



YEAR ROUND CARE

Parent Information Booklet

East YRC

Tamworth Public School
Brisbane Street, Tamworth
P: 02 6766 6862

South YRC

Tamworth West Public School
Bridge Street, Tamworth
P: 02 6762 2207

PO Box 555, Tamworth NSW 2340

www.tamworth.nsw.gov.au





CONTENTS

INTRODUCTION.....	4
OUR PHILOSOPHY.....	4
ENROLMENT.....	4
LOCATION.....	4
HOURS OF OPERATION.....	4
ARRIVAL AND DEPARTURE.....	4
STAFFING.....	5
BOOKINGS.....	6
ABSENCES.....	6
PRIORITY OF ACCESS.....	6
PARENT INVOLVEMENT.....	7
PARENT COMMITTEE.....	7
PROGRAM STRUCTURE.....	7
BEFORE SCHOOL CARE.....	7
AFTER SCHOOL CARE.....	7
VACATION CARE.....	8
EXCURSIONS.....	8
CLOTHING.....	8
FOOD.....	9
ALLERGIES.....	9
ASTHMA.....	9
MEDICATION.....	9
BIRTHDAYS.....	10
RELIGIOUS/CULTURAL ISSUES.....	10
RIGHTS OF CHILDREN.....	10
HEALTH.....	10
COMMUNICATION.....	14
SUN SAFETY.....	14
FEE SCHEDULE.....	14
CHILD CARE BENEFIT (CCB) & CHILD CARE REBATE (CCR).....	15
CHILD CARE SUBSIDY (CCS).....	15
PAYMENT ARRANGEMENTS.....	15
PROFESSIONAL REFERRALS.....	15
SPECIAL NEEDS SUBSIDY SCHEME.....	15
RULES OF THE CENTRE.....	16
MANAGEMENT OF CHILDREN.....	16
BEHAVIOUR.....	16
EVACUATION.....	17
SERVICE EVALUATION / GRIEVANCE.....	17
POLICY MANUAL.....	17
CONFIDENTIALITY.....	17
CHILD PROTECTION.....	18
DAILY REQUIREMENTS.....	18
2018 BUS TIMETABLE.....	19-22

INTRODUCTION

Welcome to Year Round Care. This is a service designed to provide your child, aged 5 - 12 years, with quality care before and after school and during school holidays. Both Centre's have been in operation since January 1994 and are self-funding, non-profit childcare organisations, proudly sponsored by Tamworth Regional Council.

These centres provide parents with the knowledge that their child is safe before and after school and also during vacation periods. Parents can feel at ease knowing that their children are being well cared for, having a great time, meeting new friends and being able to enjoy a stimulating and exciting range of different activities.

OUR PHILOSOPHY

Our philosophy is to ensure the safety of each child and promote their involvement in our program so they have a sense of:

Belonging – self identity, independence, culture, community and friendships

Being – valued, relationships, to have opportunities to explore and learn, interests

Becoming – life/social skills, ongoing learning and development

ENROLMENT

Copies of immunisation records secure enrolment for your child but bookings are essential each term and vacation period.

Refer: Policy Manual 'Enrolment & Orientation'

LOCATION

Tamworth Public School and Tamworth West Public School.

HOURS OF OPERATION

East Year Round Care

Before School Care 6:30am-9:00am

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

Vacation Care 6:30am-6:00pm

South Year Round Care

Before School Care 6:30am-9:00am

After School Care 3:25pm-6:00pm

Vacation Care 6:30am-6:00pm

ARRIVAL AND DEPARTURE

Children are only allowed to leave the centre with an approved adult as indicated on their enrolment form. Children MUST be signed in for Before School Care, out for After School Care and in and out during Vacation Care. All children MUST be collected by 6:00pm. A late fee will be incurred after 6:00pm, see fee schedule for more details.

STAFFING

Year Round Care is operated by a team of professionals who work together to attain quality care for every child.

All our educators are appropriately qualified and/ or experienced. Each centre is staffed with trained educators and assistants, in compliance with mandatory ratios. Additional floating and casual staff provide support for children with additional needs and help cope with administration facets of the service.

Nominated Supervisor

Haley Fenn **RP**
Diploma Early
Childhood Education
and Care

Co-Ordinator

Haley Fenn **RP**
Diploma Early Childhood Education
and Care

East Year Round Care Assistant Co-Ordinator

Tiffany Classen **RP**
Diploma Outside School
Hours Care

South Year Round Care Assistant Co-Ordinator

Kylie Sims **RP**
Diploma Outside School
Hours Care

Permanent Assistants

- Kahne Gill **RP** Learning Support Certificate
- Donna Moffat Certificate 3 in Early Education and Care
- Katie Blair Diploma in Early Education and Care

Casual Assistants

- Belinda Stein Bachelor of Education (Primary) RP
- Wendy Kelly Teachers Aid RP
- Dee Burns Bachelor of Education (Primary) RP
- Alyse Peters-McMillian Studying Diploma in Early Childhood

All educators are required to undergo a Working with Children Check. Any “Responsible Person” (**RP**) has had First Aid and Child Protection training as per Quality Area 4.

Refer: Policy Manual ‘Staff orientation & recruitment’

BOOKINGS

Bookings are essential to ensure your child's place each term and vacation period.

Before and After School Care bookings are taken all year round.

Vacation care bookings are taken from Week 8 of each term for the following vacation period. Any changes made to these bookings will incur fees.

When all places are filled in each centre, a waiting list is created and parents are informed when a vacancy becomes available. The "Priority of Access Guidelines for Child Care Services" is used to determine a child's place on this list.

Refer: Policy Manual 'Enrolment & Orientation'

ABSENCES

If a child is absent due to medical illness and a doctor's certificate is provided, you will not incur fees for this period.

A child that is expelled during vacation care will not be charged fees.

Refer: Policy Manual 'Fees'

PRIORITY OF ACCESS

Priority of access will be determined by the Government's "Priority of Access Guidelines for Child Care Services". This may result in placement on the waiting list, or an evaluation of whether the centre can meet the child's needs adequately which may include a trial period.

The Commonwealth has determined priority of access guidelines for Outside of School Hours Care centres. These guidelines embody the principles and philosophy underlying the Commonwealth's involvement in child care and assist the Commonwealth in achieving the objectives of the Services for Families with Children Program by providing priority of access to particular people.

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 Family Assistance Act.

Priority 3 – Any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold (updated annually by the Australian Government) or whose partner is on income support
- families from a non-English speaking background
- socially isolated families
- single parent families

Refer: FACS Child Care Handbook in each centre.

PARENT INVOLVEMENT

Parents are welcome in the centre at all times and the educators are happy to explain activities. We realise parents are very busy, but please acknowledge that our educators are too and they may not always have the time to stop and talk with you. It may be necessary to organise a time if you want to discuss a particular issue.

PARENT COMMITTEE

Parent committee meetings are held once a semester and parents are advised of the date by newsletter and notices. All parents are welcome at these meetings and are encouraged to network with staff and discuss any issues or concerns. If you are interested in attending these parent committee meetings, see your centre's educator for more details.

PROGRAM STRUCTURE

The service implements the learning outcomes, practices and principles specified in 'My Time, Our Place' framework for school age care in Australia.

The program allows for children 5-12 years to learn essential life skills in a supervised, yet informal, atmosphere. The three themes of Belonging, Becoming and Being are an integral part of the program. Within the program, we identify the different stages of development within this age group, with activities specifically targeted at the 5-8 year olds and the 9-12 year olds. This permits children to partake in age appropriate activities with their peers.

Messy activities are part and parcel of children's leisure activities. Painting shirts are provided but there is no guarantee that paint will not get onto your child's uniform. All care is taken by the staff, but it is still very difficult to provide an activity that is stimulating while at the same time ensuring that the children remain spotless.

If this aspect of the centre presents a problem, please provide a coverall, or a change of clothes for your child to wear. Paint in the centre is designed for the infant school and should be washed with a bar of soap. Some pre-soakers will set paint, as will hot water and detergents.

Refer: Policy Manual 'Written programs'

BEFORE SCHOOL CARE

Children are able to participate in activities from a provided program or choose their own activities. Art and craft activities are available from 7:30am and a light breakfast is served to children who arrive before 8:00am. All children **MUST** be walked into the centre and signed in by a parent/guardian. Children are signed out by centre educators and any new students are walked to their classrooms at 8:30am. Children who are required to catch a bus to another school are fully supervised in the bus area between 8:15-8:30am. Parents of children catching buses **MUST** be at centre before 8:00am. Bus Timetable is included on page 19.

AFTER SCHOOL CARE

A range of activities are programmed for each afternoon including: art craft, games, cooking, sport, free choice, reading drama and music. Children are met at bus stops or walk to the centre from Tamworth/West Tamworth Public School. An educator signs the children in as they arrive and will inform the parents/emergency contacts if the child does not arrive when booked in.

At the start of each year kindergarten children are collected from a meeting place arranged with school staff. If your child does not attend school they are not to attend after school care.

Refer: Policy Manual 'Delivery & Collection of Children', 'Child Safe Environment'

Afternoon tea is provided for the children at 3:30pm each afternoon. The afternoon tea menu is set each week and usually consists of sandwiches with spreads, seasonal fruit and vegetables, biscuits, dairy products and cereals. During winter months a selection of hot foods, such as soup and spaghetti bolognese are available.

Please inform the staff of any special dietary requirements.

Refer: Policy Manual 'Nutrition, Food & Dietary'

VACATION CARE

A set program is planned for each vacation period. Copies are available a week prior to the commencement of the vacation. Children are required to supply their own morning tea, lunch and a drink.

All children MUST bring a hat to wear outdoors and a spare change of clothes for those unexpected mishaps. Weekly excursions are compulsory, to ensure staff: children ratios are met and these are kept to a minimal cost. Extra costs of special lunches and craft/cooking activities are optional.

Refer: Policy Manual 'Written Programs'; 'Sun & Water Safety', 'Delivery & Collection of Children'

EXCURSIONS

Whilst excursions are valuable in extending knowledge and experience, we are aware that they can be of concern to parents.

Rest assured, your child's safety is always a top priority and any excursion is in strict accordance with 'The National Regulations' for OOSH care. No child is allowed to leave the centre unless parental permission has been given and excursion fees have been paid. This can be done at least the day prior to the excursion taking place.

On excursion days, please arrive at least half an hour before departure time. This is important for the educators to organise the children for the day's activities and to ensure your child does not get left behind.

Refer: 'Excursions'

CLOTHING

During vacation care, children should be sent in casual play clothes that will not be harmed by messy play. Shoes with grips are desirable. Thongs are NOT permitted. All clothing should be clearly labelled with your child's name. Please send a spare set of clothing for your child in their bag. Additional clothes are kept in the centre in the case of an accident. If these clothes are worn home parents are asked to launder and return them as soon as possible.

FOOD

Breakfast and afternoon tea are provided to the children in care. The menu is balanced according to current nutritional guidelines and is varied to meet children's preferences and dietary needs. The menu is displayed in each centre.

We consider meals to be a very important social and learning experience for the children so we aim to make meal times relaxed and sociable. Staff share meal times with children to provide role models. Children are encouraged to try new foods and serve their own food and drinks.

Refer: Policy Manual 'Nutrition, Food & Dietary needs'

<http://www.healthykids.nsw.gov.au/teachers-childcare/food-and-nutrition/publications.aspx>

Breakfast is served from 6:30-8:30am (West) and afternoon tea at 3:30pm daily.

ALLERGIES

Please include all allergies on your child's enrolment form. If your child has an allergy you will be required to complete additional forms. Educators at both centres have had anaphylaxis training in symptoms and treatment.

Year Round Care does not supply any peanut products or use peanuts in cooking activities. We consider ourselves as an "allergy aware centre".

Children are not allowed to share food at the centres.

Refer: Policy Manual 'Nutrition, Food & Dietary needs'

ASTHMA

If your child has a history of asthma please see an educator to complete an Asthma Plan. Year Round Care is an "Asthma Friendly Centre".

Refer: Policy Manual 'Dealing with Medication Conditions'

MEDICATION

If your child should require medication while at either centre, please notify an educator. You are required to complete a medication form and hand the form and medication to a staff member. An educator cannot administer medication without written consent. The medication must be in its original package with the doctor's dosage. Medication must never be left in your child's bag. Don't forget to collect the medication when you leave.

Refer: Policy Manual 'Dealing with Medication Conditions'

BIRTHDAYS

Once a month we like to share the children's birthdays for that month and we do this by having a little party instead of our usual afternoon tea. As well as being special for us, it promotes self-esteem and makes the birthday people special for a day.

RELIGIOUS / CULTURAL ISSUES

Please notify the Co-ordinator at the time of enrolment if your child has any special religious/cultural requirements. Educators will endeavour to meet these needs in consultation with the parent.

RIGHTS OF CHILDREN

"The rights of the Child form a sound basis for the development of principles which underpin the operation of OOSH centres. By promoting the child's right to play in a creative environment that encourages co-operation, mutual respect and positive behaviour we are recognising and defining best practice for all those involved in OOSH centres". (Play - Rights & Responsibilities)

HEALTH

Accidents – Upon enrolment, parents are asked to sign an Accident and Emergency form granting the Co-ordinator full permission to arrange immediate medical attention. This applies to accidents in the centre. If an Ambulance is required, it will be at your cost and will only be called if parents are unable to be contacted or in an emergency situation.

Illness – If your child is ill, please notify the centre. Children with contagious diseases must be excluded from the centre for at least the time specified by the NSW Department of Health Guidelines.

Exclusion Guidelines – A child must be kept at home if he / she has any of the following:

- An elevated temperature
- Eye discharge
- Vomiting
- Diarrhoea
- Infectious rashes
- Obvious signs of distress
- Infectious disease

Following is a list of infectious diseases, the signs and symptoms of each and the exclusion details. This is our procedure for handling infectious diseases. Please respect all families who use our service by adhering to these rules. A child who displays any of the following symptoms will be sent home with the emergency contact listed on that child's enrolment form.

Refer: Policy Manual 'Infectious diseases'

https://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55e_exclusion_period_poster_130701.pdf

Time from Exposure to Illness	Symptoms	Exclusion Period	How to Help Prevent the Spread
Chicken Pox			
10 - 21 days, usually 14 – 16 days	Slight fever, runny nose and a rash that begins as raised pink spots that blister and scab.	5 days from the onset of the rash and the blisters have dried.	Immunise your child at 18 months of age. Immunisation is recommended for children at 12 years if they are not immune.
Conjunctivitis			
1 – 3 days	The eye feels scratchy, is red and may water. Eyelids may stick together on waking.	While there is discharge from eye/s.	Careful hand washing; avoid sharing towels. Antibiotics may be needed.
Gastroenteritis			
Several hours to several days	A combination of loose or watery stools, vomiting, fever, stomach cramps, headaches.	At least 24 hours after diarrhoea stops.	Careful hand washing with soap and water after using the toilet or handling nappies and before touching food.
German Measles (Rubella)			
14 – 21 days	Often mild or no symptoms: mild fever, runny nose, swollen lymph nodes, pink blotchy rash that lasts a short time. Can cause birth defects if pregnant women are infected.	At least 4 days after the rash disappears.	Immunisation at 12 months and 4 years of age.
Glandular Fever			
4 – 6 weeks	Fever, headache, sore throat, tiredness, swollen nodes.	Nil – unless sick	Careful hand washing, avoid sharing drinks, food, utensils and kissing.
Hand Foot and Mouth Disease			
3 – 5 days	Mild illness, perhaps with a fever, blisters around the mouth, on the hands and feet and perhaps in the nappy area.	Until the blisters have dried.	Careful hand washing especially after wiping nose, using the toilet and changing nappies.
Head Lice			
7 – 10 days	Itchy scalp, white specks stuck near the base of the hairs; lice may be found on the scalp.	Nil – as long as head lice management is ongoing.	Family, friends and classroom contacts should be examined and treated if infested. Clothing and bedding should be washed in hot water.
Hepatitis A			
About 4 weeks (can range from 2 – 7 weeks)	Often none in small children; sudden fever, loss of appetite, nausea, vomiting, jaundice (yellowing of skin and eyes), dark urine, pale stools.	2 weeks after first symptoms or 1 week after onset of jaundice	Careful handwashing; those that have had close contact with an infected child may need to have an injection of immunoglobulin; immunisation is recommended for some people.

Time from Exposure to Illness	Symptoms	Exclusion Period	How to Help Prevent the Spread
Impetigo (School Sores)			
1 – 3 days	Small red spots change into blisters that fill up with pus and become crusted; usually on the face, hands or scalp.	Keep at home until antibiotic treatment starts. Sores should be covered with watertight dressings.	Careful hand washing
Influenza			
1 – 3 days	Sudden onset fever, runny nose, sore throat, cough, muscle aches and headaches	Until they look and feel better	Careful hand washing, especially after coughing, sneezing or wiping your nose. Immunisation is recommended for children with chronic illnesses.
Measles			
10 – 12 days until first symptoms, and 14 days until the rash develops	Fever, tiredness, runny nose, cough and sore red eyes for a few days followed by a red blotchy rash that starts on the face and spreads down the body and lasts 4 – 7 days.	For at least 4 days after the rash appears	Immunisation (MMR) at 12 months and 4 years. Childcare/school attendees who are not immune may be excluded for 14 days after onset in the last case at the facility.
Meningococcal Disease			
Usually 3 – 4 days (can range from 2 – 10 days)	Sudden onset of fever and a combination of headache, neck, stiffness, nausea, vomiting, drowsiness or rash.	Seek medical attention immediately.	Individuals who have had close contact with the infected child should see their doctors urgently if symptoms develop and may need to have a special antibiotic. Immunisation with Meningococcal C vaccine at 12 months of age.
Molluscum Contagiosum			
7 days to 6 months	Multiple small lumps (2-5mm) on the skin that are smooth, firm and round, with dimples in the middle. Lumps in children are mostly on the face, trunk, and upper arms and legs. Symptoms can last 6 months to 2 years without treatment	Nil	Avoid contact sports when a child has uncovered lumps.
Mumps			
Usually 16 – 18 days (can range from 12 – 25 days)	Fever, swollen and tender glands around the jaw.	9 days after onset of swelling	Immunisation (MMR) at 12 months and 4 years of age.
Ringworm			
Varies – may be several days	Small scaly patch on the skin surrounded by a pink ring	Until the day after fungal treatment has begun	Careful hand washing

Time from Exposure to Illness	Symptoms	Exclusion Period	How to Help Prevent the Spread
Scabies			
New infections: 2 – 6 weeks Reinfection: 1 – 4 days	Itchy skin, worse at night. Worse around wrists, armpits, buttocks, groin and between fingers and toes.	Until the day after the treatment has begun.	Individuals who have had close contact with the infected child should be examined for infestation and be treated if necessary. Wash linen, towels and clothing worn in the past 2 days in hot water and detergent.
Scarlet Fever			
1 – 3 days	Sudden onset sore throat, high fever and vomiting, followed by a rash in 12 – 36 hours.	Until at least 24 hours of treatment has begun and the child is feeling better.	Careful hand washing. Sick contacts should see their doctor.
Slapped Cheek			
1 - 2 weeks	Mild fever, red cheeks, itchy lace-like rash, and possibly cough, sore throat or runny nose. Can cause foetal disease in pregnant women if they have not been previously infected.	Nil – it is most infectious before the rash appears	Careful hand washing; avoid sharing drinks.
Whooping Cough			
Usually 9 – 10 days (can range from 6 – 20 days)	Starts with a running nose, followed by persistent cough that comes in bouts. Bouts may be followed by vomiting and a whooping sound as the child gasps for air.	Until the first 5 days of a special antibiotic have been taken	Immunisation at 2, 4, 6 months and 4 years of age. A particular antibiotic can be given for the patient and those that have been in close contact.

REMEMBER

The centre is not a place for a sick child. The close proximity of many people increases the risk of cross infection between children and educators.

COMMUNICATION

Our educators are always available to clarify information and share the details of the day spent at the centre. Both centres use parent pockets to place statements, newsletters and other relevant information.

REMEMBER that educators have other duties to perform, with their main task being supervision of all children. Organise a convenient time to discuss any issues with educators if required.

SUN SAFETY

According to the Cancer Council of NSW, 75% of skin damage occurs before the age of 17 years. It is essential that we all play our role in prevention of skin damage to our young. It is our aim to ensure that all children in our care are protected from skin damage caused by the sun throughout the year.

Educators are aware of where children are playing and direct them to use shaded areas where possible. Children will practice skin protective behaviour by wearing hats and sunscreen whilst playing outdoors.

Our program is planned so outdoor activities are not during 10am-2pm during summer months.

Please ensure that your child brings a hat each day.

Refer: Policy Manual 'Sun Safety'

FEE SCHEDULE

Prices as of 1 July 2021.

BEFORE SCHOOL CARE

\$19.00 per session, per child

AFTER SCHOOL CARE

23.00 per session, per child

VACATION

Half day \$30.00 per child

Full day \$54.00 per child

- Accounts will be sent fortnightly
- A late fee of \$5.00 for every 5 minutes or part thereof is charged after 6:00pm. If parents fail to collect their child/ren by 6:00pm, the emergency contact/s will be called. If educators are unable to contact anyone on the enrolment form after one (1) hour, the children will be placed in the care of the Department of Family and Community Services.
- If a child is absent from care and parents fail to let the centre staff know by the appropriate time, parents will be charged for that session of care. All fees charged for absences MUST be signed.
- If you need to cancel your child/ren's attendance for some reason, you must notify an educator at the centre by 6:00pm the night prior for before school care, and by 9:00am the day of after school care. Any notification outside these hours will be charged. There is an answering service with time stamp in each centre.
- Parents are required to put a full signature under their child/ren's name on the attendance sheet at the beginning of each week.

CHILD CARE SUBSIDY (CCS)

The CCS replaces Child Care Benefit and Child Care Rebate. CCS helps with the cost of approved child care. Payments are made from Department of Human Services directly to your child care provider to reduce the fees you have to pay.

For further information regarding CCS, please visit Department of Human Services website: <https://www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees#newccca>

PAYMENT ARRANGEMENTS

Payment of fees is required on a regular basis. Accounts are sent out fortnightly. Each term must be finalised by the last day of attendance. Vacation accounts are sent after the vacation period has finished, or you have the option to pay as you use the service.

Tamworth Regional Council uses the services of a debt collector. All overdue accounts are given a final reminder before they are given to the debt collector.

**WE ACCEPT PAYMENT by BPay, cash, cheque and EFTPOS facilities are available.
A credit card surcharge is applied to credit card transactions.**

Please don't hesitate to contact the Coordinator if you are experiencing difficulties in paying your account.

PROFESSIONAL REFFERALS

The coordinator may arrange professional expertise to assist in any situation to deal with anything affecting a child's wellbeing. This will always be in conjunction with the child's parents.

SPECIAL NEEDS SUBSIDY SCHEME

Additional funding is accessible for children with high ongoing support needs. An additional carer can be available after assessment and approval of funding. Please talk to staff if you require any further information.

RULES OF THE CENTRE

- Children are expected to observe the rules of the centre at all times.
- Children will be encouraged to be courteous to each other and staff.
- Children will refrain from physical violence.
- Children will be encouraged to refrain from using bad language.
- Children will not use the equipment in a way that places other children at risk.
- Boundaries imposed by the centre will be observed. Children will only leave the centre at departure time with the appropriate adult (unless otherwise arranged).

MANAGEMENT OF CHILDREN

For the benefit of all children and the effective operation of the centre, a certain level of behaviour is expected from each child. Positive behaviour will be encouraged and self-discipline skills developed through positive example and direction.

We will endeavour to ignore inappropriate behaviour and praise appropriate behaviour unless it places someone at risk.

If it is necessary, a child may be removed from the group until they can behave in a way that is acceptable. Parents will be notified of any unacceptable behaviour. If such behaviour continues, the child's place in the centre may be removed.

All staff must maintain a duty of care to all children that attend the centre. This cannot be maintained if a child leaves the centre's boundaries and an educator is required to bring them back within the boundaries. If this occurs you will be called to collect your child.

Refer: Policy Manual 'Child Management'

BEHAVIOUR

Year Round Care educators focus on rewarding positive behaviour. We do this by giving the children displaying appropriate behaviour a raffle ticket to place in our ticket box. Each Friday, 15 names are pulled out of the box and they receive a lucky dip prize.

There will be **consequences** for a child who continually display unacceptable behaviour. Parents will be informed of their child's unacceptable behaviour.

If behaviour doesn't improve, the parents will be called and asked to collect their child from the centre. All behavioural incidents are documented and the Co-ordinator is contacted. Educators will devise a behaviour management plan with the parents and child/ren before the next scheduled visit.

NO PHYSICAL VIOLENCE TOWARDS STAFF OR OTHER CHILDREN WILL BE TOLERATED.
If this occurs the parents will be called immediately and the child will be asked to leave.

EVACUATION

Emergency evacuation policy, procedures and plans for each centre are documented in our policy folder and displayed on the wall at each entrance. You are requested to become familiar with these procedures in the event of an evacuation at the centre while you are on the premises.

Regular practice drills are conducted and evaluated.

Refer: Policy Manual 'Emergency & Evacuation'

SERVICE EVALUATION / GRIEVANCE

It is our aim to provide the best quality of childcare and service to parents; we welcome and encourage FEEDBACK from all centre users.

Feedback is how we obtain evaluation and gauge the level of quality we are providing.

Complaints or evaluations can be made verbally to the member of staff most directly involved or most able to address the problem. If preferred, complaints can be made verbally to the Coordinator. A confidential interview can be arranged, if required.

All complaints, suggestions, or evaluations will be acknowledged, recorded, investigated and acted upon if appropriate.

All complaints will be treated confidentially and respectfully with no recriminations towards the person making the complaint.

Children have the opportunity to voice their grievances, this can be done verbally or through the suggestion/ complaints box

Refer: Policy Manual 'Complaints & Grievances'

POLICY MANUAL

Throughout this information booklet, there are references to the Policy Manual. The Policy Manual is displayed in a yellow folder at the sign in/out area of each centre. Parents are welcome to look through this folder at any time. These documents should NEVER be taken out of the centre. We review our policies annually and we welcome/encourage parental feedback.

CONFIDENTIALITY

All information collected on you and your child/ren is kept in a locked filing cabinet, located in the office and is only accessed by authorised personal.

Refer: Policy Manual 'Confidentiality'

CHILD PROTECTION

With the changes to Children and Young Persons' (care and protection) Act 1998, we are now able to exchange information with other prescribed bodies about concerns of significant harm regarding children in our care.

Refer: Policy manual 'Child Safe Environment'

DAILY REQUIREMENTS

WHAT TO BRING:

- A hat; labelled with the child's name.
- A spare set of clothes if required.
- Morning tea and lunch-during vacation care.
- A large drink bottle.



BUS TIMETABLE

Before School Care – East (Tamworth Public School)		
Animal / Bus No.	School	Departure Time and Place.
 20	St Nicholas School	8:13am – Upper Street
 14	Tamworth South Public School St Edwards Infants Campus St Edwards Primary Campus Hillvue Public School Tamworth West Public School	8:24am – Upper Street
 18	Calrossy – William Cowper Campus	7:58am – Brisbane Street
 5	Oxley Vale Public School	8:13am – Upper Street
 21	St Joseph's School	8:13am – Brisbane Street Transfer at Oxley High School to  24

Please refer to website:
<https://www.buslinesgroup.com.au/tamworth-school-buses/school-timetables.html>

BUS TIMETABLE

After School Care – East (Tamworth Public School)		
Animal / Bus No.	School	Departure Time and Place.
 25	Calrossy – William Cowper Campus St Nicholas School	3:22pm – Upper Street
 23	St Nicolas School	3:10pm – Upper Street
 18	St Nicholas School	3:07pm – Upper Street
 16	St Joseph's School	3:10pm – Upper Street
 4	St Joseph's School St Edward's Infants Campus St Edward's Primary Campus Tamworth West Public School	3:55pm – Brisbane Street

Please refer to website:

<https://www.buslinesgroup.com.au/tamworth-school-buses/school-timetables.html>

BUS TIMETABLE

After School Care – East (Tamworth Public School)		
Animal / Bus No.	School	Departure Time and Place.
 24	Calrossy – William Cowper Campus	3:23pm – Upper Street
 8	Carinya Christian School	3:38pm – Upper Street
 11	Oxley Vale Public School	3:47pm – Bourke Street
 12	St Edwards Infants Campus Tamworth South Public School	3:35pm – Upper Street
 5	Tamworth South Public School	Transfer at Tamworth High School to  4

Please refer to website:

<https://www.buslinesgroup.com.au/tamworth-school-buses/school-timetables.html>

BUS TIMETABLE

After School Care – South (Tamworth West Public School)		
Animal / Bus No.	School	Departure Time and Place.
 18	Carinya Christian School St Nicholas' School	3:55pm – Bridge Street
 22	Hillvue Public School	3:53pm – Church Street
 4	St Edward's Infants Campus St Edward's Primary Campus	3:48pm – Bridge Street
 5	St Edward's Infants Campus Tamworth South Public School Timbumburi Public School	3:46pm – Bridge Street
 21	St Nicholas School	3:47pm – Church Street
 26	St Nicholas School	3:35pm – Church Street

Please refer to website:

<https://www.buslinesgroup.com.au/tamworth-school-buses/school-timetables.html>



East YRC

Tamworth Public School
Brisbane Street, Tamworth
P: 02 6766 6862

South YRC

Tamworth West Public School
Bridget Street, Tamworth
P: 02 6762 2207