

Mission

We will provide a safe, nurturing and fun environment where children know they belong. Where they feel important, challenged, engaged and are provided encouragement and space to learn and grow. We will recruit, develop and retain caring and professional educators. We will support and foster the development of children through strong family relationships. We will use and develop our natural environment to nurture and teach.

Philosophy

In partnerships with families we are working to maintain the National Quality Standards, using best practice in the provision of education and care. The expertise, culture, values and beliefs of families are respected by educators, to benefit each child's learning and development. Communication between families, children and educators is valued, promoting each child's language and interaction style.

Educators support the inclusion of all children and provide a range of opportunities, along with an environment that encourages inquiry to enable children to make their own decisions to initiate and lead their own learning journey.

Service Goals

We aspire to have a service that is a happy, safe, caring and stimulating, providing an environment where children have the right to contribute to their world and grow in their own unique way. We strive to cater for the needs of each individual child in an inclusive and diverse environment.

We maintain a safe and hygienic environment for staff, families and children.

We provide a nutritious menu with healthy eating being consistently promoted and discussed, as guided by the Move Well Eat Well program.

Opportunities for planned and spontaneous social, emotional, physical and mental wellbeing activities will be built on children's interests and developmental needs for the extension of their education and learning. Children are encouraged to learn at their own pace, experiencing their own journey.

We have an ongoing commitment to Sustainable practice where children will be supported in valuing and respecting their environments.

Educators collaborate in consistent respectful and caring relationships with children and their families, reflecting on current practices that embrace and support children's beauty, wonder and imagination in early childhood. They provide a foundation on which to build relationships and promote children's sense of security and agency in a meaningful and achievable way.

We will ensure that we show a commitment to Quality improvement and seek feedback from families and the community to guide changes within the service.

We link our educational programmes with the Early Years Learning Framework, ensuring each child is Belonging, Being and Becoming.

HANDBOOK FOR FAMILIES

Brief History

On November 25th 1948 Lady Binney, in two small rooms at the Albert Hall, opened a temporary Creche. The Official Opening of the Cameron Street Creche took place in June 1956 – with the greatest number of children in care on any one day being 107. By 1970 the demand was such that a second Centre was opened in the old Queen Victoria Hospital building.

The Dame Marjorie Parker Creche was opened in 1977 to replace the Cameron Street Creche. The Stewart Street Creche was renovated and replaced the Centre at the Queen Victoria Hospital in 1979. In May 1998 Stewart Street Creche opened a 15-place annex at Newstead College.

On January 1st 2000 Stewart Street Creche took over the lease of the Watchorn Street Centre, formerly part of the Pedder Patter Service. Extensive renovation converted Watchorn Street into an 85-place service. On May 1st 2000 Stewart Child Care Services opened for business in the Watchorn Street building, leaving the Stewart Street Creche campus behind forever.

A great deal of credit must go to Dame Marjorie Parker and her small group of workers who had the foresight to see the need for good quality childcare facilities. Dame Marjorie Parker was President of the Management Committee for 27 years.

At the 1999 Annual General Meeting The Launceston Creche Committee Inc was renamed Launceston Childhood Learning Centre's (LCLC).

After 9 years, our Newstead Service at the Newstead College closed on the 30th June 2007. This was very sad for us, but economically necessary.

After the September 2010 school holidays, we closed our School Vacation Care Program. This will allow all staff to concentrate on improving our core business-long day care for 0-5 year old's.

We are very privileged to have a separate art studio which was officially opened in May 2011. It is available for all groups as a place to participate in all art forms. Community members with a particular skill are invited to share this facility with the children. Examples of guests sharing include a ceramicist, a storyteller, a musician, puppeteers and aboriginal performers. It is also a lovely retreat for programme variety during the long-wet winter months.

The Art Studio is now a functioning Unit. This Unit is called the Emus.

In September 2012 a team of educators and families spent a Saturday up grading the Early Learning playground. Our dream was to make it a nature inspired learning environment for our 3-5 year old child to explore and discover.

We have had small editions to our play space in the toddler age group in June 2013. Adding garden beds and a digging patch.

In 2015 Kerrie's Corner was made a reality.... A child friendly play space for our youngest group dedicated to Kerrie a much-loved team member who passed away in 2014.

We have several working bee's to update our big outdoor play area's in 2017 & 2018.

After the 2002 AGM the LCLC Committee was disbanded, with the two Centres opting to operate under separate Committees. A new incorporated body, **Stewart Child Care Services Inc**, was formed. This Board of Directors is an ongoing organisation, a service to the Community, and this handbook will keep the Community and our clients informed of the services provided by the STEWART CHILD CARE SERVICE.

Our Team of Educators:

Belinda Salter (Maternity Leave): **CEO**
Belinda Roach & Kristel Sengstock: **Acting CEO's**
Lauren Bassett: **Cook**

Joey Unit: Kelli, Danielle, Chynesse, Elena
Koala Unit: Melissa, Lynette, Nicole, Sam, Lisa, Frances
Poosum Unit: Belinda, Julie, Goy, Bonnie, Tracy, Kristel
Kookaburra Early Learning Unit: Maree, Lucy, Rachel, Kyra
Emu Early Learning Unit: Bronwyn, Emily, Wendy
Wombat Early Learning Unit: Cheryle, Wendy

RDO Cover: Sally
Relief Staff: Mark, Sharon

Hours of operation: 7.15am - 6.15pm, Monday to Friday.

Fees for One Child in Care:

Maximum
Weekly: \$490.00
Daily: \$103.00

A \$90.00 Levy is payable upon commencement of care and in February each year. \$5.00 of this levy is for Association membership to our incorporated organisation.

A \$5.50 hat fee will also be charged to your account on commencement of care.

Our Centre offers quality care and education for children from birth to school age on a permanent basis. The centre has qualified educators who offer guidance and support for all family members to ensure that all children enjoy and learn from their experiences at Stewart.

Public Holidays: The Centre will be closed on the following days:

Australia Day long weekend	Monday 26th January
8-Hour Day	Monday 11th March
Easter	Friday 19th April
	Monday 22nd April
	Tuesday 23rd April
Anzac Day	Thursday 25th April
Queen's Birthday	Monday 10th June
Launceston Show Day	Thursday 10th October
Recreation Day	Monday 4th November
Christmas Break	Friday 20th December
Re-open	Monday 6th January 2020

Fee Information:

As our service works on a break-even, non-profit budget, which is calculated in advance for the following twelve months the Board require that all fees be paid within the fortnight of care.

Child Care Subsidy is available and is provided by the Federal Government through Centrelink.

It is the parent's/guardian's responsibility to have their family income assessed by Centrelink. If you do not contact Centre link this can result in the family paying the MAXIMUM fee. Families must also contact Centrelink if family income changes.

Child Care Subsidy is paid directly to our service and you will be emailed an account which will be the difference between our full fee and your entitlements.

From the time your child starts at Stewart Child Care Services you are charged weekly for your booked place even if your child does not attend.

Each family has a file in the front foyer. We ask that you check your file on a weekly basis. Fortnightly accounts will be emailed to you.

A levy is payable upon commencement of care each year. \$5.00 of this levy is for Association membership for our incorporated organisation. (Please refer to our fee policy attached)

Orientation:

We encourage families to visit before commencing care. We have several different sessions to allow time to familiarise yourselves and your child with our environment and educators.

We recommend that you allow enough time to help settle your child in the first couple of weeks. It is important to let your child know when you are leaving and that they are close to an educator for support if they need it. If the child is still upset or you wish to reassure yourself, please ring the Centre and talk to the educators. Remember the educators are there to help you. If possible, try to come earlier. It may be necessary to repeat this process when your child moves to another room or has been absent for a period of time.

Family Involvement:

We encourage families to be involved in all aspects of your child's day. Try to allow a little time each day to talk with the educators about your child. This way we can exchange information about your child and the experiences and learning opportunities that are on offer during your child's day. We encourage you to keep an eye on display boards in your child's room as this documentation is an important insight into what your child is doing and learning at that time.

We use a digital communication device called Class DOJO. The educators post things both individually for each child and during group learning experiences. Permission is requested on the enrolment forms when you commence care.

When cleaning out at home remember that we can use a wide range of items; e.g. toys, dress up clothes, kitchen items for Home Corner, pot plants, old cards, decorations, material scraps and items of children's clothing.

Family Changes:

To ensure we are able to give your child our support, care and understanding during changes within the family, a word to the CEO and an educator would be appreciated, e.g. relative in hospital, separation, moving to a new house, death in the family. If at any time you are concerned about your child, please talk to a familiar person about your concerns. We are here to help and support both you and your child. Wider family matters can be addressed either by providing information or through liaison with other professionals and organisations within the community.

Our Programme:

At Stewart Child Care Services we believe that any program offered to children must reflect our Philosophy and with that, we recognise that each and every child is unique with individual needs, strengths, abilities and interests.

Our educational curriculum encompasses:

- ✓ The Australian Early Years Learning Framework- Belonging, Being and Becoming, Move Well Eat Well, Be you, The Centre's Philosophy and Early Childhood Theorists.
- ✓ Our programme provides children with planned and spontaneous experiences that promote and support all areas of children's development.
- ✓ We recognise that children learn through active involvement, experiences will be arranged for a balance of indoor and outdoor experiences. Interactions in both large and small groups and also individual situations are offered.
- ✓ We encourage family contributions and input to our programmes. We acknowledge the diversity of families; their beliefs and values and how this can impact children's learning. Educators establish respectful and caring relationships with children, their families and the community.
- ✓ We value that we can work together to construct learning experiences relevant to the children.
- ✓ We will provide opportunities for staff professional development to support and enhance programming practice.

Assessment & Reporting:

Your child's learning and development will be assessed on an ongoing cycle.

Ongoing observations made by educators will be documented and provide the basis for planning the programme offered.

Your child's progress will be recorded through written and photographic observations and these will be sent home throughout the year. You will receive both formative and summative records about your child and we value your feedback and comments about these assessments. All of these assessments will be kept in your child's profile which is kept in the room.

We use a digital communication device called Class DOJO. The educators post things both individually for each child and during group learning experiences. Permission is requested on the enrolment forms when you commence care.

Events & Celebrations:

We encourage active involvement of families in our centre. We provide a number of events and celebrations throughout the year in rooms and as a whole service which family members will be invited to attend. At the end of the year we have a Christmas family BBQ to celebrate another year at the centre.

Birthdays:

If your child is having a birthday you may wish to bring along a cake and leave the party to us! Just let the staff know the day and check the number of children in the group. When bringing cake (foods) in please provide a list of ingredients. If you are planning a party and wish to hand out invitations at the service please leave them with office staff and they will be placed in family files in reception.

PLEASE NOTE!

- ❖ **We are a NUT & EGG aware service.**
- ❖ **We do not use either of these products in our cooking as we have children who suffer anaphylaxis from these products.**
- ❖ **We ask that you do not bring these products into our service.**

Below are some ideas for celebrating from Move Well Eat Well:

1. Fruit platter or fruit kebabs
2. Egg free pikelets, scones or mini savoury muffins
3. Nibble platter- cheese, vegetable sticks, fresh or dried fruit, crackers

4. Bring along a game for the educators to play with the children
5. A special CD or toy to share with friends

Food and Nutrition:

Stewart Child Care Services provide fresh nutritious meals, snacks & drinks to the children attending our Centre in an atmosphere that encourages both enjoyment of food & a safe learning environment.

Menus are developed in consultation with families & staff with reference to regulatory authority recommendations.

We recommend families & educators to read Move well, Eat well information & Get up & Grow, Healthy Eating & Physical Activity for Early Childhood. We refer to these documents for all aspects of healthy eating from breast feeding through to the connection between healthy eating and physical exercise.

Our programmes and mealtimes are designed to educate children about food varieties, nutrition, exercise & dental care.

Board of Management:

Another way to be involved in the service is by joining our Board of Management. We are a community based not for profit childcare service which is governed by a board of directors. Our Board meets at the service on a monthly basis. The Annual General Meeting is held in August each year and nomination forms are available at the Centre.

The Board of Management works closely with the CEO to establish:

- ✓ Strategic development of the service.
- ✓ The goals of the Service.
- ✓ Development of Governance policies.
- ✓ Financial Management.
- ✓ Keeping appropriate meeting minutes & reports.
- ✓ Handling publicity and community relations.
- ✓ Evaluation and accountability of the Service.

Staff Ratios:

Staffing ratios are determined by the needs and abilities of the children and are regulated by the Department of Education, Employment and Workplace Relations as follows:

- Under 2: 1 Educator to 4 children
- 2-3 years old: 1 Educator to 5 children
- 3 years plus: 1 Educator to 10 children

Privacy Statement:

We are committed to protecting and maintaining the privacy, accuracy and security of your personal and financial information.

At times we are required by law to disclose your personal information. Your consent will be sought for any other circumstances which may arise.

Medication:

In the event of your child needing medication while at the Centre, parent/guardian must sign a medical permission sheet giving clear details of dosage and times. All medication must be given to a staff member and NOT left in children's bags. When collecting your child please check that the medication was given and sign it out.

Medical Information:

We encourage all families to ensure appropriate immunisation of your child in accordance with recommended National Immunisation Program Schedules. We require copies of your child's up-date schedule on commencement of care and as they are updated.

Please specify on your enrolment forms if there is any medical/health information that is relevant to your child, e.g. anaphylaxis, asthma, allergies, hearing or sight problems. You will be required to complete in conjunction with your child's educator a medical management plan relevant to your child's medical condition. All medical information needs to be also passed on to the educators in your child's unit.

Health & Wellbeing:

To ensure the health and wellbeing of all children, hand washing and other personal hygiene practices are promoted. We encourage all children and educators to wash their hands before and after eating, after toileting and nappy changes and after blowing their nose or coughing. To ensure germs are not spread we ask that if your child is unwell that they remain at home. Should your child become unwell while in care, you will be contacted and asked to collect them.

Families must abide by the decision of the CEO or educators as to the fitness of a child to attend on any given day. We refer to the relevant Staying Healthy in Childcare Guidelines to determine if a child could be infectious or not. At times a doctor's clearance or certificate may be requested. Immediate notification of all infectious diseases in the Centre is requested in the interests of ALL children. **(Please refer to the Exclusion Policy attached)**

Collection:

When collecting your child please ensure an educator knows the child is going. If any person other than those listed on the enrolment form is to collect your child, written authority **must** be given at the Office. Please tell the staff if someone else is collecting your child.

Signing in and out:

It is a Federal Government requirement that each child be signed in and out by you (or the person authorised by you) each day. Please ensure that this is done daily on the I pad in reception or within your child's room. This also ensures that we can account for every person in the Centre in the event of an emergency.

What to bring:

Children will engage in messy experiences so play clothes are more appropriate. In cold weather children need a coat, hat and gumboots. In summer we provide hats which each family purchases at the start of enrolment. Sunscreen lotion is provided. Please provide suitable summer footwear, Sandals please, not thongs! Please provide a few changes of clothes and plastic bags, especially if your child is toilet training. We ask that ALL belongings are clearly named to ensure they return in the correct bag.

Nappies are provided for your child and included in your fee, unless your child has a specific condition or preference for a special sort of nappy. If your child does require a special sort of nappy you will need to provide these and we ask that your child has at least 6 nappies for their day.

Hats:

We have had a very successful hat policy since the beginning of 1994. We supply hats that have been specifically designed to protect face, ears and neck and are approved by the Australian Cancer Council.

The hats remain at the Centre all year. We take responsibility for washing and maintaining them. Children have a place to keep their hat on and each hat will be clearly labeled.

It is a policy of the Centre that no child will be permitted outdoors without first having a 50+ sunscreen applied (which is supplied by us unless your child has a skin problem, or you prefer to supply your own) and they must wear their hat.

During the summer period families are encouraged to read our Sun Smart Policy. Hats cost \$5.50 on enrolment.

Students:

Students are regularly placed in our Centre for short observation sessions, work experience and longer practical training. If a student wishes to do a case study, the families' permission will be sought prior to commencement.

Sleep and Rest Time:

The length of time children rest/sleep is dependent upon their needs. Children are free to do quiet activities during rest time or after resting.

Lockers/Bag hooks:

Each child is allocated a locker/bag hook. These are for your child's belongings.

Excursions:

Excursions are occasionally planned as part of our programme. Families will be notified and requested to sign a permission form prior to any excursion taking place.

Art experiences:

It is often the process of creation that is important to the child, not the end product. Some children take a while before they feel happy taking part in messy activities so try not to insist on products to take home. Attempt to display work your child does bring home –it is great for stimulating conversation.

Photography:

Occasions may arise when we use photographs of your children. Your consent is requested on the enrolment form.

PLEASE INFORM EDUCATORS IF:

- Someone different is picking up your child.
- Your child is sick or going on holidays.
- Custody/Access arrangements have changed.
- Your address/telephone number has changed.

Website:

Please refer to our Website for further information on any area of our service.

www.stewartccs.tas.edu.au

FAMILY RESPONSIBILITIES UPON ENROLLING CHILD

- ❖ **CONTACT CENTRELINK RE CHILD CARE SUBSIDY**
- ❖ **FILL IN AND RETURN ENROLMENT FORMS.**
- ❖ **BRING IN CHILD HEALTH RECORD BOOK TO HAVE IMMUNISATION RECORDS PHOTOCOPIED.**
- ❖ **CHECK YOUR FILE IN RECEPTION EACH WEEK AND YOUR ACCOUNT WILL BE EMAILED FORTNIGHTLY.**
- ❖ **ENSURE THAT YOUR ACCOUNT IS KEPT UP TO DATE. CARE WILL BE STOPPED IF ANY ACCOUNT IS TWO WEEKS IN ARREARS.**

You can contact the Board by writing to:

The President
Stewart Child Care Services INC
PO BOX 82
LAUNCESTON 7250

Or

Telephone: (03) 6344 9490
Fax: (03) 6343 6893
Email: sccs@stewartccs.tas.edu.au

Website: www.stewartccs.tas.edu.au

If your child has an ongoing MEDICAL CONDITION, please read our policy:

Medical Conditions Policy

Stewart Child Care Services believes all children need to be safe while attending our service. For children who have medical conditions including asthma, diabetes or diagnosed anaphylaxis, the service needs to have procedures in place to ensure educators; staff and volunteers know what to do in the case of an emergency.

Procedure:

- Upon enrolment families need to provide the service with a medical action plan and procedure in relation to any medical requirements that is provided from the child's doctor.
- The medical action plan needs to be followed in the event of an incident relating to the child's specific health care need, allergy or relevant medical condition.
- The staff team will identify and manage risks within the environment then formulate a risk minimisation plan and communication plan for each medical condition.
- All staff, nominated supervisor, volunteers and students need to know their role in managing these medical conditions.
- Parents/Guardians and educators need to discuss and work out the risk minimisation plan while the child is in care ensuring families are notified of possible contaminants at the service. (Where applicable)
- The child's individual minimisation plan, communication plan and action plan with photo are to be clearly displayed in the room so all relevant people are aware.
- A detailed communications plan needs to be established so relevant staff members and volunteers are informed about the medical conditions including the medical action plan and risk minimisation plan for the child. Which all need to be read and signed by the family once created.
- Opportunity for the child's family to communicate any changes to the medical action plan and risk minimisation plan will be documented and displayed where relevant.
- Depending on the medical condition relevant Centre policies and procedures will be followed.
- All medication administered by educators will be followed and documented as stated in our medication policy and procedure.
- If a child has a identified medical condition requiring medication, this medication will always be at the service when the child is in attendance.
- A copy of the medical conditions policy is provided to all families on enrolment and followed up if the child has specific health care needs, an allergy or other medical condition.

Exclusion Policy

(See relevant procedure in *Staying Healthy in Child Care Resource*)

Exclusion of ill children and educators reduces the spread of infectious diseases.

At Stewart Child Care Services we ensure children and educators who are unwell or showing signs and symptoms of illness are excluded from the service until they are feeling

better. Excluding ill children and educators is an effective way to limit the spread of infection in our service.

The need for exclusion and the length of time a person is excluded depends on:

- How easy the infection can spread.
- How long the person is likely to be infectious.
- How severe the disease can be.

Exclusion Procedure

To determine when a person should be excluded:

- Identify whether the symptoms or a diagnosed illness have an exclusion period
- Refer to relevant Staying Healthy in Child Care publication for recommended exclusion periods
- Advise family, educators when they may return to the service
- If there is a diagnosed illness within a room; families will be notified by a sign on their child's room door and information regarding the illness next to the sign in/out book. Educators will also inform families verbally.
- A record of the illness will be made on the infectious disease form.

The recommended exclusion times from Staying Healthy in Child Care are based on how long a person with a specific disease is likely to be infectious. These are minimum exclusion periods- People may need to stay away longer until they are well enough to return to our service.

Sometimes people who have been in contact with the infected person may be excluded as well. This depends on the disease and a public health unit will usually be involved to ensure exclusion is appropriate.

All staff who are involved in food handling and have vomiting or diarrhoea, should not return to work until they have been symptom free for 48 hours.

On all serious outbreaks of a contagious disease the Health Department will contact the centre for information of contacts and will notify the procedures to be followed.

Complaint Policy

We believe families have a right to comment or appeal against any aspect of Stewart Child Care Service's delivery. As an organisation we are committed to responding to complaints in a positive and optimistic manner.

Our service delivery is based on principles of equity, accessibility, affordability and quality and we encourage consumer feedback on these ideals. Complaints will be dealt with promptly.

Our complaint mechanism focuses on children and families with a view to resolving the complaint to their satisfaction. This policy ensures that complaints are handled in a fair, equitable and unbiased manner and focuses on the problem rather than the person. Complaints will be treated confidentially. No person should be discriminated against or suffer retribution because of a complaint.

The complainant should be kept informed of progress regarding the resolution of the complaint. Information regarding the way a complaint has been handled should be available to the complainant.

The rights of staff will be protected. All Staff have the right to be represented.

Procedure:

- All complaints should be referred to the CEO/ Assistant CEO.
- It is necessary to get clear information re the complaint, take notes and check with complainant as to accuracy.
- The complaint should then be investigated by the CEO/Assistant to ensure they are not trivial or frivolous by nature, maintaining confidentiality at all times.
- All decisions or actions taken should be put in writing and a copy given to the complainant and the person against whom the complaint is made.
- If the decision or action is not acceptable to the complainant, they have the right to take the matter to the Management Committee.
- All records regarding the complaint should be securely filed.
- All records shall be destroyed if the claim is determined to be trivial, frivolous or unsubstantiated.

Fee Policy

General Principles:

- ✓ To maintain an equitable fee structure for all clients.
- ✓ To ensure the Centre remains viable.

Procedures:

- Families may apply for Child Care Subsidy through Centrelink (Human Services).
- Fees will be charged for all regular days booked, whether or not they are used in full or regardless of notification of absence either for Holiday or illness.
- Fees will not be charged for times when Centre is closed, e.g. Public Holidays, Christmas break.
- Families can request casual days on top of their regular booking but will be charged for these extra days even if the extra booking is cancelled.
- A surcharge of \$5.00 applies to each child not collected from the Centre 5 minutes after closing. A further \$5.00 will be charged every 5 minutes unless notification received.
- Fees are payable at commencement of agreed period. Non-payment of fees will result in exclusion of child from Centre.
- Fees which are 2 weeks overdue will receive a reminder stamp & if these accounts are not paid, they are sent to the client. If payment is not received the CEO will contact the family.
- Bookings will not be accepted if fees remain unpaid from previous year.
- Families are required to give at least 1 weeks' notice upon withdrawal from the Centre.
- Fees to be reviewed twice a year & adjusted where necessary, or at other times during the year if the financial viability of the Centre requires it.
- Families will be given a fortnight's notice of impending fee increases.

Items to save and look out for!

- ✓ Cabinet makers- Sawdust, wood shaving, cut offs, wood turnings, scrap wood
- ✓ Department stores- Boxes, wrapping, tissue, ribbons, cardboard
- ✓ Florists- Dried flowers, ribbon, leaves, seed pods
- ✓ Interior designers- material off cuts, sample books
- ✓ Hardware- wallpaper sample books, tile samples, screws, nuts, plastic offcuts
- ✓ Plumbers- wire, tiles, pipes
- ✓ Please keep your eyes peeled!
- ✓ We will find a use for just about anything!



Local community resources & support services

- <http://www.humanservices.gov.au/>
- Child care Access Hotline- 1800 670 305, www.mychild.gov.au
- <http://www.beta.health.gov.au/>
- <http://www.immunise.health.gov.au/>
- Migrant Resource Centre 67242820, <http://www.mrctas.org.au/>
- Bapcare Gateway on 1800 171 233, <http://www.bapcare.org.au/>
- DHHS-1300135513, <http://www.dhhs.tas.gov.au/>
- St. Giles, Family support services- 63457333, www.stgiles.org.au

- Speech Pathology 63437388 (Referrals to St. Giles speech assessment clinic)
- Catholic Care Tasmania-201 York Street, 63320600
- Uniting Care Tasmania, Family Support-34 Paterson Street, Launceston,
63 338000
- Family & Relationships Services- Launceston Family Relationships Centre, 123 York Street, Launceston, 63376550
- Family Planning Tasmania, 269 Wellington Street, Launceston 63434566
- ACECQA, 1300 422 327
- Brave hearts, 1800272831- <http://www.bravehearts.org.au/>
- Kids help line, 1800 551 800
- Life line, 13 11 14
- Breast feeding helpline, 1800 686 268
- Oral health services, Children's dental services, 63365160 (Kings Meadows)
- Northern Dental Centre, 63364100
- DHHS Child health & parental service, Kings Meadows 63365133, Launceston 63362444, Newstead 63311165
- Education & Care Unit: 67772529, fax: 63362171