at the beginning of each year or on enrolment at Ainslie Afters.

Any fees charged by Ainslie Afters cannot be reduced until the Administrator or Director has received customer reference numbers and dates of birth for both the parent claiming CCB and the child/children accessing the service.

If a family's status changes throughout the year, Centrelink should be advised immediately as there may be an adjustment in Childcare Assistance benefits. The Director or Administrator should also be advised.

The Ainslie Afters Provider Number is **555 006 535 H**

Daily routine

Collection

All kindergarten children will be escorted to Ainslie Afters by an educator up until and including Term 3. They will be given the opportunity to walk across by themselves in term 4 ready for the next year.

Children from all other grades are expected to make their own way to Ainslie Afters.

Signing In

An educator/staff member will take a roll-call for children attending Ainslie Afters and record their time of arrival in the sign-in/sign-out sheet.

Non-attendance

If a child is normally booked into Ainslie Afters but fails to attend, the Director will:

- Check with other educators/staff/diary at the sign in/out table to see if they have taken any messages.
- Check with other children to see if the child attended school during the day.
- If the procedures above do not ascertain the whereabouts of the child, the Director shall then contact a parent/guardian to inform them of the situation. The parent will then be expected to take responsibility for locating the child.
- If unable to contact parents/guardians, the child's emergency contact will be contacted.
- Check with school of the child's whereabouts.
- If unable to contact parents/guardians/emergency contact and all other relevant parties, the Police will be notified.

Hand-washing

Ainslie Afters provides easily accessible hand-washing facilities. Upon arrival at Ainslie Afters, children are required to wash their hands before eating afternoon tea, or any other time before eating during the afternoon.

Children are also required to wash their hands after using the toilet and wiping their nose.

Afternoon tea

Ainslie Afters provides a good nutritious and healthy afternoon tea for children when they arrive.

Children are encouraged to develop good eating habits through example and education. Parents are encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children.

Children with food allergies are also catered for with suitable food provided by Ainslie Afters.

Participating in the program

An appropriate written program plan is in place at Ainslie Afters and reviewed regularly. Children and families are encouraged to incorporate their views, ideas and specific interests into the program.

- The program activities are free from bias as we respect each individual.
- The program considers cultural and religious difference.
- The program will be displayed at all times, on the Curriculum Board in the Afters main room

Ainslie Afters provides a program that is developmentally appropriate to the needs of the children, and stimulates and provides for the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity, without substituting for the care they receive from their families.

Following afternoon tea, children can enjoy a range of programmed activities or enjoy free play in a supervised environment. The program provides for a balance of:

- Indoor/outdoor activities;
- Quiet and active activities;
- Individual and group activities;
- Flexible and spontaneous activities to allow for unexpected and special needs; and
- Provision for homework to be done. (We do not force children to do homework, but provide a place for them to do so if they so desire.)
- External activities (e.g. music for everyone)

Finishing for the day

Only persons authorised can collect children from Ainslie Afters. If someone other than an authorised person comes to collect a child from Ainslie Afters, the child shall not be released until the Director has been able to contact the custodial parent or guardian. In such cases the custodial parent or guardian must provide **a description of the collecting person**. The collecting person must provide **photo identification**.

If you are anticipating that a non-authorised person will collect your child/children, please contact the Director or Administrator before-hand to advise relevant details.

Signing out

As the sign out sheet is a legal document, the authorised person who is collecting the child must sign the sign-out sheet next to the child's name, indicating time of departure. If the children are not signed out the custodial parent/guardian will be contacted to ensure that the child/children have been collected and are safe.

Children who have permission to leave Ainslie Afters by themselves will be signed out by the Director at the agreed time.

Belongings

The authorised person and child/children should collect all belongings before leaving.

Lost property

All belongings should be labeled to help in the event of lost property. If your child has lost property, please check the bucket near the sign in/out table.

Health and safety

Sun protection

Children are provided protection from the sun, in line with Cancer Council ACT recommendations and including application of a sun block, wearing a suitable hat, staying in the shade when possible and to follow the SLIP-SLOP-SLAP-SEEK-SLIDE philosophy.

Ainslie Afters will provide a broad-spectrum and water-resistant SPF 30+/50+ sunscreen. Children will be encouraged to apply this sunscreen on arrival to Ainslie Afters each afternoon. If your child is allergic to sunscreen, please advise Ainslie Afters when filling out the enrolment form. You have the option of providing a hypoallergenic sunscreen for your children.

Food handling and safety

High standards of hygiene and infection control are maintained throughout all food preparation. Ainslie Afters educators/staff are appropriately trained to promote compliance with health and safety policies and procedures, particularly in relation to food preparation.

Educators/staff are required to wash their hands thoroughly and put on gloves before any food preparation. They will also ensure that children do not eat food that has been handled by another child or that has been dropped on the floor.

Food will be stored, prepared and served hygienically. All food will be stored in tightly sealed containers, away from any chemicals. Ainslie Afters will ensure all food requiring refrigeration is stored in the refrigerator.

Ainslie Afters holds a current ACT Health Food Business Licence.

Accident or illness

In the event of accident or illness, details containing the nature of the accident or illness, who attended to the child and the course of action taken, will be recorded.

In the event of a major accident, the Director will, if required, call for an ambulance. Parents/guardians should note that they will have to meet the costs of any ambulance transportation.

Ainslie Afters ensures that there are at least two educators/staff with a current First Aid Level 2 certificate at Ainslie Afters at all times.

Medication

If your child requires medication, a Medication Record Sheet must be completed with the following information:

- Parent's requirements and signature;
- Medication required;
- Date, time, and dosage required.

On administration of the medication, Ainslie Afters will complete the following information:

- Date, time, and dosage given;
- Person who administered it;
- Person who witnessed the administration.

Emergency Procedure

Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by Ainslie Afters. Children and staff will practice emergency procedures at least once per term.



Fun with Friends- Flexible for Families

EVACUATION PROCEDURE

Evacuations, due to fire, bomb scare or gas chemical leaks are alerted by an air horn for a drill or school alarm in the event of a real evacuation

Educators and children to make their way to bottom oval

Director/Acting Director

- Make the announcement to evacuate.
- Collect Attendance sheets.
- Collect centre's hands-free portable phone.
- Make the phone call to 000 or other appropriate service, management and parents as required.
- Ensure doors are closed upon leaving.
- When the emergency service arrives, inform the officer in charge of the nature and location of the emergency and if there is anyone missing.

As stated on duties roster

- Collect First Aid evacuation bag from locker– this includes children's individual medicines, action plans, medical quick list and emergency contact numbers list
- Collect educator/visitor sign in/out sheet.
- Check all areas of the main Gallery for any children before leaving.
- Record and notify to director visitors and any educators or children that are missing from head count or roll call.

Tea's Person's Role

- Turn off all appliances in kitchen.
- Check no children are remaining in kitchen.
- Check children's bathrooms for children.
- Exit through door closest to bathrooms, ensuring doors are closed upon leaving.

All educators

- When children and educators reach the assembly area, line the children up in their Year groups, headed by an educator. Count all children and report to Director. If numbers of children for the day do not match head count, take roll. Educators to also be aware of any visitors and ensure they are present and names are recorded with Director. Educator numbers must also be checked and matched to sign in sheets.
- Children requiring additional assistance e.g. wheelchairs, crutches, will be assisted by the closest available educator to the assembly point.

Gallery

2 educator members are to remain to check the kitchen, toilets and any other possible hiding places before leaving the gallery.

- In the event children are not wearing shoes (during sporting activities such as dancing/gymnastics) they should collect them upon the evacuation and put them on at assembly area.
- Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety and they feel confident to operate the extinguisher and all the children have been evacuated.
- No one should re-enter the building until the officer-in-charge has said it is safe to do so.
- If the first assembly point becomes unsafe for the Educators and children, a decision must be made on where the backup assembly point should be – Black Mountain Child care centre, Campbell High School or Ainslie Art Centre. The Director must contact the school/service prior to arrival.

Hall

- Hall educators are to ensure that all windows and doors are closed once the Hall has been vacated then walk the children down Elder Street to the assembly point.

Canteen

- Canteen educators are to ensure that all windows and doors are closed once the canteen has been vacated then walk the children down Elder Street to the assembly point.

Updated June 2014

Exclusion due to illness

As the care needs of a sick child cannot be met without dramatically reducing the general level of supervision of the other children or risking other children's health, parents will be asked not to send sick children to Ainslie Afters and to collect children who are unwell. All care and consideration will be given to a child who becomes ill while at Ainslie Afters. Children with infectious diseases will be excluded from Ainslie Afters for the period recommended by the ACT Department of Health.

Below is a list of the most common infectious diseases and their exclusion periods:

Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts
Amoebiasis (Entamoeba histolytica)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours (b)	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Chickenpox (Varicella)	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children and less in immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded.
Cryptosporidium infection	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Cryptosporidiosis	Exclude until diarrhoea ceases	Not excluded
Diarrhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Glandular fever (mononucleosis, Epstein Barr virus [EBV] infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded

Condition	Exclusion of case	Exclusion of contacts
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours (b)	Not excluded

Condition	Exclusion of case	Exclusion of contacts
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours (b)	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours (b)	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours (b)	Not excluded
Whooping cough (pertussis)	Exclude until five days after starting appropriate antibiotic treatment or for 21 days from the onset of coughing	Contacts that live in the same house as the case and have received less than three doses of pertussis vaccine are to be excluded from the centre until they have had 5 days of an appropriate course of antibiotics. If antibiotics have not been taken, these contacts must be excluded for 21 days after their last exposure to the case while the person was infectious.
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

(b)- If the cause is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.

Clearance letter:

A clearance letter from your doctor may be required if there is any doubt about your child's suitability to return to Ainslie Afters.

Family involvement – Management committee

The Ainslie Afters Management Committee meets once a month to discuss the operation of Ainslie Afters.

Any family wishing to attend the meetings join the committee or be involved in the activities of the committee are encouraged contact the Director or Administrator.

Management Committee meetings are usually once a month on dates agreed by the committee. Meetings will be advertised in the Afters newsletter.

Any person involved in Ainslie Afters is welcome to make suggestions and discuss any concerns they may have regarding current policies or procedures with the Director or a Committee Member.

Policies and procedures are distributed annually for review or more frequently if needed. These are located in the office and are readily accessible.

Complaints or grievances (Grievance policy available upon request)

Any complaints or grievances against either the care given to your child or an educator/staff member, should be discussed with the Director in the first instance, or a Committee Member.

Given the diverse nature of possible grievances, it is impossible to outline specific procedures for resolution in all cases. The following procedures identify steps intended to satisfy as many circumstances as possible.

Ainslie Afters will protect the rights of parents and carers to have grievances raised and resolved by ensuring the following processes are followed:

- Ainslie Afters makes a genuine effort to establish an atmosphere of trust and open communication, so grievances can be dealt with constructively.
- Acknowledging any grievance as soon as practical.
- All written complaints will be acknowledged in writing within two weeks.
- All complaints will be handled with the strictest confidence.
- A record of all grievances raised and the steps taken to resolve the grievance will be kept maintaining confidentiality at all times.
- Where raised with an employee, the employee/s should discuss the matter with the person concerned if appropriate.
- If resolved, the employee provides the Director with a summary of the circumstances and the agreed resolution.
- If unresolved, the employee takes the issue to the Director verbally or in writing. The Director will then assist in the resolution of the issue.
- Where raised with the Director and/or a management committee member, the Director will make a record of the grievance.
- The Director will attempt to resolve the concern directly with the parent/carer in the first instance.

If a satisfactory resolution has not been achieved, a written complaint should be then sent to the Convenor/Secretary of the Ainslie After School Care Management Committee. The Convenor/Secretary of the Management Committee will then assist in the resolution of the issue.

If a satisfactory resolution has still not been achieved, a written complaint should be then sent to the President of the Ainslie School Parents and Citizen's Association Inc. The Convenor/Secretary of the Management Committee and the Director will provide a summary of the circumstances to the P&C President. The President of the Parents and Citizens Association will then assist in the resolution of the issue. If necessary a panel of people will be formed to seek a satisfactory resolution. The panel will comprise of chosen representatives of both parties.

If a satisfactory resolution cannot be found, the Children's Policy and Regulation Unit of the Office for Children, Youth and Family Support, can become involved.

The Director will maintain records on complaints received and resolved formally at the Director level. The information will be kept for review by the Management Committee to:

- Redesign services;
- Change organisational practices;
- Re-train educators/staff on service delivery;
- Re-assess parent/carers needs;
- Give early warning about service problems.

Excursion policy

Excursions will be provided from time to time as part of the Ainslie Afters program to provide variety and an opportunity to expand a child's experience, explore different environments and learn new activities. Excursions include short walks locally with educators/staff as outlined on enrolment forms.

However, Ainslie Afters will ensure:

- No child will be taken outside Ainslie Afters without the parent/guardian's written authorisation.
- A minimum of **48 hours** notice will be given to the parent/guardian regarding any excursions.
- All excursions will be publicised to all families with full details of destination, times of departure and return, educators/staff and volunteers attending, and what the children should bring.
- An excursion permission form will be filled out for each specific excursion.

We look forward to our association with your family

The Directors, staff and Management Committee

Updated: August 2014

Sources

1. Education and Care Services National Regulations 2011
2. National Quality Standard

3. A New Tax System (Family Assistance) Act 1999
4. My Time, Our Place Framework for School Age Care
5. Staying Healthy in Child Care
6. www.education.gov.au