



Long Day Care | Parent Handbook



WELCOME TO OUR FAMILIES

Adventure Patch is a Not-for-Profit community organisation with an independent, skills-based volunteer Board of Directors and governed by the Australian Charities and Not-for-Profit Commission.

We've developed from humble beginnings as a small, long day care provider in Blackmans Bay. Since our establishment in 1980, we've grown. We're an organisation that is dedicated to our community and with its support we've been able to create Adventure Patch – an organisation with a strong philosophy that encourages, supports and helps to grow the next generation of Tasmanians.

Adventure Patch has been educating children and supporting families since 1980.

Our team of passionate Educators are committed to providing a safe and nurturing learning environment for your child. Through play-based learning your child will learn to make sense of the world around them. They will be encouraged to be curious, creative, imaginative, and to pretend, explore, investigate negotiate, and to have fun. Your child will have the opportunity to experience the natural world around them through our Adventure Program facilitated by our Adventure Coordinator.

Our Educators welcome and value input from you to assist them to develop individual programs for your child.

We look forward to sharing many special learning moments with you.

Thank you for choosing us to be your partner with you on your child's learning journey.

Lindy Davis

Long Day Care Manager

Tim Short

Chief Executive Officer



Our Philosophy and Goals

Welcome to Adventure Patch! Here, we believe that everyone needs a friend that says, "get dressed, we're going on an adventure," and that's what we love to do!

Our philosophy is embedded in the desire to continually reconnect with nature and the world around us. We are passionate about showing our children the fun that can be had in the great outdoors and seeing them thrive!

We have seen so many children strengthen their fine and gross motor skills, improve their ability to communicate effectively with their peers & adults, problem solve, and gain greater understanding of the friends and people around them. All of this through the nature-based activities we are passionate about facilitating.

Our Philosophy

Play is at the heart of childhood and simply the most important thing we offer children. Through play, children learn to respectfully engage with the world and people around them.

In the natural environment children grow and develop through messy play, exploration and curiosity. This provides opportunities for children to develop risk taking, resilience, friendship, self worth and a sense of social conscience. We create an inclusive environment where every individual can feel safe, valued and happy.

Hours of Operation

Ocean View: 7:15am – 6:15pm

Mountain View: 7:15am – 6:15pm

Roland View: 8am – 5pm



In addition to taking a break over the Christmas and the New Year period, all our Adventure Patch services are closed, and we do not provide care during the following Public Holidays:

- New Year's Day
- Australia Day
- Royal Hobart Regatta (Southern Tasmania only)
- Launceston Cup (Northern Tasmania only)
- Eight Hours Day
- Good Friday
- Easter Monday
- ANZAC Day
- King's Birthday
- Royal Hobart Show (Southern Tasmania only)
- Recreation Day (Northern Tasmania only)
- Devonport Cup (North West Tasmania only)
- Christmas Day
- Boxing Day

Priority of access

In cases where demand for childcare exceeds places available, the Australian Government has Priority of Access guidelines for allocating places. These guidelines are set out below:

- 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 A New Tax System (Family Assistance Act) 1999
- Priority 3: Any other child.

Priority is also given to the following children:



- Children in Aboriginal or Torres Strait Islander families
- Children in families which include a person with a disability.
- Children in low-income families
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For further information please refer to the Child Care Service Handbook which can be found online at:
<https://www.education.gov.au/child-care-service-handbook>



WHAT WE OFFER

Educational Programs

At our Long Day Care services, we provide a great environment to facilitate fun, play based, educational programs for children in our care. For many families, Long Day Care acts as a home away from home. It is important for us to facilitate dynamic programs that encourage learning through play, social and practical skills. Our team develop programs based on the interests of the children by expanding on, and facilitating activities surrounding what they love. Our service Educators work together to broaden the children's horizons by introducing them to new educational activities helping them grow, learn, and gain a greater understanding of the world around them.

Nutritious meals (allergy aware)

At Adventure Patch Long Day Care children are expected to bring their own packed lunch and water/milk for the day. We provide the children with a nutritious and diverse morning & afternoon tea every day.

Children will be provided with a platter of fruit and vegetables accompanied by a healthy and delicious snack. We are allergy aware at all of our services and will provide alternative snacks for children with any dietary requirement. We are conscious of anaphylactic reactions to foods such as nuts, eggs, dairy, fish and more. We strive to eliminate the risk of medical emergencies by not providing these foods when children with anaphylactic allergies are in attendance. We promote healthy eating practices and encourage children to try new healthy foods and recipes during morning/afternoon tea.



We ask that parents do not bring in food containing nuts into any of our services. We ask that you speak with your service leader to be advised of any additional foods that may be banned at your specific service due to allergies.

Resources

At Adventure Patch, we provide a wide range of toys, games, sports equipment, craft supplies and more. We understand and encourage the diversity of each child in our care. All children have their own unique interests, and we strive to accommodate to all by providing a broad range of high-quality resources so that the children have lots to play with and do during their time in our care.

Settling Visits

New families attending Long Day Care are required to complete a minimum of 2 settling visits prior to the commencement of regular sessions. This is to ensure that the children acclimatise to their new environment, Educators, peers and routines. We also like to give parents/guardians peace of mind that your children are feeling happy and safe in their new environment before starting regular ongoing care. All children settle at a different pace, so it is very common to have more than 2 settling visits. Our educators will advise the progress of your child settling and will recommend a number of settling visits accordingly. Start dates may be adjusted accordingly if necessary.

Adventurous play

Alongside our educational programs, at Adventure Patch we encourage and promote adventurous play in our services. Our Educators are equipped with the knowledge and skill set to encourage children to take risks and be courageous, all while providing a safe environment for all in our care.



Children are faced with risks every day. Rather than trying to eliminate all risks from children's play, our services will identify the possible risks and make informed decisions about whether the benefit for children's development and learning outweighs the risks. We will ensure that every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury.

Our Educators will never ask children to take a risk they feel uncomfortable to take. Our job is to positively encourage and guide children to negotiate the risk on their own, to assess and make their own choice as to their own limitations. Excursions are optional and permission will be sought in writing.

Through the Adventurous Play programs we facilitate, we have seen children:

- Problem-solve.
- Develop skills in negotiating (including risks).
- Build resilience, perseverance, and persistence.
- Extend their balance, orientation skills and coordination.
- Become aware of their own capabilities and limits.
- Make appropriate risk decisions.
- Develop self-regulation.
- Take acceptable risks.
- Make decisions.
- Learn about the consequences (positive and negative) of risk taking.
- Gain confidence and independence.
- Become creative and curious.
- Learn how to use equipment safely.

For more information regarding Adventurous play, check out our Adventure Program booklet or head over to our website to find our full policy.



OUR TEAM

Our Long Day Care Manager

The overall operations of our Long Day Care services are led and guided by our Long Day Care Manager Lindy Davis.

Our Centre Leaders

Each of our services have a Centre Leader who is responsible for daily operations of the service. Our Centre Leaders work in tandem with our Long Day Care Manager and our team of Educators to ensure that our services operate smoothly, effectively and with best practice in mind.

Ocean View - Janine MacDonald

Mountain View - Chloe Cameron

Roland View - Kara Richardson

Our Educators



Our Long Day Care Educators are a high energy team of enthusiastic people. Our team work alongside the children to see first-hand their development. Educators work collaboratively to write observations and document the amazing learning we see. Our Educators facilitate play-based learning and support the wellbeing of each child in care.

Corporate Team

Our Long Day Care Team is supported by our Deputy CEO Scott Norris, our CEO Tim Short and the Administration Team.

Educational Leaders

Our Educational Leaders are great assets to our Adventure Patch team and help set Adventure Patch apart. Their role is to support our Educators to provide amazing programs for the children in our care. The work of our Educational Leaders is devoted to upholding our National Quality Standards and Approved Learning Frameworks, developing and implementing amazing programs and practices for all our Adventure Patch Services.

Adventure Coordinator

At Adventure Patch, we are committed to our Adventurous Play philosophy. We have a dedicated Adventure Coordinator to support services, bringing our philosophy to our everyday programs.

Child safe environments

Adventure Patch continually strives to provide safe and secure environments for children in both a physical and emotional sense. We dedicate our work in upholding the frameworks and regulations that govern us and will



continue to maintain and adapt our environment to meet and exceed the standards laid out for us by the Australian Government. We believe a secure and safe environment supports a child's sense of wellbeing and aids in their learning, development, and growth. We are always looking for ways to holistically improve the Adventure Patch environment and welcome feedback at any time from families and the community.

We are committed to the safety and wellbeing of all children and young people and understand our responsibilities and duty of care to comply with the Tasmanian Child and Youth Safe Organisation Framework and Reportable Conduct Scheme. We promote the cultural safety for Aboriginal and Torres Strait Islander children, safety for children from culturally and linguistically diverse backgrounds and the LGBTIQ+ community. We are also committed to providing a safe and inclusive environment for children with a disability. We value diversity and do not tolerate any discriminatory practice.

Hygiene

As parents, we know that it is very easy for our children to catch a tummy bug or a cold during their daily routines and interactions with their peers. It is because of this, it becomes integral for us to give the children safe and hygienic spaces to play, eat and learn together. Each of our services have routines and practices to ensure that our spaces are as clean and hygienic as possible. We have cleaning checklists of our surfaces, kitchen equipment, toys, and soft materials. Our services also implement healthy hygiene practices for the children such as hand washing, hygienic toilet practices, coughing and sneezing practices and more.

Inclusion support

The inclusion support program assists those with additional needs to participate in our Adventure Patch programs, to feel and be included in the activities alongside their peers. During a session where those with additional needs are in attendance, we have an extra educator in the room to provide more support and quality inclusive practices in the everyday programs we facilitate.

Active Supervision



It is our responsibility to commit to active supervision of all our children at all times. Active supervision means engaging with the children throughout the day. Educators will actively supervise children, not only to keep them safe from any harm, but to get to know them and be a positive influence and role model in their lives. While actively supervising and engaging with children, our Educators are given the opportunity to help the children grow and extend their learning and development. You can see the learning and growth of your children by reading through the observations our Educators make via the parent Xplor App.

Toilets

It is Adventure Patch policy to always provide adequate and clean toilet facilities for all children in our care. Nappies are regularly changed and documented on the Xplor Home App for families to view.

When your child is ready to start toilet training, please speak with your room Educators so that we can work on this process together. Accidents are a normal part of this process so please remember to always pack lots of spare clothes. We encourage and promote healthy hygiene practices in and around the bathroom with children flushing the toilet and washing their hands as part of our daily routines.

Please note: parents are required to provide their own nappies for care. Additional fees apply on the occasion that nappies are not provided by families.

Technology & screen time

Our Educators occasionally implement screen time into our programming with specific intent to engage a child's learning and collaboration skills. (For example, using the iPad in small groups during a structured activity to research the trees we find on our nature walk).



Parents/Guardians are more than welcome to request that their children use limited technology during our care. Occasionally our team will show short educational videos that relate to activities; however, our Educators will endeavour to make your child's screen time more limited at your specific request.

Emergency Procedures

As part of industry regulations, Adventure Patch is required to have emergency evacuation and lockdown procedures in place. To ensure the safety of the children and Educators, we must complete regular and spontaneous drills of these procedures. For more information as to the specific procedures and emergency assembly points at your service, please feel welcome to chat with your Centre Leader for more details.

Positive behaviour strategies

At Adventure Patch we practice positive behaviour strategies with all children in our care. We believe in providing boundaries as part of a loving and secure relationship with children and families to help them feel secure and self-confident. Children benefit from knowing that their environment is stable and that a competent adult is taking care of them.

For all children, educators are required to:



- Understand the needs of individual children.
- Base their expectations on the child's individual level of development.
- Respect the cultural differences in children.
- Respond to children proactively rather than reactively.
- Assist children to learn strategies to self-regulate their behaviour and express their feelings and responses to others' behaviour confidently and constructively, including challenging behaviour of other children when it is disrespectful or unfair.
- Reinforce children's positive behaviours and provide positive role models.
- To support children to negotiate their rights and rights of others and intervene sensitively when children experience difficulty in resolving disagreement.
- Ensure that children are being acknowledged when they make positive choices in managing their behaviour.
- Engage children in experiences that support children to develop and practice their social and shared decision making skills.
- Acknowledge that it is the behaviour that is unacceptable not the child.
- Be consistent in the guidance of all children.
- Get to know families and how their background or changing circumstances could be impacting on the child's behaviour.
- Work with each child's family and, where applicable, and with permission from authorised persons, their support network to ensure that a consistent approach is used to support children.
- Implement knowledge learnt about the child and complete relevant documentation to assist in developing a holistic approach to supporting behaviour.

Behaviour management plans

If consistent behaviours arise that cause harm to the health and wellbeing of others a behaviour management plan may be implemented. Our behaviour management plans are individualised for each child and created in collaboration with the Parents/Guardians.

These plans are to create positive outcomes and solutions for children so that they can happily participate in our programs with their peers and Educators. We like to work closely with Parents/Guardians to ensure that any positive behaviour strategies used are consistent with what may already be implemented at home.



Sleep and Rest

Sleep routines are based on the individual needs of the children and follow home routines as closely as possible. Cots are available for younger children and mattresses are used for children in older rooms who still require a sleep. All bedding is provided by Adventure Patch. We ask that you chat with room Educators about the sleep routines and needs of your child.

Medication

We work closely with children, families and, where relevant, health professionals to manage children's medical conditions. To promote their sense of wellbeing, connectedness and belonging with the service, we support children with medical conditions to fully participate in our day-to-day program.

We request that you advise your service of any allergies your child may have at the time of enrolment.

If your child has an allergy, we ask that you supply the following (prior to your child's first attendance):

- A Medical Action Plan from a doctor detailing signs and symptoms.
- Any medication, such as an EpiPen, asthma medication. Children will not be permitted to attend care without up to date medical action plan or prescribed medication.

All children's allergy, health and emergency information is made available to Educators at the service. To ensure the interests of Educators, children and Parents/Guardians are not compromised, medication is:

- Only administered with your permission.
- A Risk Minimisation Plan must be completed for each child with long-term conditions, such as asthma.

If you would like medication to be administered to your child, you must complete the medication form:

- Medication is to be provided to the centre in its original box with a pharmacy label, current date, including the child's name and dosage to be administered, and given directly to an educator.
- Educators will store the medication in a designated secure place out of reach of children. Please do not leave medication in your child's bag.

Where medication for the treatment of long-term conditions is required, such as asthma, anaphylaxis, or epilepsy, we require a Medical Action Plan from your child's medical practitioner or specialist, detailing:

- The medical condition of your child.
- Correct dosage as prescribed.
- How the condition is to be managed.

For more information, please refer to our Medical Conditions Procedure PRO0020, that can be found on our website.

Unwell children

Quick Reference Guide:

Stay at home until no symptoms are present.

- Fever
- Runny nose
- Any cough, sore/itchy throat, or swollen glands
- Shortness of breath



- Diarrhoea or vomiting
- Red, sticky, itchy or watery eye(s)
- Contagious conditions

Call us first to check.

- Fever free for 24 hours
- Sneezing
- Change in routines (e.g., not eating, disturbed sleep)
- Unable to participate in normal daily activities (e.g., lethargic)

Ok to come & play.

- No cold or flu symptoms
- Free from vomiting/diarrhoea for 24 hours
- Cleared of all exclusion periods relevant to particular illness

Incidents & Injuries

We understand that accidents are part of everyday life. In the event of minor incident and injury, first aid will be administered to your child and our Educators will contact the primary carer immediately, where applicable.

In the event of major injuries, every effort will be made to contact the primary carer immediately. Emergency contacts will be called if you are not available. Appropriate first aid will be administered, and immediate medical assistance sought. An ambulance will be called when necessary or when we can't contact you or your emergency contacts.

A minimum of 1 Educator with a current First Aid Certificate is rostered every session and a fully stocked first aid kit is always accessible during the day.

An Incident, Accident, Injury and Trauma form will be completed for all incidents and injuries in which Parents/Guardians must sign. This form will be completed on Xplor and parents will get a notification on their device that signing is necessary when next in the service.

Signing In and Out & Authorised Persons

To ensure the safety of each child at drop off and collection, we require an authorised Parent/Guardian to sign the children in and out of each booked day.

An authorised Parent/Guardian can nominate another person to collect their children. However, written authorisation is required with the full name and details of the nominated person who will be collecting on that exact date. The nominated person must provide photo identification upon pick up to verify the information given by the primary carer or authorised Parent/Guardian.

This must be done on each individual instance unless arrangements have been made with our Enrolments Team and the nominated person has been added to the child's profile.

Persons under 16 years are not permitted to drop off or collect any child from care.

For more information you can find our full Arrival and Departure of Children Policy and Procedure on our website.



Attendance & Absences

If you have a permanent booking that has been approved by the service and you no longer require this booking as your child will not be attending the session, you will need to let the service know as soon as possible.

You can mark your child(ren) as absent on the Xplor Home App; this will then notify the Educators that your child will not be in attendance. Doing this ensures that Educators do not need to call you and confirm your child's absence. If you provide our Enrolments Team with 2 weeks' notice prior to your absent session, then a reduced fee will apply. If you are unable to give our Enrolment Team 2 weeks prior notice, then the full session fee will apply.

Accounts & billings – making payments

To access your childcare statement and pay for your sessions, you will need to log into your Parent Xplor account either on the website or via the App.

We require all of our families to set up direct debit on your Xplor account so that payments can be taken out weekly and late fees do not ensue.

Any questions regarding your accounts and payments, please feel welcome to contact our Finance Team at our head office during their operation hours on 6229 4914.

All current and up to date contact details can be found on our website at www.adventurepatch.org.au



FEES

Overdue Accounts

All overdue accounts are subject to a \$20 Overdue Account Fee which is charged monthly to each account that remains unpaid at the due date.

Please contact our head office Finance Team if you would like to discuss your payment options or you are experiencing financial hardship.

Supply Fee

Please note that nappies and lunches are not included in the cost of care and additional charges will apply if we need to supply these items during care.

Late Pickup Fees

Adventure Patch closes at 6.15pm on operating days. If you are unable to collect your child by 6.15pm, there is a surcharge of \$10 for each child. A further \$10 is charged for every 5 minutes thereafter. Child Care Subsidy is not payable on this surcharge.

Absences

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If your child is absent from a scheduled booking (this applies to any booking made, including casual bookings), 75% of the normal fee will be charged if a minimum of 2 weeks' notice is provided in writing to enrolments at enrolment@adventurepatch.org.au. If a minimum of 2 weeks' notice is not provided, full fees will apply.

For all current Fee information go to our website: www.adventurepatch.org.au

Confidentiality

At Adventure Patch we keep all personal details of yourself and your children confidential. We do not give out any personal details to other families and only communicate information that is required internally within our teams.

The information you provide to set up your enrolment and accounts with us is secure and confidential also.

Xplor observations



All of our Educators and Room Leaders write observations and post them to the Xplor App for Parents/Guardians to see. We use observations to build an understanding of a child's skills, interests, and abilities.

Observations can take place during everyday routines, as the child interacts with peers, activities, and materials or during a spontaneous event.

We love to show our families what their children are up to during care and encourage Parents/Guardians to view and interact with our observation posts.

Observations generally get posted on a daily basis, so keep your eyes peeled to see all the fun and exciting things your children are up to!

Photography

We understand that not all Parents/Guardians approve of their child being photographed. We ask that upon enrolment you carefully read through the photography approval and check off the ways in which you would like your child photographed or not.

Below are the ways in which photos may be used or displayed:

- Observations within the Xplor app.
- Posters around the service.
- Marketing and advertisements.
- Social Media content.

If at any time your preferences toward photography changes, please notify your Room Leader or Centre Leader.



Parenting Arrangements

Parents/Guardians who have custodial rights and do not wish the other Parent/Guardian to have contact with their child/ren must provide a current copy of the court orders. Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken by an unauthorised person, the police will be called immediately along with the authorised primary carer.

In the circumstance of co-parenting families, both parents/guardians will have their own Xplor account that operate independently of each other. We will ensure that there is adherence to the prearrange drop off and collection schedule for both parents and children. If there is an instance where one parent arrives to collect a child and they are not scheduled to collect, Adventure Patch will make best endeavours to ensure this changed arrangement is not in breach of our Collections Policy. Our Educators will call the other (intended) parent for pick up immediately and inform them of the situation.

SUN SMART

Sunscreen

At Adventure Patch we facilitate and encourage a high variety of outdoor activities. We love getting outside and exploring the world around us.

This means that sun protection is highly important.

When the UV forecast is 3 or higher, we ask that all children apply sunscreen prior to playing outside. If your child is allergic, has skin sensitivities or prefers a particular brand of sunscreen to what we provide, we ask that they bring along their own.



Unfortunately, if children are unwilling to follow the instructions of an Educator, they may have to miss out on particular activities in order to keep them safe.

Children who do not apply sunscreen when directed by their Educators will have to stay in the shade to protect them from UV harm.

We will always aim to keep the children in natural, portable, or man-made shade where possible to avoid harm caused by high exposure to UV.

Hats

Children are required to wear sun safe hats when they are outdoors when UV is 3 or higher. Unfortunately, if children are unwilling to follow the instructions of an Educator, they may have to miss out on particular activities in order to keep them safe.

Acceptable Hats include:

- Legionnaire hats.
- Bucket hats.
- Broad brimmed hats.
- Beanies (only during the winter when UV is below 3).

Unacceptable hats include:

- All varieties of caps.
- Visors.
- Beanies (when UV is above 3).



WHAT TO BRING

Shoes

We welcome children to take their shoes off during the day as we believe in the benefits that children experience when given the freedom to remove their shoes.

Our Educators continually assess the risks and benefits in each new setting the children may face during their time in our care. Where applicable, if the risk of the situation outweighs the benefit, children will be asked to put their shoes back on.

Unfortunately, if children are unwilling to follow the instructions of an Educator, they may have to miss out on particular activities in order to keep them safe.

Technology from home

At Adventure Patch we do not permit children to bring personal technology from home unless otherwise agreed upon by the service and the parents, such as for the purposes of a communication aid or emotional regulation aid.

Technology from home will be asked to remain in the children's bag during their time in our care.



Nappies & Formula

Parents/ guardians must provide must supply their own nappies and formula each day your children are in care.

Special items from home

We provide a wide range of activities, toys, games and equipment for the children to fill their time with a variety of experiences.

At Adventure Patch we do not encourage children to bring in special items from home such as personal toys, special pencils, stationery, playing or trading cards etc. Any items from home will be asked to stay in the children's bags during their time in our care.

Personal belongings may be brought into the services for the purpose of emotional regulation, once agreed upon by the room leaders and the parent/guardian. The effectiveness of this item will be continually assessed by the service and discussed with the parent/guardian to ensure that bringing this item from home is maintaining its intended purpose.

Lost property

Any lost property left behind at the service will be collected by our Educators and efforts will be made to return it as soon as possible. Unfortunately, we cannot keep a large collection of lost property for long. Once our collection is too big, we will donate items we have to charity.



Please always feel welcome to ask about any lost property and we will do our best to find the lost item.

Clothing

We ask that all the children wear sun safe clothing and are prepared for the weather to change. We are often outside in the elements and expect temperatures to cool or rain to start at any time. We encourage children to bring a jacket or jumper, so they are always prepared.

All clothing is to cover shoulders, stomachs, and backs to provide an adequate level of protection against UV when outside.

At Adventure Patch we encourage enclosed shoes as we are almost always active and on the move. Children of all ages are encouraged to bring a spare set of clothing including; nappies, underwear, socks, jumpers, or other items to change into in case we get wet while outside on an adventure, or if messy play is on the program. This will ensure they stay comfortable throughout the entirety of the day

Incursions

At Long Day Care we have the exciting opportunity to pack our programs full with fun, educational and adventurous experiences for the children. Facilitating incursions for the children is a great way to bring the community into our service and show children the fun that can be had together in our own space.

During an incursion we may have a member from the community come into the service to facilitate an experience for the children. Alternatively, running an incursion day allows our team to facilitate activities for the children that specifically give them the chance to create something they are able to take home at the end of the day.



Excursions

At Long Day Care we offer a variety of fun and diverse excursions for all the children. Our excursion programs are designed to be diverse and encompass a broad spectrum of interest areas for the children. We facilitate excursions that cover a range of activities in varying intensity. Our team will always assess the risk and encourage children to learn their own limitations and develop new skills at their own pace.

Excursions include:

- Bush walks
- Trips to the beach
- Adventures to the park
- The theatre
- The library
- Visits to other Adventure Patch Services
- Royal Tasmanian Botanical Gardens
- Wildlife reserves

Communication

At Adventure Patch there are a variety of ways we will communicate with our families. Our Room Leaders and Educators always aim to make themselves available at drop off and collection to chat with you and answer any questions you may have. If you ever wish to speak with your Room Leader or Centre Leader about sensitive or private matters you are always welcome to arrange a time to have a meeting to discuss your needs.

Please feel welcome to email or call your service or our head office during operational hours and we will help you as best we can.

Other notices or communications may be sent to our families via the Xplor App. This is a great place to check out any service announcements coming directly from your Centre Leader, Room Leader, and Educator team!

You may also receive communications from our team members at head office regarding enrolments or accounts.

Parent Participation

We understand parenthood is busy and often not a lot of time can be spared, however parents and families are always welcome and encouraged to participate in our programs as and when they can. Below is a list of some big and small ways you can get involved.

- Bringing in clean recycled materials for the children to use as craft supplies (no toilet paper rolls)
- Donating children's books that are in reasonable condition. We would love for you to include a note in the back with your family name and the date so we can remember and acknowledge your donation for years to come.
- Donating old toys that are in good condition for the children to use.
- Organising a show & tell or experiences with the children at the service. For example, cultural food experiences, teaching the children about what you do for work, showing them a skill that you may have, i.e. ball game, pottery, painting, gardening etc.
- Volunteering at Adventure Patch events, working bees, fundraisers, BBQ's etc.
- Making activity suggestions and giving feedback.

Parent/guardians rights & responsibilities

As Parents and Guardians of Adventure Patch you have the right:

- To a safe and secure environment for your children to attend.
- To be treated courteously and respectfully by all our Adventure Patch staff.
- To provide input into the service.
- To access any of the Adventure Patch policies and procedures.
- For the primary carer to access information regarding your account.
- To respectfully voice any concerns or grievances through the appropriate channels.
- To retain privacy by having your personal details remain confidential.

As Parents and Guardians of Adventure Patch it is your responsibility:

- To treat all Adventure Patch staff, children, volunteers, and other families with respect and courtesy.
- Maintain confidentiality.
- To keep any medical or other personal details of your children current and up to date.
- Pay childcare fees as they are due.
- Ensure children arrive and depart during operating hours.
- Sign your children in and out during each session.
- Complete your own change of booking forms (for permanent sessions).
- To inform staff ahead of time of anyone who is not a contact name in the child's profile that they will be picking your children up from the service (these people must bring photo ID at the time of pick up).
- To inform staff of absences by putting a notification into Xplor.

- To be readily contactable in case of emergencies and available for early collection upon Centre Leader request.

Complaints, grievances, or feedback

Adventure Patch welcomes each grievance as a means of improving our services. Our aim is to provide you with an opportunity to voice your feedback in a safe and confidential forum. We value the feedback from each family and community member and will always address any grievances in a timely and meaningful manner. It is of the utmost importance to Adventure Patch that we are continually providing a high quality of care that coincides with the frameworks and regulations that we lawfully must uphold.

We welcome a transparent forum to address any concerns or feedback. We would love to work together to put your concerns at ease, take on your feedback and reach solutions to your grievances in a manner that is honest, gracious and respectful. Keeping what is lawful and best for the children at the forefront of our conversations and resolutions.

If you have any grievances or feedback, we ask that you contact your Centre Leader via email. If you feel as though your grievance was not adequately addressed, we then ask that you email feedback@adventurepatch.org.au with as much information as you can provide. We will then ensure that your grievance is addressed in a timely manner by our Long Day Care Manager or Executive Team. It is here that we promote transparent and honest conversations to work cohesively toward a positive solution.

Contact

Tim Short

Chief Executive Officer

E: Tim.short@adventurepatch.org.au

Ph: 6135 4351

Scott Norris

Deputy Chief Executive Officer

E: scott.norris@adventurepatch.org.au

Ph: 6135 4383



Rolfe Brimfield

People & Culture Manager

E: rolfe.brimfield@adventurepatch.org.au

Ph:6135 4355

Lindy Davis

Long Day Care Manager

E: lindy.davis@adventurepatch.org.au

Ph: 6135 4385

Centre Leaders:

Ocean View

Janine MacDonald

E: janine.macdonald@adventurepatch.org.au

Ph: 6227 1194

Mountain View

Chloe Cameron

E: chloe.cameron@adventurepatch.org.au

Ph: 6227 1410

Roland View

Kara Richardson

E: kara.richardson@adventurepatch.org.au

Ph: 6411 6262

