



Berkeley Vale  
Neighbourhood Centre Inc.  
Out of School Hours Care being  
Tuggerah Before & After School Care and  
Berkeley Vale Vacation Care

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# **FAMILY INFORMATION BOOKLET**



Berkeley Vale  
Vacation Care  
PO Box 5145  
Chittaway Bay 2261  
The Berkeley Centre  
Heather Ave  
Glenning Valley  
Phone (02) 43889611  
Fax (02) 43882081  
Email [tooshc@idx.com.au](mailto:tooshc@idx.com.au)  
Web [www.bvnc.org.au](http://www.bvnc.org.au)

Tuggerah Before and  
After School Care,  
PO Box 5145  
Chittaway Bay 2261  
Tuggerah Public School  
1 Pacific Highway  
Tuggerah  
Phone (02) 43530862  
Fax (02) 43882081  
Mobile 0410438858  
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## **INDEX**

Page 3	Welcome and introduction to OOSH Out of School Hour Venue and Contact Details
Page 4-5	Philosophy / Goals
Page 6	OSHC Quality Assurance
Page 7	Service Management Structure
Page 8	Hours of Operation Staffing / staff ratios
Page 9	Schedule of fees Childcare Benefit
Page 10	How and What You Have to Pay Refunds
Page 11	Vacation Care Transfers Not Attending
Page 12	Enrolment Information for Tuggerah Before and After School Care
Page 13	Enrolment Information for Berkeley Vale Vacation Care
Page 14	Sign in / sign out Procedure Late Collection Missing Children
Page 15	Infection/Sickness/Accidents Medication
Page 16	In the Event of an Emergency Food at Out of School Hours Care Attire & Sun Safe
Page 17	Personal Belongings Excursions Behaviour
Page 18	Rules of Behaviour Centre Rules Behaviour Management Used By Our Staff
Page 19	Suggestions, Complaints & Comments Grievance Procedure
Page 20	Resources Parents Are a Wealth of Ideas

**FROM OUR FAMILY TO YOURS**  
**WELCOME**

The Out of School Hours Care (OOSHC) service offers centre based care for children aged 5 – 12 years for before and after school during the term, (all day during school holidays). Its purpose is to create a safe and caring environment where children can freely choose amongst the program of activities.

We would like to welcome you to our service by providing this information booklet for your reference. You will find important phone numbers and important policies, and much more.

If there is still anything you are unsure of after reading through our booklet, then just let us know. We as a service regard highly the valuable input our parents make and please remember that it is our role to provide the type of care that best suits the needs of our families in our community that utilise our service.

As a parent you can play an important role in ensuring that the Centre provides the quality of care you require for your family. Parents can become involved by donating items, communicating with staff, spending time at the Centre, joining the management committee and making suggestions for programs and/or activities.

**Out of School Care Venue and Contact Details**

The Tuggerah Before and After School Care service will be provided at:

**Tuggerah Public School  
The Heritage Building  
Pacific Highway  
Tuggerah**

The telephone number for the Tuggerah Out Of School Care service is  
**43530862 or 0410438858**

The Berkeley Vale Vacation Care service will be provided at:

**The Berkeley Centre  
Cnr Heather Ave & Berkeley Rd  
Glenn Valley**

The telephone number for the Berkeley Vale Vacation Care service is  
**43889611 or 0410438858**

***Centre Coordinator: Rachel Holton***

## PHILOSOPHY

Studies show the importance of middle childhood for the development of cognitive skills (the process of thought), personality, motivation, and inter-personal relationships. During middle childhood children learn the values of their societies. Thus, the primary developmental task of middle childhood could be called *integration*, both in terms of development within the individual and of the individual within the social context.

Given this, we believe that children need a safe, clean, healthy and stimulating environment in which to grow and develop emotionally, intellectually, physically and socially.

By providing a healthy and safe environment and the tools children in middle childhood (5 -12yrs) need, each child can build a solid foundation that will carry them through a lifetime of growing and learning.

We also believe that children develop and learn by interacting with adults, with each other, and with the world around them. Children also learn valuable lessons by watching and interacting with other children.

We believe that children have a right to enjoyable, fun and interesting experiences that offers a balance of activities in a recreational setting, where children are involved in the planning of what they do.

We value and respect the cultural diversity of our community by providing a service where everyone feels welcome.

We strive to maintain positive communication and relationships between management, staff, children, families, schools and the community.

And as part of our commitment to the children, our staff receives on-going educational enrichment and support.

As carers, we believe that all children have a right to respect, regardless of their abilities. We provide an environment that is safe yet stimulating, and a program that challenges them through creativity, self choice, and learning through play.

Therefore, our program supports the following philosophy about children and their growth:

- ✓ Each child individually learns in different ways, at a different pace, by different approaches and at different ages of maturation.
- ✓ A positive self-concept develops in children who can fulfil their goals, accomplish tasks on their own, and cooperate with others and receive positive feelings from others.
- ✓ Self-disciplined children can direct their efforts towards fulfilment of their goals. Children learn self-discipline through understanding, commitment, and reinforcement.
- ✓ Self-reliance is achieved by allowing children to do as many things for themselves as they are capable of, but keeping in mind new skills.

We advocate open communication with parents, for they ultimately play the most vital role in their child's intellectual development. Parents and carers share a common priority: providing the best that they possibly can for the child. Working together, we believe that optimum development will be obtained.

**Tuggerah Before and After School Care and Berkeley Vale Vacation Care serve to reinforce the following goals:**

- ✓ to provide nurturing for children
- ✓ to foster a sense of self-worth in each child
- ✓ to recognize the importance of the individuality of each child
- ✓ to encourage autonomy and independence
- ✓ to treat child with respect and understanding
- ✓ to recognize and respect the developmental levels of each child
- ✓ to provide an environment that encourages and motivates on all levels: cognitive, social, emotional, and physical
- ✓ to give the child optimum opportunity to experiment, explore and discover for him/herself as much as possible in the environment
- ✓ to provide understanding and appropriate guidance
- ✓ to provide optimum nutrition for every child

**GOALS OF THE TUGGERAH BEFORE AND AFTER SCHOOL CARE CENTRE AND BERKELEY VALE VACATION CARE CENTRE**

***For the child:***

1. To provide opportunities for being with other children in a setting conducive to the development of wholesome social relationships.
2. To provide an opportunity for meaningful play that is based on a child's individual needs, interest, and abilities and that will build upon foundations that encourage growth and development intellectual, spiritual, physical, and mental.
3. To provide appropriate play experiences that contributes to the developmental needs of the child.
4. Staff will create an environment where children feel comfortable to express their ideas and views.
5. Disabled children will enjoy a full and decent OOSHC experience in conditions that ensure dignity, promote self-reliance and facilitate the child's active part within the service including the highest possible social integration and social development (United Nations Convention on the Rights of the Child).

***For the parent:***

1. To provide care for the children while the parent pursues their own work or other interests.
2. To inform parents of relevant management decisions.
3. To encourage feedback and input from parents in relation to the program, policies or other issues relating to the service.
4. To accept individual differences in the way parents bring up their children.
5. To communicate with parents in a positive and supportive manner, making the parents feel welcomed and valued.

***For the community:***

1. To help meet the needs of the community by providing quality childcare programs.
2. To contribute to the growth and development of future citizens.
3. To enhance the role of the Tuggerah Before and After School Care Centre as an integral part of the neighbourhood.
4. To provide a setting where people of different backgrounds can work together.
5. To provide support to families, in all areas of the development of their children.
6. To act as positive role models by treating all staff, parents, children and community members equitably.
7. To inform interested community members in the management structure and how they can be involved.

## **OSHC Quality Assurance**

Outside School Hours Care Quality Assurance (OSHCQA) is based on 8 Quality Areas and 30 Principles that summarise and define quality in outside school hour's care. These Quality Areas and Principles guide the service in maintaining and improving the quality of their child care practices.

They also provide the framework by which quality is measured as the service passes through the 5 Steps of OSHCQA.

OSHCQA is a collaborative process involving management and staff working together with families.

OSHCQA is an Australian Government initiative and it is part of the Government's commitment to ensuring that all children in child care have high quality care that best promotes their learning and development.

You can get further information about Quality Assurance by visiting the overseeing bodies, National Childcare Accreditation Council (NCAC), website at [www.ncac.gov.au](http://www.ncac.gov.au)

To meet accreditation we need the assistance of the families who use the services. At accreditation time you will be issued with a survey as will the children. It is vital that these surveys are completed honestly and returned as they are used by the moderators in their decision making. We will also be seeking your feedback on our policies, service provision/programming, philosophy, family handbook etc. Your input into these matters will help us to provide your family with a high quality of care.

This will be changing at the end of 2011 with new regulations coming into place at the 1<sup>st</sup> January, 2012. We will be updating this page at that time.

## **Service Management Structure**

Tuggerah Before and After School Care and Berkeley Vale Vacation Care are operating under the auspice of Berkeley Vale Neighbourhood Centre Inc.

Berkeley Vale Neighbourhood Centre Inc (BVNC Inc) is a community based organisation that has been in operation since 1989. It is managed by a committee made up of local residents and workers who are interested in their community.

BVNC Inc receives funding for Berkeley Vale Neighbourhood Centre and Berkeley Vale Vacation Care from the NSW Dept of Community Services.

Members of the committee are duly elected at the Annual General Meeting in October each year.

The committee holds a minimum of 1 place for a parent from the Out of School Hours services.

The BVNC Inc is the legal entity and responsible for the overall management of all services under its auspice.

Day to day management is the responsibility of the Service Manager who in turn oversees other employees of the Association.

## **Hours of Operation**

### **Tuggerah Before School Care:**

Monday to Friday 6.30am to 8.45am (during school term)

### **Tuggerah After School Care:**

Monday to Friday 2.30pm to 6pm (during school term)

### **Berkeley Vale Vacation Care:**

Monday to Friday 6.30am to 6pm (during school holidays  
& some pupil free days)

We are closed all Public Holidays. On Teacher Strike Days we are open only for the normal Before and After School Care times.

The Coordinator is available to contact during operational hours or between the hours of 9am to 1pm on Fridays on 43889611. For emergency contact or extra bookings she can be contacted on 0410438858 or 43530862 (school term) or 43889611 (vacation period). All these numbers have an answering machine attached if staff cannot answer the phone.



## **STAFFING / STAFF RATIOS**

This centre operates with appropriate staff to child ratios of 1:15. Experienced and/or qualified supervisors and assistants are employed to provide quality care for your children. During Vacation Care when the children go out on an excursion the ratio is 1:8. Staff is committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment. This service complies with the Working With Children Check as required by the Commission for Children and Young People.

## Fee Schedules

### ENROLMENT FEE

An enrolment fee of \$20.00 per family is due each year for Tuggerah Before and After School Care. This fee is an administration cost. Care for your children cannot commence until this fee has been paid.

### DAILY FEES

Service	Permanent	Casual
Before School Care	\$14.00	\$15.50
After School Care	\$18.00	\$19.50
<b>Vacation Care</b> All Children	\$40.00	

**Vacation Care Note** - Excursions costs are an additional \$15 per child per excursion.  
Breakfast is supplied until 8am for a cost of \$1.50

MOST FEES ARE SUBJECT TO A FEE REDUCTION THROUGH CHILD CARE BENEFITS (CCB).

To have CCB rates applied you must ensure that we have the registered parents birthdate and Centrelink customer reference number (CRN) and each child's customer reference number.

Full fee will be charged until your enrolment is completed and percentage rates are in place.

If you do not want fee reduction applied at time of use but wish to claim at the end of the financial year we still require you and your child's CRN.

If you do not want to provide this information you will be required to advise us in writing to be kept on your file.

### CHILDCARE BENEFIT

The Family Assistance Office provides Childcare Benefit for all families to help with the cost of Outside School Hours Care including Vacation Care.

Assistance cannot be given unless the centre is supplied with your and your child/s CRN and your date of birth. For more information or to register for an online statement please call the Family Assistance Office on **136 150** between 8am to 8pm week days.

#### **SERVICE CUSTOMER REFERENCE NUMBERS FOR**

**BEFORE SCHOOL CARE = CRN 407 004 226C**

**AFTER SCHOOL CARE = CRN 407 004 118X**

**VACATION CARE = CRN 555 010 933L**

#### **Allowable absences**

Under CCMS CCB is paid for up to 42 days absences for each child per financial year without the need to supply documentation such as medical certificates

## HOW AND WHAT YOU HAVE TO PAY

**At Tuggerah Before and After School Care** you will be issued an invoice that is 2 weeks in advance. This invoice will be placed in your family pocket each Friday at which time invoices and receipts are prepared.

All fees are payable weekly and in advance by cheque or money order made out to "Berkeley Vale Neighbourhood Centre Vacation Care Account".

Internet banking is also available into our Westpac account:

Berkeley Vale Neighbourhood Centre Inc Vacation Care Account  
BSB: 032 - 528  
Account: 13 - 6471

You must use your Customer reference number (as appears on your invoice) when depositing monies so that all payments can be allocated to your account. Also please place the payment slip at the bottom of your invoice into our post box at the Centre so we know to look out for your payment

We also accept credit card payments.

**At Berkeley Vale Vacation Care** you will be issued an invoice at time of enrolment and full payment must be paid at enrolment time. You will be issued a receipt upon payment.

For new families claiming CCB you will be required to pay all excursion costs at time of booking whilst we wait for your enrolment to be formalised with CCMS. We will then invoice you upon notification of your % rates.

Please note for all care that fees are payable for all advanced bookings whether the child attends or not.



## Refunds

No refunds will be made except in the case where children are sick for three (3) consecutive days or more. In this case a refund will only be given if a medical certificate is produced.

If you use both Tuggerah Before and After School Care and Berkeley Vale Vacation we will transfer credits between services towards any outstanding fees.

For Vacation Care, parents must give at least seven (7) days notice of cancellation if they do not wish to use the care or full fees will apply.

***Please note that if your child is booked in and does not attend this will be seen as an allowable absence to which you have 42 days per financial year per child across all the out of school hours services they attend.***

## Vacation Care Transfers

No transfers are available from one vacation period to another. If spaces are available then given a minimum of 48 hours notice, bookings may be transferred to other available days within the same holiday period.

## Not Attending

If your child is booked into Tuggerah After School Care (permanent or casual) you must notify the centre **BY 9am** if your child is **NOT** attending otherwise you will be charged. If notification is not received your child will be classed as missing and a \$5.00 non notification fee will be charged to cover the costs of locating your child.

Parents must give one week (at least seven (7) days) prior notice in writing to Tuggerah Before and After School Care for any changes to the days of care or cancellation of places if they do not wish to use the care or full fees will apply. This can be done by a 'Change of Attendance Form' or an email to [tooshc@idx.com.au](mailto:tooshc@idx.com.au).

If your child is booked into Berkeley Vale Vacation Care you must notify the centre **BY 8am** if your child is **NOT** attending.

## **Enrolment Information for Tuggerah Before & After School Care**

### **NEW ENROLMENTS**

- ✓ Bring back fully completed “Enrolment Form”, this will include “Care Plan for Children with Special Dietary Needs” and / or “Enrolment Form B Additional Needs Data”, if applicable.
- ✓ Hand in completed “Days Required form”.
- ✓ Inform staff of your arrival and departure time.
- ✓ Make sure that enrolment fee and first weeks fees are paid in advance.
- ✓ Let us know your date of commencement.
- ✓ Bring your child along for a short visit one afternoon to meet staff and children, and get to know the centre.
- ✓ A letter to your child’s teacher is also advised.
- ✓ Make sure your enrolment details have gone through and your enrolment has been made formal to enable you to claim CCB

### **ANNUAL RE-ENROLMENT**

To have your child re-enrolled you need to;

- ✓ Bring back completed re-enrolment forms by due date.
- ✓ Let staff know of any changes that need to be made to your current enrolment form.
- ✓ Make sure that your re-enrolment fee and your first weeks fees are paid in advance.
- ✓ Advise staff of your commencement date.

Throughout the year we understand your days required may change to what we have on file due to family holidays, sickness, change in rosters etc. We have a change of attendance form that parents/carers must now complete and return to staff before changes are applied and billing updated. Please complete and return this form as soon as you are aware of changes in your circumstances.

## **Enrolment Information for Berkeley Vale Vacation Care**

All bookings must be made prior to the commencement of the holidays by filling out an Enrolment Form, this will include “Care Plan for Children with Special Dietary Needs” and / or “Enrolment Form B Additional Needs Data”, if applicable. This form will cover your family for the period of July to June annually however if there are any changes in your information please notify of these changes in writing

For new families you will be required to complete the family information section as well as the other forms. This form will be issued once each year in July and will cover your family for the 4 holiday periods unless any changes are provided in writing.

We require you to advise us if any of your information provided has changed in writing so that we can update your file where appropriate.

Bookings must be made at the Berkeley Vale Neighbourhood Centre and the fees are payable **in advance** at this time otherwise your child’s position may be cancelled.

Fees cannot be refunded unless one week’s notice is given prior to the date booked.

Fees must be kept a week in advance over the January holiday period, Otherwise your child’s position may be cancelled.

Please ensure that you put your program in a safe place and make yourself aware of the information within the program eg what to bring, times to be at the Centre on excursion days etc. **You will not receive a refund if you are late getting your child/ren to the Centre and they miss the bus.**

## **Sign in / sign out Procedure**

We require families to sign attendance records as proof of attendance plus as a way of knowing who is in attendance at each session. There is a sign in/out sheet on the parents' table, please enter the time arrived and/or collected and sign or initial in the relevant spaces next to your child's name.

Please note the following:

- Children are only released from the Centre to persons nominated on the enrolment form.
- You must notify us when someone different is picking the child/ren up.
- You must notify us of any custody arrangements or court orders that impact on the collection of the children. A copy of any orders/arrangements must be attached to your enrolment form.
- Children can not leave the centre unaccompanied.
- Our responsibility for your child/ren only begins once the child has entered the centre and up until you have collected and signed them out.
- Children must be collected by a responsible authorised adult over the age of 18 years.

## **Late Collection**

Please note we close at 6.00 pm. If you are going to arrive at the Centre after your normal pick-up time, please notify the Centre as children can become distressed if parents are late. A late Fee of \$10 for the first 10 minutes and \$1 per minute thereafter will apply if the children are collected after 6.00 pm. When a parent is more than 30 minutes late and has not contacted the supervisor, the emergency contacts will be notified, for this reason it is essential that we have up to date contacts. If we cannot contact you or your emergency contacts your children will be taken to the nearest police station.

## **Missing Children**

If your child is booked in to After School Care and does not arrive at the centre from school we will make every effort to locate your child at the school. If unsuccessful, staff will contact parents regarding the child's whereabouts. In the event that parents or other contacts cannot be reached police will be notified.

If a child leaves the Before, After School or Vacation Care centre without permission every effort will be made by the staff to find the child (without leaving the other children unsupervised) If the child is not found the parents will be notified and asked if they have any ideas on their child's whereabouts. If this does not bring results, police will be notified.

## **Infection/Sickness/Accidents**

We have adopted the NSW Department of Health's guidelines for infectious diseases. The Team Leader or their assistant has the right to refuse attendance of a sick child if it is thought that the other children are at risk of infection.

If your child is sick (during the period of care) they will be asked to lie down quietly. Staff will keep a close watch for rapid rises in temperature and contact parents (or emergency contacts) to come and collect the child. No medication will be administered unless instructed by parents.

If parents or emergency contacts are not able to be contacted and the child's condition worsens your doctor will be contacted. Your child will not be left unattended if sick.

If a child is not well please make alternative arrangements for their care.

In the case of an accident, every care will be taken and without delay to ensure the children's safety and well being. Parent/s will be notified as soon as possible if their child is involved in an accident in order for the child to be collected from the Centre. A qualified first aid staff member will attend to the child, and provide appropriate medical attention. In the case of a serious accident the child will be taken by ambulance to the nearest hospital and the parents will be notified as soon as possible so the parent/s can collect the child from the hospital. If we cannot contact the parent/s in either situation we will alert an emergency contact initially and keep trying to contact the parent/s. The accident will be recorded on an Accident Record form.

## **Medication**

If your child is taking medication the following rules must be observed:-

- ✓ Parents must complete a Medication form.
- ✓ Medication must not be sent with your child. An adult must hand medication to staff.
- ✓ Medication must be in the original bottle in which it was dispensed. The child's name and doctors instructions must be clearly shown on the bottle.
- ✓ It is the responsibility of parents to collect medication each afternoon. Medication will not be given to children to take home.
- ✓ Children cannot be given medication that is prescribed to another person.
- ✓ If there is a difference between the instructions on the bottle and the parent's instructions, then the lesser amount will be administered.
- ✓ If your child has a reaction to the medication, staff will seek medical advice and parents will be contacted.
- ✓ Staff will note time and dosage of any medication given on medication form.
- ✓ If medication is given via verbal approval parents must sign a Medication form on arrival.

## **In The Event of An Emergency**

In the event of a flooding, fire, gas leak, bomb threat etc the following procedures will be adhered to:

The staff will co-ordinate the removal of the children into the assembly area and ensure that all children are accounted for. Parents will be contacted as soon as possible to ensure them of their child's safety and collection point.

## **Food at Out of School Hours Care**

### **Before School Care**

"Junk Food" is not allowed to be consumed by the children in the mornings. This includes take away food eg McDonalds. As some of your children arrive very early, we advise parents to supply an extra piece of fruit for a before school snack. Breakfast will be supplied to children and is only available prior to 8.00am.

### **After School Care**

Afternoon tea is supplied to all the children each afternoon and this consists of all sorts of nutritious goodies. Any child with dietary restrictions or allergies are to complete the "Care Plan for Children with Special Dietary Needs" upon enrolment and when the child's needs change. If parents wish to supply their own afternoon tea please provide only fruit, cheese crackers etc. No chips, bickies etc.

### **Vacation Care**

It is essential that children are supplied with enough food and drinks for morning tea, lunch and afternoon tea. Remember that your child will use a lot more energy running round having fun than when at school. It is **essential** that they be supplied with plenty of food and drinks. We recommend you provide your child with nutritious snacks such as fruit, cheese & crackers, yoghurt rather than chips, lollies, cake etc. Children are required to bring a refillable drink bottle so that it can be topped up with water during the day.

**WE ARE A NUT FREE SERVICE**

## **Attire & Sun Safe**

Children are to wear clothes that are sun safe. Parents are to provide their child with sun protection, hat and extra clothing when required. Closed in shoes are to be worn for foot protection. Children are not to wear strappy sandals, thongs, scuffs, clogs or footwear with heels. This is for the safety of the child to prevent accidents while skipping, playing sports and during craft activities that could result in an object falling on their feet.

Hats must be worn outside at all times - "**NO HAT NO PLAY**". On excursion days – "**NO HAT NO EXCURSION**".

The Centre does have sunscreen, but if a child has allergies, please supply their own non-allergenic sunscreen.

## Personal Belongings

Children are encouraged not to bring their toys, game boys etc. If a child does bring their own possessions Berkeley Vale Neighbourhood Centre Inc or the Centre's staff will NOT accept any responsibility for any damage or loss to those possessions. **Children are not to bring mobile phones to the Centre.** If you need to get in touch with your child please phone the Centre on 43889611 and inform the staff that you need to speak with your child.

## Excursions

Excursions are organised as part of the Vacation Care weekly programme. The committee reserves the right to cancel any excursion if reasonable attendance is not reached. If a child displays inappropriate behaviour whilst on an excursion, or at the Centre, they will be excluded from excursions in the future. On all out excursions there are no facilities for children to stay behind at the Centre. Age related excursions have been organised to allow children to attend excursions that are more suited to a certain age bracket. Children will not attend excursions outside of the stated age range.

On excursion days children are required to be at the Centre ½ hour prior to the departure time as shown on the programme. We will **NOT** wait for children who have not arrived at the Centre by the time the bus is due to leave. There are no facilities for children to stay behind at the Centre.

Swimming excursions to pools will be organised in warmer months for children aged 9 years or over only. Parents must sign a permission note declaring their child can or cannot swim 25 metres confidently. If a child cannot swim this distance they will be excluded from swimming.

## Behaviour

Children attending the Centre are expected to maintain acceptable behaviour standards and abide by the Centre's behaviour guidelines. The staff will in the event of a child not conforming to these standards and rules, advise the parents in the first instances that appropriate disciplinary action may be taken.

Should the problem persist the following procedure will take place:

1. The staff will follow steps according to our STOP-THINK-DO behaviour Management Program.
2. The parent and the child will have a meeting with the Manager to discuss the situation.
3. If the child's behaviour is completely uncontrollable, or the child's behaviour puts other children attending the program at risk, the Manager will report to the management committee, who reserve the right to dismiss the child from the program.

We hope that the parents give us full support in these matters and explain to your children the role of the staff at our Centre, we are responsible for the safety of your children, acceptable behaviour is essential, Our service encourages the reinforcement of all positive behaviour, relevant rewards and encouragement will be given to children who display positive behaviour whilst attending our service.

## **Rules of Behaviour**

1. Children must be courteous to all staff and other children.
2. Children must not use hurtful or offensive language.
3. No physical violence or fighting at any time.
4. No child is to leave the Centre or yard without adult supervision.
5. Children must ask the supervisor if they require the use of any equipment from the storeroom. All children must pack up any equipment they have used and assist in any overall clean ups.
6. The building equipment and furniture must be looked after at all times and children must not climb on any furniture. All damage must be paid for.
7. Indoors are quiet areas. No running or excessive noise indoor unless it is during organised games time. No playing in toilets or hallways.
8. The storerooms are out of bounds at all times.
9. All bags are to be left in the designated area in a neat line. Please ask a supervisor if you need to go to your bag.

## **Centre Rules**

- Make sure a staff member knows where you are at all times.
- Show respect by speaking to each other politely.
- Keep our hands and feet to ourselves.
- Show consideration towards the centre and its equipment, as well as other children's belongings.
- Always walk inside.
- If we interfere with other children's games or activities then we may be asked to play somewhere else, do another activity or sit out completely.
- Ball games to be played outside.

## **Behaviour Management Used by Our Staff**

- Remain calm and choose our words carefully.
- Take the child aside and discuss with them which rule was broken.
- Never discipline before a group especially with a serious problem.
- Wait until the child has calmed down before discussing the problem.
- Encourage the child to look at alternative ways of behaving or getting their needs met that are acceptable. This step is looked at closely with our **STOP-THINK-DO Program**.
- Emphasise that it is the child's behaviour that we do not like, not the child.
- Encourage the child to take responsibility for his/her own behaviour.
- If quiet time is used it should allow withdrawal from the situation, not as punishment (children still need to be where staff can see them)
- In an aggressive situation, remove the children involved and allow a quiet time to cool down, away from each other and then speak to the individual children about preventative measures.

## **Suggestions, Complaints & Comments**

Berkeley Vale Neighbourhood Centre believes all people using the Centre have the right to make suggestions, comment on or provide constructive criticism about all aspects of our services. The Neighbourhood Centre management and staff believe that a well-managed and resourced complaint and comment handling procedure will allow for better service delivery. All suggestions, complaints and comments will be treated confidentially with no discrimination or retribution to anyone concerned.

Please send your suggestion, complaint or comment to

The Chairperson

Berkeley Vale Neighbourhood Centre

PO Box 5145

Chittaway Bay. 2261

Or email to [bvnc@idx.com.au](mailto:bvnc@idx.com.au)

## **Grievance Procedure**

Please feel free to discuss with the Team Leader or staff any issues you may have regarding your child. Sometimes, discussion can make things seem a whole lot less serious and lead to an eventual resolution.

Please be assured that any discussion will remain confidential.

If you or your child feels that your rights are not being respected, or if you or your child has any other complaint or concerns:

1. Talk to the Centre Coordinator in person or phone on 4388 9611 or 041 043 8858 or 43530862.
2. Talk with the Service Manager on 4388 5801.
3. If you are not satisfied with the outcome or felt your rights were not respected then place your complaint in writing to the Chairperson of the Management Committee, mark confidential and forward to:  
PO Box 5145  
Chittaway Bay 2261
4. If you are not satisfied after using the above steps you can contact the NSW Ombudsman  
[www.nswombudsman.nsw.gov.au](http://www.nswombudsman.nsw.gov.au)  
Phone: 9286 1000 or 1800 451 524  
NSW Ombudsman  
580 George St  
Sydney NSW 2000

## **Resources**

This booklet is only a summary of our Policy and Procedures designed to welcome and give an understanding of our centre's workings. If you are interested in reading or require additional understanding of our Policies and Procedures we have copies available for you to borrow. Please see staff to borrow a folder. In the front of each folder there is a Comment sheet, please give us comments / ideas to refine and improve our policies and procedures.

In addition we are often asked questions in regards to children. We have compiled a Resource Folder for families to borrow that has a varied and interesting array of fact sheets and information, including areas of Child Behaviour, Protection and Development. These folders also have contact numbers available. Please feel free to borrow these folders for your information. We would also love for you to add to these folders with any information you think families may find useful.

## **Parents Are A Wealth Of Ideas**

Many wonderful activities that happen in our services come from ideas and suggestions from families. We love to have your input and participation in our service. Many of you have special skills, ideas and suggestions that we can use with the children. Please don't keep them to yourselves we would love for you to share them with us. If you have anything to share with us please speak to staff.

We hope that you have found the information in this booklet useful and that you and your child/ren enjoys their association with Tuggerah Before and After School and/or Berkeley Vale Vacation.