

Communication

The notice board in the Entry Foyer is used for general information and a regular newsletter is distributed to all families using the Centre. Other information is placed in the children's individual "pockets" in the Entrance Foyer. Please check your child's pocket at the end of every day.

Please make an appointment if you have any queries or concerns about your child or the Centre. If you have a concern in relation to your experiences at the centre, opportunities exist for you to have your concerns addressed by the Director or the Management Committee.

In the first instance you are encouraged to address your concerns to the person involved. If your concern is not resolved you are welcome to discuss it with the Director, who will notify the Management Committee if appropriate. You are also able to write to the Management Committee and the grievance procedure is listed below.

If you feel that the Management Committee does not resolve your concerns, you have the right to take the matter to the relevant government department. (The Department for Education and Children's Development for Kindergarten. The Department of Human Services and Health Children's Services Program for Childcare.)

We also like to hear about things that we do well! Positive comments boost the morale of our staff and in turn the atmosphere in the centre.

We treat all information regarding children and their families with the utmost confidentiality. Personal information of staff and families is not given out to anyone without prior consent.