

**Wednesday 6<sup>th</sup> May.2009**

**Parents Present: Ms Kieran Spoelder; Mrs. Catherine Checuti; Mrs. Lisa Sheely, Mrs. Kristie Ward, Kelly Hardy, Maree & John.**

## **AGENDA MINUTES**

**NCAC Visit what Now?? Parent Process** There will be another visit in about 18 months. Over the next year we will be revisiting all of the policies in categories. Staff will examine them first and then they will be brought to the parent forum. We ask that Parents make comments and suggestions in relation to these policies so that they meet the centre, staff, children, family and community needs.

**Child Protection – Centre / Families** This is about providing information to the community about the availability of support. There is information available and support within agencies in the community. Some information will be available via pamphlets and in the newsletter. This is being raised as a result of childcare being a service industry and is not being raised because there are incidences in the centre. Maree will visit some places to obtain pamphlets.

**Portfolios to families – Family involvement** The portfolios have gone out to families. Put photos of family things into the portfolio for the children to discuss. They need to be returned after one week. We ask that Families share activities and celebrations by placing in a photo and commenting on the occasions. At the centre this often is a way for families to share what activities that their child likes outside of the centre and this in turn creates a positive environment for all stakeholders.

**Fundraising** The Easter raffle raised \$371 and this will be used to purchase extra outdoor equipment. The mother's day raffle is going a little slowly and we will push it this week. We remind families about our mother's day afternoon tea that will be held on Friday, 8<sup>th</sup> May. We will also be encouraging families to donate to the Cancer Appeal. Donations will be forwarded to the Cancer Appeal.

**Complaints Handling – Process** we have been contacted by the ombudsman's office to visit to discuss our complaint handling process. Although we have not really had any complaint. How would you want a major complaint handled. Issue with biting and this was handled by meeting with the mother and room leader and implemented a plan. This worked quite well. We report all incidents through a form to parents on the day an event occurs. We discussed the current policy and all agreed that it worked well. Important to file something in writing to the family and into the child's file.

**Credit Cards** Examine who the families are that pay by credit cards and put something in the newsletter encouraging people not to use credit cards as a fee may be charged. Or have a minimum payment for credit card.

**Fee Increase July 09** There was no increase at the beginning of the year but there will be an increase in July probably \$2 per day.

**Other Business** Photos are available from the newspaper about the ambulance photo in the newspaper; they are on the newspaper website. What time does outside play time end? It is usually 4:30 pm that they come in. On colder days they either don't go out or come in early. Sometimes due to afternoon tea they went out quite late. Make sure they have their shoes on and jumper if outside in the cold. Pack spare shoes as well as spare clothes. Ryan's toy warehouse booking will be made soon. Ready for the Cadbury chocolate drive and the price is now \$1.20. We will look into another trampoline for the children for outdoor play.