



RADFORD COLLEGE Junior School

Parent Handbook 2010

OUTSIDE SCHOOL HOURS CARE

Including:

- ELC Out of Core Hours Care
(After School and Holiday Care)
- Junior Primary After School Care
- Junior Primary Holiday Care

Welcome

The Radford College Outside School Hours Care (OSHC) staff extend a warm welcome to your child and family. We encourage all families to read through this handbook, as it will familiarise you with the important policies and procedures of our program.

Staff

Radford College

Principal

Mr Phillip Heath

BA (Hons), MA (Hons), Dip Ed, FACE, MACEA
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Assistant Principal (Head of Junior School)

Mr Paul Southwell

Dip Teach (Primary), BEd G&T
Grad Dip Ed Administration
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Director of Learning and Teaching (P-2)

Ms Tanya Stevenson

BA, DipEd, Cert CEFL, MEdSt
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Early Learning Centre Co-ordinator

Ms Sarah Boardman

BEd (Early Childhood), Cert Teach.
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Outside School Hours Care

Radford College Outside School Hours Care (OSHC) is a program run by the College under the guidance of the Business Manager and Finance Manager. The service is not for profit, with fees going directly into the running of programs and the development of activities and resources.

All permanent and casual staff working at the OSHC programs are employed by the College, under the Director, and are required to undergo reference checks and an Australian Federal Police – National Police Check. OSHC staff are supported by the Director and are encouraged to attend relevant internal and external training.

Director

Mrs Alena Voysey

BEd (Primary)
Email: afters@radford.act.edu.au
Phone: 6162 5308

Coordinator (Junior School)

Karen Duhigg

Dip Children's Services
Currently enrolled BEd (Primary)
Email: afters@radford.act.edu.au
Phone: 0408 117 430 (between 2 and 6pm)

Coordinators (ELC)

Miss Leah McInerney

Dip Children's Services
Currently enrolled BEd (Primary)

Mrs Sandra Kalas

Dip Children's Services
Currently enrolled Cert IV (Training and Assessment)
Email: afters@radford.act.edu.au
Phone: 0448 928 801 (between 2 and 6pm)

Our programs

Philosophy

Radford College OSHC will provide a care and education environment that enables children to participate in play, recreational and relaxation experiences, interact positively with peers and adults, develop life-skills, and complete homework or other tasks (Junior School only).

We embrace the child and the periods of early and middle childhood as unique, special and an important stage of life. We believe that children have an amazing capacity to be active participants in their own learning journeys and so we will endeavour to provide an environment that stimulates wonder and curiosity, respect and independence.

We believe that:

- children learn through play and exploration of their environment whilst engaging in positive relationships with peers and adults;
- each individual is unique and thus it is important to value difference in regard to race, gender, culture, religion and ability;
- children learn about the world in different ways and at different rates;
- families are the child's first educator and caregiver, and as such we value their partnership in building a shared understanding of their child's strengths, interests and needs.

Objectives

- Provide a warm, caring and inclusive environment in which all children feel they are special, and have a place in the program;
- Assist each child to make a smooth transition from the classroom to the OSHC program through the establishment of a consistent daily routine;
- Provide experiences which support children's social, emotional, cognitive, physical, emotional and creative development;
- Develop and maintain each child's self-esteem by building strong feelings of self worth and personal potential;
- Encourage children to develop independence, cooperation and personal responsibility;
- Promote appropriate means for relaxing, expressing emotions and managing our environment;
- Recognise that children are individuals and have different abilities, interests and needs;
- Respect and value the diversity of children, families and staff;
- Provide a safe and healthy environment and promote healthy behaviours including good hygiene and nutrition;
- Recognise the professional status of staff and encourage professional development; and
- Maintain an effective partnership with other sections of Radford College and create links with the wider community.

About our Service

Our OSHC program acknowledges the efforts and hard work the children have exerted during the day. We also recognise the unique opportunity for social interaction with children of various ages, and caring adults. Thus, our program seeks to provide a balance of relaxation, recreation and play experiences to cater for a range of interests and abilities.

During the afternoon the children will be given opportunities to enjoy:

- a healthy and appetising afternoon tea, and be encouraged to participate in its preparation and clean up;
- outdoor play and learning experiences;
- whole group and small group meetings and conversations;
- art and craft, music, drama, science and nature experiences;
- indoor play and learning experiences; and
- time and resources to complete homework requirements (Junior School only).

Excursions involving the use of transport will be offered during Holiday Care programs only.

Our Junior School programs have an Approval in Principle from the Office for Children, Youth and Family Support (OCYFS) to run an approved children's service.

Our ELC programs are operated under Radford College Early Learning Centre's Independent Preschool Licence. During Out of Core Hours programs, we are required to operate in accordance with Centre Based Care Conditions.

The OCYFS monitors our compliance with Licence Conditions. Our Children's Services Adviser is Vanessa Smith who can be contacted at the Office for Children, Youth and Family Support on 6207 1104.

Our Junior School After School Care is registered for the Quality Assurance process with the National Childcare Accreditation Council (NCAC) and all programs participate in Continuous Improvement practices.

Benefits of Play

The most beautiful experience in the world is the experience of the mysterious.

Albert Einstein

The OSHC environment is a wonderful setting for children to interact with each other and their environment in a relaxed atmosphere. Through play experiences:

- new thinking and understanding are gained through the exploration of materials and ideas;
- problem solving is developed through trial and error, negotiation and seeing others' points of view;
- resilience is developed through using initiative, taking risks and making mistakes;
- social competence is fostered through collaboration and learning ways to work effectively with and alongside others;
- new skills can be mastered through practice; and
- resourcefulness is developed.

Documentation

Program

Weekly programs and term afternoon tea menus are displayed on the information boards at each of our programs. The programs are developed by the Coordinator in collaboration with staff and children. We aim to support children to initiate and pursue their own play experiences, investigations and interests. Therefore our program is very flexible and responsive to the children's needs. Staff will be involved in evaluating the activities, experiences, resources and care we provide in order to contribute to continuous improvement.

Visual diary

The staff will regularly display a visual diary of experiences we have been involved in during our programs. Staff, children and their families are welcome to contribute a comment to the evaluation of each experience.

Profiles

The OSHC staff will gather information through questionnaires, observations, photographs and reports to gain an understanding of children's strengths, interests and needs. This information will then be used to program activities and experiences to better meet the needs of children attending our programs.

Feedback

Your feedback on our program ensures our continuous improvement as we endeavour to meet the needs of the children and their families. You are invited to contribute your ideas, suggestions and issues through our Suggestion Box located at each After School Care Program or via email to the Director (afters@radford.act.edu.au).

As part of our monthly newsletter we will request your feedback on our policies and procedures as well as our Parent Handbook. This feedback may be done anonymously if you wish.

Policies

Some policies are included within this handbook. Our Policy Manual contains the OSHC policies and is available at both programs for your inspection. Please ask your program's Coordinator to view our policies.

Policies and Procedures

Operating Details:

Hours

- After School Care operates in the Junior School between 3:20pm and 6:00pm.
- Out of Core Hours Care operates in the ELC between 3:00pm and 6:00pm.
- Holiday Care operates during selected holiday periods only between 8:10am and 6:00pm.

Venue

- The Junior School program will be based in the Blue Room. Activities may also take place in the library, playground, oval, canteen or hall. Please report to the staff at the Blue Room before collecting your child from other areas.
- The ELC program will operate in the Piazza. Children may visit the oval or other areas of the Junior School and in these instances the coordinator will leave a note indicating their location and expected return time.

Administrative Procedures:

Fees: After School Care

As of January 2010 the fees per child, per session are:

Permanent Booking*:	\$20.00	Casual Booking^:	\$23.00
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Invoices are emailed fortnightly in advance and payments can be made through the Radford College Accounts office by credit card or through the program coordinators by cash or cheque. Direct debit can also be arranged. Details can be found on your statement or by contacting the Director.

Fees: Holiday Care

As of January 2010 the cost for Holiday Care is \$52.00 per child, per day. This includes all activities and excursions, but not meals.

Payment in full in advance is required to secure your booking. **This is non-refundable.**

Child Care Benefit (CCB) and Childcare Tax Rebate

As of January 2010 CCB and the Childcare Tax Rebate is available to eligible families using our Junior Primary After School Care program **and** our Junior Primary Holiday Care Program. Families **must** provide the Director with their **family** Customer Reference Number (CRN) and the CRN's for **all children attending any registered care**. By providing this information the Family Assistance Office is able to calculate entitlements. Families will not receive the above benefits when this information is not provided.

Please note these benefits are not currently available for programs running out of the ELC.

For more information about CRN's for your family or children, please contact:

Family Assistance Office

13 61 50

13 12 02 for information in languages other than English

<http://www.familyassist.gov.au>

Penalties

Collection of children after 6pm will incur a penalty fee, to cover extra wages for staff.

6:01pm – 6:30pm: \$1.00 per child per minute

6:31pm onwards: \$2.00 per child per minute

A late payment fee may also be charged at the discretion of our Accounts office if your account payment is overdue.

Please note CCB is not available on penalties.

Enrolment and Bookings

An enrolment form for each child must be completed annually, and signed each term to confirm that details are current. Please ensure that you notify the Director of any changes to your contact details.

*Permanent bookings**

A permanent booking is when After School Care is required on the same day/s each week – or fortnight for shared care parenting arrangements. Please select the days that care is required on the enrolment form. **At least two weeks written notice of an absence or change in booking arrangements is required to avoid charge.**

Casual bookings^

A casual booking is when After School Care is required occasionally during the term or in addition to permanent bookings. Casual bookings will be accepted by the Director taking into account the availability of licensed places and staff. For casual bookings made on the day of care, children can be notified via their class teacher that they are to attend ASC.

Holiday Care

Families will be notified of upcoming Holiday Care programs through the OSHC noticeboards and OSCH newsletter as well as the Junior School newsletter. There will be an advertised closing date for bookings to allow preparation time for staffing and activity bookings. Bookings made after this time will be accepted by the Director taking into account the availability of licensed places and staff.

Priority of Access

The Australian Government has set out the following three levels of priority which child care services must follow when filling vacant places:

- *Priority 1:* A child at risk of serious abuse or neglect
- *Priority 2:* A child of a single parent who satisfies, or of both parents who satisfy, the work/training/study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- *Priority 3:* Any other child.

Within these main categories, priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families on low incomes;
- children in families from culturally and linguistically diverse backgrounds;
- children in socially isolated families; and
- children of single parents.

When a service has no vacant places and is providing care for a child who is a Priority 3 under the Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child. The service must give 14 days' notice to any family required to vacate their place.

For more information on Priority of Access Guidelines, call FaHCSIA on 1300 653 227.

Waiting Lists

Radford College OSHC will endeavour to provide a place for all children requiring care. Waiting lists will be created if all permanent and casual places have been filled. Families will be notified when a place becomes available.

Absences

When your child is absent from school please advise the Director on 6162 5308 or via email: afters@radford.act.edu.au. This makes it easier for staff to account for all children. Two weeks written notice of an absence is required for a permanent booking to avoid charge in both After School Care programs. Casual absences will be charged at the discretion of the Director.

Holiday Care absences are non-refundable.

Cancellations

Should you wish to cancel your child's permanent booking from either After School Care program, two weeks written notice must be given to the Director, otherwise fees will continue to be charged. This can be done via email or a change of booking form available from your child's Program Coordinator.

Should you wish to cancel your child's casual booking from either After School Care program, 24 hours notice is requested. This may allow us to accept another casual booking in its place. The session fee may be charged at the discretion of the Director – depending on notice period.

Arrivals and Departures

Arrivals

- Year 1-4 children should make their way to After School Care as soon as school is finished.
- Year 5-6 children make their way to the Blue Room using pathways and crossings.
- All children are required to make themselves known to the designated staff member near the playground or Blue Room, where they will be signed in and provided with sunscreen. Please notify the Director if your child may need to be collected from their classroom.
- Children in years 1-6 attending co curricular activities should make themselves known to staff upon their arrival. They will then be offered afternoon tea and informed of the afternoons activities.
- ELC children are collected from their classrooms by a staff member.

Any child not present by 3:45pm, and not known to be attending a co curricular activity, will be searched for within the Radford College grounds. If their whereabouts cannot be established by the Program Coordinator or Director, their parent or guardian will be contacted by telephone.

Departures

Please make yourself known to a staff member before collecting your child. If your child is using equipment when you arrive, please encourage them to pack away. A staff member can assist if needed.

Your child must be signed out on the roll, noting the time beside your signature. Children must be accompanied by an adult when leaving the programs. Staff will not allow children to sign themselves out nor sign out children on behalf of parents.

We will not allow your child to be collected by anyone other than a parent/guardian, or authorised other adult, whose details are provided on your child's enrolment form. If staff do not know the person collecting your child, they may ask for photo identification before releasing your child. When a new person is collecting your child please inform the Director of their full name and relationship to the child. This allows us to ensure only persons known to parents or guardians are collecting children.

Should a staff member have serious doubts as to whether a person collecting a child is fit to have that child released into their care because the person appears to be adversely affected by alcohol or drugs, the staff member will:

- contact the Director;
- raise the issue with the person concerned;
- suggest alternatives or offer to call a friend or taxi;
- contact the police if:
 - they become violent or
 - they leave with the child, giving registration details and direction of travel;
- decide if it's necessary to notify the relevant government authorities and do so within 24 hours.

Late Departures

Please arrive to collect your child **by 5:50pm**. This will ensure that your child is able to pack away equipment and collect their belongings in time to vacate the premises by our closing time of 6:00pm. It also gives staff and families a few minutes to speak about any urgent matters.

There will be a penalty fee applied for collection of children after 6:00pm. Our staff finish their shift at 6:00pm and should reasonably expect to leave at this time to attend to their own family and other commitments. If you are unavoidably held up and anticipate arriving after 6:00pm, please phone the service mobile to notify staff. We appreciate your consideration.

If a child is not collected by 6:00pm we will endeavour to contact their parent/guardian, and then emergency contacts by telephone. If a child still remains at the service at 6:30pm and staff are unable make contact with a parent/guardian, we will notify Care and Protection services on 1300 556 729.

Whilst children are in attendance of an Outside School Hours Care program they will be involved in programmed activities. Occasionally this means they may not be found on the programs premises for a period of time. In these instances parents will be informed of dates and times before the commencement of that session of the program, or where that is not possible, the Coordinator of the program will leave a notice detailing where the children are and when they are due to return as well as a contact number. Such notices will be left on the parent sign in table and the door of the premises.

Safety and Wellbeing:

Sun Protection

Radford College Junior School is accredited as a SunSmart school. All children and staff at OSHC are required to wear a hat and SunSmart clothing whilst outdoors, between the months of August - May. Children without a hat will be required to stay in shaded areas, or indoors when the choice is available. Staff will provide sunscreen or children may supply their own. For further information, please refer to our Sun Protection Policy.

No smoking

Smoking is prohibited at all schools and childcare premises, including outdoor areas.

Accident Prevention

The following health and safety procedures have been put in place to help minimise the risk of accidents to staff, children and others who visit and use the ASC program:

- We acknowledge the role parents/carers have in assisting us to ensure that the environment remains safe and ask that they do not introduce items which may be potentially hazardous eg knives in lunchboxes, toys with small parts;
- OSHC staff will carry out a daily safety check on all areas to be used;
- Equipment and facilities are checked periodically by the Facilities Manager;
- Dangerous or sharp implements and chemical products will be kept in lockable storage;
- Children may only enter the kitchen when supervised by an adult;
- When gardening and handling soil and potting mix, children will be encouraged to wear gloves;
- Emergency contact numbers, such as 000 and the Poison Information Line, will be stored on service mobile phones;
- Medications to be administered at OSHC are to be handed to staff and an authorisation form completed;
- Parents are asked to adhere to the speed limits on College property and in the car park, and to be particularly vigilant when reversing out of the car parks;
- Parents are to supervise their children, including siblings, when exiting the OSHC program;
- Glass jars, bottles and crockery may be used under adult supervision and all children will be taught how to manage and handle such things including how to deal with a broken item.

Emergency procedures

Emergency procedures will be practiced quarterly as required by our Licence Conditions. The children are made aware of the Fire Evacuation and Lock Down procedures and are familiar with the noise of the alarm. The evacuation route is displayed on the wall in the Piazza and Blue Room. If we are required to evacuate the building, your child will be taken to the JA Mackinnon Oval.

Mandatory Reporting

As part of the College's determination to protect the security and safety of all children at all times and in the affirmation and dignity of every child, active measures are put into place to prevent the occurrence of child abuse or neglect. Where abuse or neglect has occurred or is suspected to have occurred the staff are legally obliged to notify Care and Protection services.

Health and Hygiene:

Hand washing

This is an essential part of hygiene procedures in children's services as it is the most important way to stop the spread of infection. The correct procedure for effective hand washing will be displayed at hand washing sinks at OSHC venues. All staff will wash their hands:

- At the commencement of their shift;
- Before food preparation;
- Before eating;
- Before and after giving First Aid treatment;
- After toileting or using a tissue;
- After handling rubbish; and
- After gardening or messy activities.

All children will be required to wash their hands after toileting and before eating.

Illness

If a child becomes ill while at OSHC, the parent/guardian will be contacted; if he/she is not able to be contacted the emergency contacts will be called. Every effort will be made to ensure the children's comfort until they can be collected.

Please note that a child who becomes sick while at school will be sent home, rather than to ASC.

Children and staff with an infectious condition will be excluded from the program as per the Staying Healthy in Child Care and ACT Health guidelines. A poster detailing the minimum recommended exclusion periods is displayed at OSHC. Please notify staff immediately if your child has been exposed to any communicable disease, so that we can notify other families and staff.

Action Plan

An Action Plan or Health Management Plan must be completed for any child who suffers from a medical condition such as severe allergy, asthma or epilepsy. This plan must be updated every year to ensure it is current. Details of routine, extra medication and action to be taken in the event of symptoms must be specified in the plan, and the parent/guardian and family doctor must sign it. Parental consent must cover administration of extra medication if required.

Food and Nutrition:

An allergy-aware school

We ask that no food items containing nuts be brought into the school. As part of our responsibilities to the protection and care of children, we will ensure that all staff and families are notified and educated about the dangers that nut products may inflict on those who suffer from these allergies. Please note that this includes all types of nuts, not only peanuts. No nut products will be served for afternoon tea.

Nutrition

Many eating habits are formed during childhood, and persist throughout life. We recognise our responsibility to each child's development whilst in care to ensure that they are eating healthy and nutritious food. The most important factor is to ensure that children are exposed to a variety of foods and that a balance of all types of food is provided. Thus our afternoon teas will reflect this balance.

Afternoon Tea

Afternoon tea will be a shared meal for the children at ASC. The ASC staff will provide a variety of fruit and vegetables for afternoon tea, and water will always be available from the drinking fountains. A term menu will be displayed on the notice board at each program. These menus are developed to reflect the time of year as well as children's preferences. Some possible menu options are:

- Pasta
- Home made pizza
- Rice or corn thins with a variety of toppings
- Fruit crumble with custard
- Rice crackers, cheese, dried fruit
- Breakfast cereal such as rice bubbles
- Whole grain sandwiches with a variety of fillings
- Fruit smoothies

Occasionally children will be served treats such as homemade cookies and children will be educated about "often" and "sometimes" foods.

As part of our program small groups of children may be offered to assist with the preparation of food. They will always be working under the supervision of a staff member.

Behaviour Guidelines:

A child who is fully engaged usually demonstrates positive behaviour. Therefore the OSHC staff will make every effort to be sensitive to the interests and needs of individual children in order to minimise any inappropriate behaviours.

Staff will endeavour to anticipate problems that may occur and re-direct children into a positive play environment. Children will be encouraged to solve minor problems themselves by discussing with a staff member appropriate words or actions that could assist in resolving conflict. These skills will empower the child and assist him/her with learning how to negotiate and cooperate.

Prevention techniques used by staff include:

- Establish trust and respect with all children;
- Treat all children fairly;
- Ensure that the environment is set up to minimise inappropriate behaviour *eg* appropriate variety and amount of equipment, all areas supervised;
- Involve children in establishing play and safety limits, in accordance with best practice guidelines, and determining appropriate consequences when limits are not respected;
- Model appropriate behaviour and language;
- Give children adequate warning before the transition to another activity;
- Show sensitivity to children's needs by planning a pattern of quiet and active activities and monitoring for excitement and tiredness;
- Teach children to respect the rights of others and providing them with the language to empower them in a difficult situation;
- Provide opportunities for children to seek information on appropriate ways to deal with their emotions;
- Take into account the children's age, abilities, developmental needs, background and possible reasons for behaviour; and
- Spend time with groups of children, talking about possible ways to behave in different situations.

Inappropriate behaviour

Making mistakes is part of the learning process so whilst inappropriate behaviour will be dealt with accordingly, we accept that it is often part of the natural development of the child.

Behaviours such as swearing, ignoring staff instructions, anti-social behaviours, and misusing equipment are considered inappropriate.

Any consequences given for inappropriate behaviour will be appropriate to the situation and to the individual child, eg helping to clean up a mess.

A child will only be separated from the group when other techniques such as distraction and praise for appropriate behaviour have not succeeded. Separation will be used as a short time to “cool off” and will only occur after a clear warning has been issued and the child given a chance to remedy their behaviour. The child will be asked to sit away from the activity in full view of the staff.

At no time will staff use physical punishment, isolation, humiliation or negative labelling as behaviour guidance strategies.

Families will be notified of serious behaviour issues. The aim of such discussion will be to assist both the family and staff to implement strategies that will help the child.

The staff may seek the advice and support of an outside agency, such as the Behaviour Support Unit. The parents’ permission will be requested before support is requested for an individual child.

Behaviours such as physical violence towards other children or staff will not be tolerated. If such behaviours occur, the child’s parents will be contacted and asked to collect their child immediately. If this occurs, it will be followed up by a conference where the conditions for the child’s return to care will be discussed and agreed upon.

Children with Additional Needs:

In order to ensure that children with additional needs are fully included in the OSHC program, families are requested to provide the staff with as much information as possible about the child’s needs and abilities upon enrolment. Our aim is to ensure that all children feel secure, happy and valued in the program, and that staff are familiar with the needs of each child and can accommodate these at OSHC.

Where staff determine there is a need, the Director may request a meeting with other professional personnel to discuss how the child can be fully included in all aspects of the OSHC program. Following consultation with families, teachers, ACT Inclusion Support Agency and other professionals, a decision will be made regarding the level of support that can be offered to the child. In some cases (determined by Inclusion Support Agency) there is additional funding available to support participation and inclusion.

Communication:

Family Involvement Policy

Meaningful communication between staff, families and children is an essential component of the successful day-to-day operation of OSHC programs. Both informal discussions and formal meetings are a part of the network of communication and these are supported by written information which may be given to parents or accessible on the Radford College website.

Families are encouraged to contribute to OSHC as much as they wish or are able. Some of the ways families may be involved in OSHC are: giving staff extra information to help us better care for your child, suggesting a menu item or activity, and visiting the service to share a special skill or tell us about your occupation. However, we recognise that families are busy and have many other commitments. While families are more than welcome to become involved, there is no pressure or obligation to do so.

Communication with Families

A Junior School newsletter will be written once a fortnight. OSHC staff will contribute to this newsletter any relevant or important information. An OSHC e-newsletter will be emailed to parents once a month and will be available in printed form at all programs.

An OSHC notice board is located in the Piazza and Blue Room. This will be used to share information about staff, the weekly program and menu, special occasions, policies and other issues.

Staff are always happy to have short, informal discussions about our program or your child's care when you collect your child. As our duty of care is to the children while on program, please make an appointment with the Director for any lengthy discussions.

Grievances and Complaints Procedures

Any minor concerns about our OSHC program can be brought to the attention of the Coordinator at your program. Any serious complaint should be directed in writing to the Director of OSHC, who will acknowledge your complaint and inform you of the steps to be taken to investigate and resolve your complaint. This may involve a meeting to ensure your concerns are heard fairly, and we may seek information from other parties to ascertain the facts pertaining to your complaint.

Children with a grievance are encouraged to speak with a staff member as soon as the issue arises, so that we may begin to deal with it promptly. If the staff member cannot resolve the issue to the child's satisfaction, the child may refer their complaint to the Coordinator. They may also submit a written complaint through our Suggestion Box.

Any serious complaints will be referred to the Head of Junior School and/or the Business Manager.

If you are not happy with Radford College's resolution of your complaint, you may refer the matter to the Children's Policy and Regulation Unit on 6207 1114.