

# Family Handbook



## **CONTACT DETAILS**

Phone: 0420 590 231

Email: [pkcck1@gmail.com](mailto:pkcck1@gmail.com)

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# PARADISE KIDS CLUB PHILOSOPHY



## WHAT PKC LOOKS LIKE TO US

### **Mission Statement:**

Our Paradise Kids Club Family creates a bond with one another through warm trusting relationships. For Paradise Kids Club OSHC, this looks like happiness, feels like a safe home, and sounds like laughter. The PKC Family is the place to be me. Our family at PKC encourages play, music, culture involvement, sport and the space to create and be ourselves.

We believe that every child is an individual with individual needs, abilities, interests, and family backgrounds that are respected and valued.

We celebrate the children's personal goals and achievements with meaningful praise for their efforts.

We share each other's stories, interests, and experiences to encourage ongoing learning and take a genuine interest in each child's world. Open conversation is encouraged to ensure children feel safe and secure with a strong sense of belonging at PKC.

We empower the children to self-regulate and manage conflict situations through positive communication methods.

We welcome and support children with additional needs, with an inclusive and collaborative approach alongside support services and families.

We encourage children to be creative, use their imaginations and support and nurture their learning through play.

**Educators:**

Our educators care and enjoy engaging with our children throughout all aspects of our Service. They role model positive practice to all.

We encourage our educator's growth to support their practices within our Service and are committed to offering ongoing training and development.

Our educators are committed to ongoing reflection and improvement in all aspects of PKC operations and there is a mutual respect to deliver a positive, calm, fun and respectful environment.

"As educators we facilitate children's interests and guide and mentor children's learning to create an environment where children can bring up issues that matter to them, including issues related to unfairness and equity." (Pelo, 2006)

**Family and Community:**

We create opportunities for family and community engagement for programming, improvement and growth and value feedback from all stakeholders.

We respect our families and their diverse backgrounds and lifestyles.

We participate in community events for our Service and offer support for children and their families.

We work collaboratively with our children, families, school and community through conversation, surveys, and feedback.

We encourage conversation and engagement with our children and families of our Service.

**Program & Environments:**

Our engagement with children is intentional and our program promotes fun learning experiences and activities for everyday life, additional knowledge and involvement.

We provide space with resources for children's agency to learn through play, experiment, have freedom and choice of experiences.

At PKC the space we provide is a safe, secure, nurturing environment for all children regardless of gender, religion, race or socio-economic backgrounds.

We respect each other.

We encourage our families to participate in our program.

We incorporate learning in our program to acknowledge the traditional owners of the land and the Aboriginal and Torres Strait Islander culture.

## OUR GOALS FOR PKC

For each individual child to develop an understanding of themselves and others

For each child to develop emotionally, socially, physically, culturally, and cognitively.

For each child to grow in independence, confidence, and responsibilities.

For children to participate in independent learning through self-selecting activities, enabling them to develop skills and knowledge appropriate to their developmental age and stage.

For each child to feel as though they are participating in, and part of, a team which is PPSS OSHC

For each child to develop an active and positive approach to life, encouraging them to reach achievable goals in a safe and secure environment.

For Educators, children, and families to develop a relationship based on trust and respect.

To reflect a diverse multicultural perspective and show acceptance of all people as equal.

To provide a program which responds to individual as well as group needs and interests.

To provide an environment where families can contribute to the decisions and operations of the Service.

To provide opportunities for information, advice, and support for families, fostering a sense of community and mutual support

To regularly reflect on and re-evaluate all issues relevant to the operation of PPSS OSHC operations, in open discussion with all stakeholders, to ensure a continuing standard of high-quality care.

# Approved Provider Details

This Service is Approved under the Education and Care Services National Law and Regulations and must comply with the Law and Regulations including the requirements about activities, experiences and programs, the number of Educators and children, and Educators qualifications.

Parents with a grievance regarding the service provided are asked to contact the Coordinator Sumalee Black [4564pkc@gmail.com](mailto:4564pkc@gmail.com) or P&C Operations Manager Leah Basset [ppss.pc.operations@gmail.com](mailto:ppss.pc.operations@gmail.com) Please feel comfortable in raising your concerns. These are important to us and will be followed up immediately.

The Service is required to comply with the National Quality Framework and Standards in implementing and developing a system of quality assurance. Feedback from families, children, Educators and management is integral to this system to ensure that we provide the best care and service.

Regular evaluation of the Service is conducted by surveys of both parents, children, educators and management. Please be part of these surveys and be honest in your answers so that we may better meet your needs. Participation is encouraged throughout all aspects of the association and this Service.

The approved provider of Paradise Kids Club OSHC is Pacific Paradise State School P&C Association. P&C Executive Committee is as follows:

President – Suzeanne Small  
Vice President – Megan Guymer  
Vice President – Emma O’Loan  
Secretary – Teila McCullum

P&C Contact Person - Operations Manager – Leah Basset  
E: [ppss.pc.operations@gmail.com](mailto:ppss.pc.operations@gmail.com) P: 0477 331 447

Pacific Paradise State School P&C OSHC  
Licensed - 80 Places

## Paradise Kids Club OSHC Team

Coordinator / Nominated Supervisor / Educational Leader  
Sumalee Black  
Assistant Coordinator / Account Administration  
Lynsey Beresford  
Afterschool Care Lead Educator  
Maria Ortiz

Qualified & Unqualified OSHC Casual Educators x 10

## Hours of Operation

6:30am - 8:40am	Before School Care
2:50pm - 6:00pm	After School Care
6:30am - 6:00pm	Vacation Care & Pupil Free Days
Closed	Public Holidays
Closed (dates confirmed annually)	Christmas through to New Years

## Fees and Charges

6:30am - 8:40am	Before School Care (includes breakfast)	from \$ <b>27.00</b>
7:45am - 8:40am	Before School Care (no breakfast)	from \$ <b>17.00</b>
2:50pm - 6:00pm	After School Care (includes afternoon tea)	from \$ <b>37.00</b>
6:30am - 6:00pm	Vacation Care & Pupil Free Day	from \$ <b>90.00</b>
6:45am - 12:15pm	Vacation Care Half Day (morning session)	from \$ <b>65.00</b>
12:30pm - 6:00pm	Vacation Care Half Day (afternoon session)	from \$ <b>65.00</b>
6:30am - 6:00pm	Excursion/Incursion (full day only)	from \$ <b>100.00</b>

These fees are casual rates. Permanent fees are \$5 less full fee. Fees are charged per session, there are no hourly fees. Fees and charges are reviewed annually. It is the family's responsibility to register with Centrelink to receive Government Assistance towards their fees (CCS). All enquiries regarding payment of fees should be directed to the Accounts Administrator or Coordinator.

## Arrivals and Departures

Children must be signed in and out each day by an authorised person. Prior arrangement must be made in writing via text message with the Educators for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity and signatures shall be required from all such authorised persons. In emergencies verbal permission by you shall be given over the phone before children are released.

If you require your child to attend activities within the school grounds, authority must be given via the specific activity Early Departure or Late Arrival JotForm. If your child needs to be dropped off or picked to Before or After School Care on school grounds activities please advise administration, and we will support arrangements for your child.

The Educator will not allow children to leave the service unaccompanied unless they have a signed authorisation detailing time of departure and indicating a release of Duty of Care via JotForm.

Children who are booked into the service for After School Care have not arrived 3pm, an Educator will search the school grounds and call through to the school administration office to check if your child was absent or left early for the day. During this time, the parent/guardian will be contacted on the numbers provided and all emergency contacts. For this reason, it is imperative that you always keep your information up to date, particularly your mobile phone number. If your child is still not located and an educator cannot reach anyone by 3:10pm the Police will be contacted.

**Refer Arrivals and Departures Policy.**

## Children Leaving without Permission

If a child leaves the Service in any other circumstances and for any reason without permission, the educator will assess the situation immediately and will call a parent/guardian first and then the police as quickly as reasonably possible.

***Refer Arrivals and Departures Policy.***

## Late Collection and Fee Payable

We ask for your cooperation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all educators. If there is an emergency and you are unable to collect your child on time, please contact the Service on 0420 590 231. **If your child is not collected on time, a late fee of \$20.00 will be charged for the first 10 minutes, with a further \$2 payable every minute thereafter.** The correct time will be recorded on the sign out sheet (if necessary, the time will be confirmed by calling 1902 212 582 Time Information service). If a child is not collected by 6.30pm and emergency contacts cannot be reached, the coordinator will contact the police to collect children who are still at the Service. ***Refer Arrivals and Departures Policy.***

## Enrolment and Orientation

Parents/guardians are required to complete an enrolment form before any child is to attend the Service. If required a meeting will take place upon enrolment of your child. This is a fantastic opportunity for you to discuss with us what will help make his/her time with us enjoyable, particularly the initial few weeks. If required each newly enrolled family will receive a copy of this Family Handbook detailing selected policies and conditions of enrolment. You will be given a tour of the Service and be an orientation on basic operations such as staffing, programming, routine, communication, environments etc ***Refer to the Enrolment Policy for details.***

If your child has additional needs, a meeting will take place between relevant parties (e.g. Parents/Guardians. Coordinator) before the child commences.

Issues discussed will be:

- level of support the child requires.
- duration of support.
- necessary training of Educators and volunteers.
- the safety of all children enrolled.
- environmental factors.
- sources of information and resources/support services that will ensure the best possible care of the child.

This information will help us to meet the needs of your child and where necessary, seek assistance from specialist support workers. All information obtained through the enrolment procedure will be kept in the strictest confidence and used only for the purposes for which it is obtained. It is in your child's best interest that these forms are kept up to date. ***Enrolment Policy & Communication with Parents Policy.***

## Bookings and Cancellations

At Paradise Kids Club we attempt to cater to all families regarding days needed for care. It helps in our planning for educators and activities if you book children in on regular days according to need. We understand that some families will be unable to predict the days that care will be needed, and we will try to accommodate them, but due to our license restrictions, there may be some days when we will have to

refuse bookings. **Bookings are encouraged to be made by 5pm the day before for Before/After School Care.**

**Vacation care bookings must be made by Wed 5pm on the last week of term to receive the discounted rate. Bookings for Vacation care will not be accepted if there are any declined direct debits for before/after school care fees which remain outstanding.**

Please notify the service promptly if your child/ren will not be attending on a particular day. This ensures educators are not spending time looking for lost children who were booked in and are absent. If you do not cancel your child prior to the start of afterschool session you will be charged a \$10 administration fee.

Please cancel via the app or text 0420 590 231 which will be retrieved by the afternoon team. Cancellations for Before and After School Care must be made by 5pm Friday the week prior to not be charged. If you do not cancel within this timeframe, you will be charged and absence fee.

Cancellations for Vacation Care must be received by 5pm the Wednesday before the end of term or the date advised by the Coordinator. Please note all cancellations will incur the usual daily fee. As you can understand we need to roster educators in advance according to the number of bookings received.

## Allowable Absences

Families receiving Childcare Subsidy are allowed 42 days per financial year, per child, for “allowable absences.” Allowable absence days can be taken for any reason. Once the 42 absent days have been used, the parent is to pay the full cost of care on any further absences in the calendar year, unless they are “approved absence days”

## Outstanding Fees

It is our aim to provide a quality service to families at an affordable price. The fee and charges are outlined in the front of this Family Handbook. The Management Committee will set fees based on the annual budget required for the provision of high-quality school aged care that is in keeping with our Philosophy, Goals and Service Policies and Procedures. Parents will be notified in advance of any changes to fees.

Fees for our Service are to be paid fortnightly by direct debit or through the Centrelink Centre pay Scheme. A \$19.95 debit success dishonoured payment fee will apply to all missed payments.

Exclusion from Service will be applicable due to ongoing declined payments. Accounts not paid in full will be referred to the debt collection agency. Should you need to discuss alternative payment arrangements please contact the Coordinator or Accounts. **Refer Fees Policy**

## Child Protection

Our service regards the protection of children in its care as of the utmost importance. This includes the Service’s moral and legal duties to care for children associated with the service whilst not in the care of their parents or primary carers. All Educators have been made aware of the Child Protection Policy and the Mandatory Reporting of Child Abuse Policy of the Service through induction and annual training procedures. **See Child Protection Policy.**



The best interests of the child are our number one concern at Paradise Kids Club. Our Service endeavours to provide care that always respects the child's dignity and privacy and that considers children as unique and valued individuals. Children voices are considered and involved in the ongoing development of the program, helping establish rules/expectations and boundaries of behaviour and the physical and aesthetic environment of the Service. **See *Respect for Children Policy***.

## Custody

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 custodial papers.

**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 educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.**

**See *Arrivals and Departures Policy***.

## Communication with Families

We have several ways we communicate with you. These include your Home App, Paradise Kids Club & Pacific Paradise State School Facebook Pages, noticeboards around the school areas. Programs and Information is available at the Service as well as Parents/Guardians Information Table, relating to several subjects such as health and nutrition through to contact numbers for various community and support groups.

We share information to our parents/guardians about changes made and or what's happening in our service e.g. program, menu etc, and we encourage to use our Facebook page to keep up to date with our program and fun we are doing at our service and out and about

Your feedback is important to us, and we have several ways to communicate this. Face to Face, Messages via Your Home App and emailing directly to Coordinator Sumalee Black [4564pkc@gmail.com](mailto:4564pkc@gmail.com) or P&C Operations Manager Leah Basset [ppss.pc.operations@gmail.com](mailto:ppss.pc.operations@gmail.com) for any additional support or concerns. We have a confidential grievance procedure for all Service users. Information on the National Quality Standards is available for our parent/guardians on the sign in table and updated regularly. **See *Communication Policy***.

## Safety

Evacuation plans are situated in the entrance area on the Parents/Guardians Information Table. We ask all parents, Educators and children to familiarise themselves with the procedures. Fire, evacuation and lock down drills are practiced regularly. Should you be present during a drill you will need to participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/lock down procedure. All Service firefighting equipment is serviced regularly. **Refer *Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy***.

# Daily Routines

**Before School Care** - A variety of activities will be offered daily along with outside/free play with breakfast being served from 7am.

**After School Care** - Children are signed in by an educator immediately after school. A light, nutritious snack will be served for afternoon tea from 3pm. A variety of structured activities such as cooking, craft, sports, music and unstructured play are offered daily, with children free to pursue their own interests. Opportunities to complete homework available to children in year 3 and up on set days from 4:30pm.

**Vacation Care** - During Vacation Care a full program involving many activities is offered, including age appropriate for year levels, this will include small excursions or incursions at the service by a special guest. Breakfast will be provided and afternoon tea. Lunch will be provided if it is specified in the program.

# Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenge, new experiences, connection between the service and the wider community. *We do not offer half day sessions for excursions.* Attendance on these excursions will be based on your child's behaviour management and will be at the discretion of the Coordinator.

Maximum safety precautions will be maintained, and signed permission forms will be sought from parents before a child may attend any excursion. Parent permission and information forms will include the following information:

- The date of the excursion
- Proposed destination and address
- Expected times of departure and return
- Method of transport used
- Activities to be undertaken
- What is provided and what the child needs to bring

Children **MUST** bring a water bottle with their name labelled on it. Children **MUST** always wear a broad brimmed hat and apply sunscreen consistently throughout the day. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. All excursions/incursions will cost more than a vacation care home day. ***Refer Excursion Policy.***

# Incursions

Our visitors will provide all the correct documentation to comply with the government rules and regulations. They will sign in the visitor's section on the iPad as in case of an emergency.

Your child will be booked into these sessions and will be encouraged to participate in the activity that you are paying for. If your child chooses not to participate, they will have the option of sitting quietly and do another activity until they are finished.

# Transport

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety

precautions will be maintained, and parent permission will be obtained before a child travel on any type of transport. All buses used by the Service have seat belts fitted. **Refer Transport for Excursion Policy**

## Food and Nutrition

Nutritious and well-balanced snacks are provided for breakfast and afternoon tea, which include a variety of fresh foods. Through these meals and cooking sessions, we endeavour for the children to try all foods offered from a variety of cultures. Water is always available to children. (children should have their own labelled water bottles to refill)

**Please remember to inform the service if your child has any food allergies or has a special dietary requirement (including religious or cultural).**

Our weekly menu is displayed on the front entry door. Please feel free to discuss any feedback or concerns you may have regarding our Nutrition Policy directly to Coordinator Sumalee Black 4564pkc@gmail.com. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards. **Refer Nutrition Policy**

## Illness and Injury

Paradise Kids Club actively strives to avoid injuries occurring at the service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be considered in administering all procedures.

Children with infectious diseases will be excluded from the service with the recommended time frame appropriate from the Public Health Time Out policy. This is for the safety and wellbeing of all the other children and Educators as well as your child attending the service. Depending on the illness, re-inclusion of your child will be considered after consultation with and recommendation from appropriate health agencies such as your GP or the Department of Health. A medical clearance will be required to re attend the service.

The Coordinator/Responsible Person in Charge will promptly contact a parent/guardian if a child has been involved in an accident or becomes ill. Qualified educators will administer basic First Aid only. If contact cannot be made and it is necessary to seek medical attention immediately, an ambulance will be called, and the child will be taken to hospital. *Please ensure emergency contacts are updated regularly.* In the case of a minor injury or illness, an Educator will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with the Educator to verify that you have been advised of the incident. **Refer Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy.**

## Health, Hygiene and Sunscreen

Educators observe stringent hygiene practices throughout the day to day running of the service. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use on a weekly basis.

Children and Educators will wear broad brimmed hats and appropriate clothing when outside. Educators will encourage children to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 50+), which is applied when the children go outside. In vacation care sunscreen is applied before morning tea, lunch and afternoon tea. Parents can provide the service with their own preferred sunscreen which is

labelled. Pacific Paradise State School and Paradise Kids Club is a smoke free environment. **Refer Health and Wellbeing Policies.**

## Medication

In the case of your child requiring medication whilst in our care, A Medication form must be completed by the parent/guardian. All medication must be supplied in its original container with the child's name clearly printed on the front. This includes all non-prescription medication such as PANADOL or COUGH MIXTURES. **If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered or kept on the premises.**

Separate Emergency action plans and risk minimisation forms are required for all children with life threatening medical conditions including Asthma, Anaphylaxis and Diabetes. If your child can self-administer their asthma medication, the Centre must have a note signed by the parent stating this. All medication will be administered by an educator that has their first aid certificate and will be recorded in a Medication Register which will be signed off by another witness. Children who become ill at the Service will be provided a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (upon enrolment and throughout care) of their child's particular health needs, including medication. **Refer Health and Wellbeing Policies.**

## Behaviour Management

The aim of Paradise Kids Club is to provide an atmosphere where children have positive and active experiences during their stay. We aim to provide an environment that minimises the potential for frustration and/or conflict. We believe that children require pro-active guidance as to what to do, instead of what not to do. Therefore, we endeavour to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be redirected to complete a reflection sheet or redirected to another area of play. If unacceptable behaviour continues, parents will be notified to pick up. If disruptive behaviour persists, consultation may be necessary with parents, the child, Coordinator and Management Committee. A written report will be discussed with the parents if unacceptable behaviour continues. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the Service. The Service's Rules of Behaviour have been developed in consultation with the children and educators. **Refer Behaviour Support and Management Policy.**

## Parent Code of Conduct

Administration Hours for parent/guardian to speak face to face to someone in the service are Monday to Friday between 9am – 2pm. Longer more confidential appointments can be made to speak with the Coordinator outside of these hours with Sumalee Black [4564pkcqk1@gmail.com](mailto:4564pkcqk1@gmail.com). Alternatively, Lynsey Beresford [pkcqk1@gmail.com](mailto:pkcqk1@gmail.com) for enrolment or accounts support.

You can follow the Complaints Handling Policy outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

In the interests of the children, parents and educators the following policy will apply:

- A Third Party will be offered for support or witness statement
- There will be no swearing or raised voices
- Educators have the right to ask a person to leave the premises if they feel intimidated in any way
- Police will be called if person does not respond to a request to leave the premises

## Staffing

All Educator qualifications and child/staff ratios are in accordance with, or better than, the guidelines set out in the National Law and Regulations. Children are always actively supervised to ensure that they are protected from harm. At the service our ratio is 1 educator for every 15 children. On excursions and during water activities risk assessments determine the ratio. Ratios may change to suit individual excursions, children's ages and abilities.

The Management of the Service supports in-service professional development for all members Educators and believes that it should continue throughout each staff member's career. Our Educators have First Aid qualifications and have a wide variety of experience in School Aged Care, recreational, sporting and childcare settings. Educator employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the Service's Child Protection Policy. All Educators hold a current QLD Working with Children suitability card Child Related Employment, issued by the Commission for Children and Young People. **Refer Staff Policies and Staffing Ratios Policy.**

## Compliments, Suggestions and Concerns

If you would like to share any compliments, suggestions or concerns, please contact directly to the Sumalee Black our Paradise Kids Club Coordinator [4564pkc@gmail.com](mailto:4564pkc@gmail.com) or 0420 590 231.

If this is not satisfactory, please contact Leah Basset our Pacific Paradise State School P&C Operations Manager on [ppss.pc.operations@gmail.com](mailto:ppss.pc.operations@gmail.com) or 0447 331 447 who will handle your issue/information or direct you the P&C management committee.

Should you require to contact the Office for Early Education and Care for information or to discuss a concern please contact the Child Care Information Service on 1800 637 711.

The happiness and well-being of your child is our top priority, and we are continually striving to improve the quality of care we provide families. Other avenues of communicating your suggestions or concerns are P&C mailbox in the office foyer, at the monthly P&C meetings or via our emails. We value and encourage

your participation in our Service as we believe it enhances the service we provide. ***Refer Complaints Handling Policy.***