

## **INFORMATION FOR PARENTS & CAREGIVERS**

**Programme Hours.....9am to 3 pm**  
**Office phone number.....Ph 626-4980**  
**Programme Manager.....Maree Fraser**

We hope your children will enjoy the programme of activities we have planned. Please take careful note of the following to ensure their safety while they are in our care. **Please provide lunch, drink and snacks for your child.**

- No sick child will be admitted to the programme, if a child becomes ill they will be made comfortable and parents notified to collect child.
- If your child becomes sick and cannot attend the programme please notify the office.
- Make sure you have signed a permission slip for the excursions.
- Any changes to booking or absences must be notified to the office. After the programme starts there will be no refund for absence.
  
- **Daybook** - Any information we need to know about your child can be written in our daybook. (On table in foyer) This includes -
  - a) Specific written consent for children walking home.
  - b) Any medical condition and medication taken.
  - c) Person collecting your child if different to enrolment form.
  - d) Any custody arrangement.
  
- There is a written policy covering supervision, safety, behaviour management etc. Ask office staff for a copy if you wish to read it. The staff/child ratios are 1 : 8 or in some circumstances 1 : 7. or 1 : 6.
  
- The programme will try to look after children's property but will accept no responsibility for lost or damaged possessions.
  
- In summer – Sun Safety policy - please provide a hat each day, the children are required to wear a hat when outside. Make sure your child is wearing shoes and appropriate sun-coverage clothing. We aim to minimize time spent in the sun during burn-time periods.
  
- In the event of an accident or emergency, staff will perform appropriate first aid and if necessary call an ambulance. We do have a Medical Centre across the road. Parents will be contacted immediately. Unless there is a serious emergency children will not be transported in private vehicles.

- In accordance with process outlined in the behaviour management policy, the supervisor reserves the right to exclude from the programme any child who is constantly disruptive, unable to follow the programme rules, or a threat to the safety of themselves or others.

#### COLLECTING YOUR CHILD -

Please collect your child at 3 pm.

If a person arrives to collect your child whose name is not on your enrolment form, then we are obliged (for your child's safety) to keep your child in our care until you have been located for consent. Prior notification is required by writing information in the daybook (on table in foyer)

#### SIGNING YOUR CHILD IN AND OUT

Each day when you collect your child, it is essential that you sign your child out in the daily roll book. (on table in foyer) We need to know that your child has gone home safely. You will also have to sign your child in.

#### CHILD SAFETY

The programme has a detailed child protection policy, which includes the reporting of any suspected child abuse to the Dept. of Child, Youth and Family Services.

#### COMPLAINTS

The programme has a complaints procedure. If you have any problems please approach the Main Supervisor, or if necessary the Manager or member of the Management Committee and they will be happy to help you with your concerns.

#### LOST PROPERTY

Please check at the office, we have a lost property box.