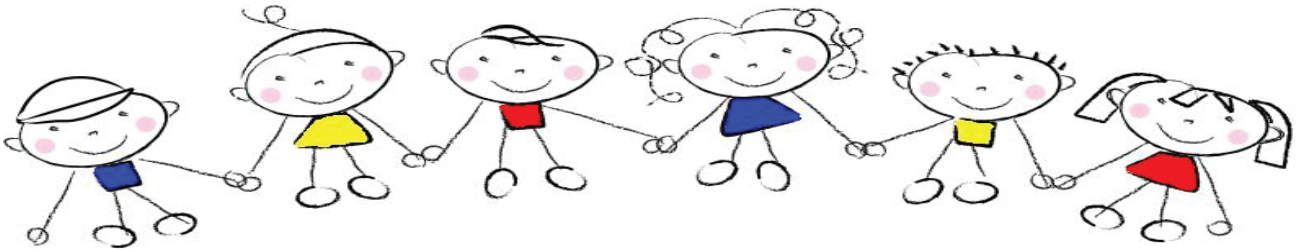

Greenwich Out of School Hours Inc

FAMILY HANDBOOK

Greenwich Public School
Greenwich Road
Greenwich, 2065

Phone: 94361894
greenwichoosh@gmail.com

Contents

Centre Philosophy 4
Service Information 5
Contact Information..... 5
Management Structure 6
Our Team of Educators 6
Our Commitment to child Safety 7
Paramount Consideration....7
Code of Conduct 8
National Quality Framework 8
Regulatory Authority 8
Educational Program 8
My Time, Our Place (MTOP) 8
Documentation of Children's Learning 9
Communication....10
Enrolment Information 10
Enrolment for Support Unit Classes 10
Family Law and Access 11
Authorised Nominees 11
Authorisations 11
Transportation....12
Excursions/Incursions/Regular Outings....12
Photographs, Social Media, Promotion....12
Medical Conditions 12
Fees, Rebates and Attendance....13
Fees 13
Statement of Fess 13
Payment Methods 13
Other Fees 14
Complying Written Agreement (CWA) 14
Absences 15
Permanent and Casual Bookings 15
Priority of Access 16
Service Policies and Procedures 16
Family Conduct Guidelines....16
Arrival and Departure 16
Technology, Television and Devices..... 17
Homework 17

Food/Menu 17
Behaviour Guidance 17
Physical Play 18
Sustainability 18
Sun Safety 18
Parent Participation and Feedback 19
Health and Hygiene 19
When should I not send my child to the service? 19
Infectious Diseases 20
Immunisation 20
Medication 20
Incidents, Injury or Trauma 20
Safety in our Service 21
Emergency and Evacuation Procedures 21
Drop Off and Pick Up Time 21
Workplace Health and Safety 21
Privacy and Confidentiality 22
Parent Acknowledgement 22
Privacy Statement 23

CENTRE PHILOSOPHY

PROCEDURE

The Centre Philosophy is an expression of the purpose, values and beliefs of the service. It states what the service aims to provide for the children and families in the community. It is the foundation on which to build Centre goals, policies and procedures and will direct the focus of everything that happens in the Centre. The Centre Philosophy will be an important part of ongoing learning and reflective practice and will inform the Centre setup of the indoor and outdoor environments and daily routines (My Time, Our Place).
The Centre Philosophy will be reviewed annually as the Centre undergoes review of the Quality Improvement Plan. The development and/or review of the Centre Philosophy requires input from key stakeholders, including staff and Management.

PHILOSOPHY STATEMENT

GOOSH aims to provide a caring, safe and stimulating learning environment for all children attending before and after school care, vacation care or School Development (pupil free) days.

The principles of the GOOSH service are:

- Children's physical, intellectual, emotional and social needs are met in a safe, caring and supportive environment.
- The best interests of the child are the most important concern.
- Care is provided in a way that:
  - protects the child from harm;
  - respects the child's dignity and privacy;
  - promotes the child's wellbeing;
  - provides positive experiences for the child;
  - gives children the freedom to choose and
  - explores children's interests and extends on them wherever possible.
- Programs are meaningful, educational and acknowledge the importance of play and leisure in a child's life.
- Freedom of choice in experiences is balanced with age-appropriate programming and opportunity for child-initiated planning.
- Children, parents, staff and relevant community members are treated with respect and their views in relation to the proper operation of GOOSH are considered and valued.
- Parents are primarily responsible for the upbringing, protection and development of their children. To the extent possible, GOOSH aims to support parents in that role.
- Open discussion with everyone is welcome on all issues relevant to GOOSH's operation.

This philosophy statement links to the Greenwich Public School Vision and School Rules. It provides the foundation for all GOOSH activities, policies and procedures.

Wherever there is uncertainty as to GOOSH's policy or procedure on any issue, GOOSH uses these principles to help resolve the issue. The written policies and procedures of GOOSH have been developed and will be monitored and reviewed with these principles in mind.

About Greenwich Out of School Hours and Vacation Care

Greenwich out of school hours (GOOSH) is located on the grounds of the Infants campus at Greenwich Public School in Greenwich Road.

The Service offers before and after school care as well as vacation care for primary aged school children from Greenwich Public School. The Before and After School care operates during the school term and vacation care is offered for each of the school holiday breaks, most of the summer holiday break as well as pupil free/staff development days. The Centre is open 49-50 weeks of the year and closes for a period of time over the Christmas Holiday.

The centre is currently licensed for 150 children a day for before and after school care and vacation care and is operated by the GOOSH Parent Management Committee.

GOOSH aims to provide a caring, safe and stimulating learning environment for all children attending before and after school care, vacation care or School Development (pupil free) days.

CONTACT DETAILS

Address: Greenwich Out of School Hours

72A Greenwich Road (best entrance via Chisholm Street – directly behind the school)
Greenwich, NSW 2065

Phone: (02) 9436 1894

Email: greenwichoosh@gmail.com

Website: www.greenwichoshc.com.au

Webserver: https://www.becklynweb.com.au/greenwich/

(the webserver is used to enrol your child/children, making bookings – permanent and casual and booking vacation care)

HOURS OF OPERATION

Greenwich Out of School Hours (GOOSH) operates before school and after school during the school term as well as vacation care during the NSW Public School Holidays and Pupil Free Days.

Before & After School Care Hours

Monday to Friday

Morning:	7.00am – 9.00am	Afternoon:	3.00pm – 6.00pm

Monday to Friday - (except for Public Holidays – such as Australia Day, Good Friday, Easter Monday, Queen's Birthday, Labour Day etc)

Vacation Care: 7.00am – 6.00pm

GOOSH is also open to new Kindergarten children from Greenwich Public School in January vacation care the year they are starting school between the hours of 7:00am and 6:00pm.

At the start of first term, new Kindergarten children have an earlier finishing time of 2.30pm, at which time they will remain with their teacher and then guided to the GOOSH line at 3.10pm.

Term Time: As Greenwich Public School is situated on 2 separate campuses, educators will transport the Years 3 – 6 on the Public Bus (Lane Cove – 265) to the Kingslangley Campus. At least 2 educators will travel with the children in the morning to the other campus for child protection purposes.

After school, educators will collect the Years 3-6 children from the Kingslangley campus and transport them back to GOOSH on the school bus – 702. This ratio will operate at 1:10 during transportation.

Vacation Care: During vacation care excursions off premises, the Centre adheres to a 1:8 ratio.

SERVICE MANAGEMENT

Management Committee

The GOOSH association is a not-for-profit incorporated association established to provide before and after school plus vacation care at Greenwich Public School.

Each enrolling parent / guardian automatically becomes a member of the GOOSH association when they are given a place at the Centre and their annual membership fee is paid.

The non-enrolling parent / guardian can apply to become a member of the association.

The Centre is run by the management committee of the GOOSH association. The Management Committee meets at least once each term in the GOOSH building, between weeks 4 to 6. The Committee decides matters of policy, fees, staffing and all subjects relating to the running of the Centre.

Committee Members elected August 2020:
President: Katrina Miles
Vice President:
Secretary: Megan Rose
Treasurer: Sandra Montez
Public Officer: Katrina Miles
Committee members: Michelle Clutterham, Sophie Charles,
If you need to contact any of the committee members, please do not hesitate to ask the Centre Director for contact details.
New parents are always welcome on the Committee. Parents with any problems, suggestions or queries are welcome to present these to the meetings.

SERVICE ADMINISTRATOR

The Centre has employed a Service Administrator, Becklyn, to handle all administrative matters (this includes all accounts) and to liaise between the Committee, staff, and parents. Their contact details are below.

Becklyn Pty Ltd
Phone: 02 9878 2651
www.becklyn.com.au
info@becklyn.com.au

Becklyn also attends the committee meetings to present the previous terms accounts and offer financial advice moving forward.

STAFF TEAM

Our staffing team is made up of a group of educators who are enthusiastic and passionate about children, their safety and wellbeing. They are dedicated to providing a fun, stimulating learning environment for all children who attend GOOSH.

Director: Kirsten Conlon
Educational Leader: Kirsten Conlon
Certified Supervisors: Angus Elliot
Teresa Morabito
Lachlan Hatton
Bellina Fama
Lilli Dodds

Casual Educators:	Willoughby Thomas Ellie Brink Zoe Gelagin Lachlan Roughley Olivia Swiderski Kayli Edwards Imogen Rovers Bella Jones Curtis Hardingham Audrey Thomas Emma Wilson Jade Salimi

By law, the Centre must adhere to a 1:15 ratio so 15 children for every one Educator. Given the number of children at the Centre, GOOSH tries to average an 1:12 ratio during term time.

OUR COMMITMENT TO CHILD SAFETY

Our OSHC Service is committed to ensuring the safety and wellbeing of children and young people is maintained at all times whilst being educated and cared for by educators and staff at Greenwich Out of School Hours Inc. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) (NSWand maintain up to date with knowledge of child protection law and child protection training. All staff, educators, volunteers and students employed or engaged with our Service must complete National Child Safety Training and Certified Supervisors must completed Child Protection Training.

Our staff are recruited through a screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a valid Working with Children Check).

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our nominated supervisor if you have any concerns.

We aim to ensure our OSHC Service is a tobacco, vape, drugs and alcohol-free environment at all times in accordance with legislative requirements. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

Our Service adopts and aligns with legislative requirements for taking images or videos of children. (See Safe Use of Digital Technologies and Online Environments Policy and Photographs/social media/promotion section below).

Our Service is required to display our quality and compliance history from the past two years. This includes our current National Quality Standard (NQS) rating, any compliance actions, and any prosecution information (if applicable). This information is shared to promote transparency and to help families stay informed about the regulatory compliance of our Service.

PARAMOUNT CONSIDERATION

We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take

priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our OSHC Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's (ECA) Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

NATIONAL QUALITY FRAMEWORK

Our OSHC Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law, Education and Care Services National Regulations, the National Quality Standard (NQS) and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework- My Time, Our Place V2.0. [or insert state/territory approved learning framework].

We regularly self-assess our practices against the NQS and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement. Additional information about the NQF can be found at ACECQA/NQF/about.

REGULATORY AUTHORITY

Regulatory authorities administer the NQF in each state and territory, usually as part of that state or territory's education department or agency. The regulatory authority in each state/territory has day-to-day contact with Services and ensure compliance with the NQF.

NEW SOUTH WALES
NSW Early Learning Commission
Phone: 1800 619 113
Locked Bag 5107 PARRAMATTA NSW 2124
NSW Early Learning Commission email: information@earlylearningcommission.nsw.gov.au

EDUCATIONAL PROGRAM

We provide a range of both structured and non-structured play-based learning experiences that are designed to be are stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our Service. Children and young people's learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure and learning.

The development of our program guided by the My Time, Our Place (MTOP) V2.0 Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders. Our program format varies for before and after school care and during vacation periods.
'The Framework provides broad directions for school age care educators to ensure children and young people are supported, celebrated and connected to their community, taking account of their wellbeing, learning and development.' (MTOP, 2022, p. 7)

MY TIME, OUR PLACE (MTOP)

Fundamental to the learning framework is a view of children and young people's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within

families, who are children's first and most influential educators. As children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world. A vision for children and young people's play and leisure is provided in the MTOP Framework:
"All children and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All children and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives." (MTOP, 2022, p. 6).

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of belonging. Children and young people belong first to families, neighbourhoods and a global community. Belonging acknowledges children and young people's interdependence with others and the basis of relationships in defining identities. Belonging is central to being and becoming in that it shapes who children and young people are now and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children and young people's lives. It is about knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years children and young people develop their interests, curiosities and explore possibilities. School age care settings give children and young people time and place to collaborate with educators to organise activities and opportunities meaningful to them.

BECOMING

Children's identities, knowledge, understandings, dispositions, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming acknowledges children and young people's ongoing learning and development. It emphasises the collaboration of educators, children and young people and families to support and enhance children and young people's connections and capabilities, and for children and young people to activity participate as citizens.
(MTOP, 2022. V.2.0. p. 7)

DOCUMENTATION OF CHILDREN'S LEARNING

Children and young people's learning may be documented as a part of our continual planning cycle. Documentation may be collected in a variety of ways to assist with ongoing reflection, evaluation and assessment of their wellbeing, strengths, interests, behaviours and relationships. Documentation may include:

- child's profile
- child details form
- observations
- work samples
- checklists.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential educators.
The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not to be used as a means of comparison between peers or stereotypes. [You will be given your child's documentation/portfolio when they finish at the service].
Please refer to the '*Photographs/Social Media/Promotions*' section of this Handbook regarding the use of digital devices and taking and storing images of children within our Service.

COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of the time spent at our OSHC Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's experiences and enjoyment at the OSHC Service. You are encouraged to talk to our nominated supervisor to arrange to meet at a mutually convenient time.

ENROLMENT

Prior to your child commencing at our Service, you'll be required to complete an enrolment form, provide documentation and pay an administration fee.

The Centre uses an electronic enrolment, re-enrolment and booking system accessed via our website. Parents are given a parent login/password for this purpose. Your login details and password should be kept confidential and not provided to other parties (including those who may pick up your child from time to time).

Existing families, including any siblings starting Greenwich Public school the following year, will be given priority re-enrolment for a fixed time in the beginning of Term 4 each year. After this period, enrolment will be open to new families (i.e. kindergarten and new families commencing at the school the following year).

Enrolments can only be approved when everything has been completed:

- Online enrolment form
- An Authorised Nominee has been added (an authorised nominee cannot be the parent/guardian of the child being enrolled)
- Immunisation schedule is provided - An ACIR (Australian Childhood Immunisation Register) Immunisation History Statement which shows that your child is up to date with their scheduled immunisations
- Medical action plans are provided (i.e. ASCIA plans)
- Medical Risk Minimisation Plans and Medical Communication Pans are completed
- Court orders relating to custody of children are provided
- Annual membership fee is paid

Once enrolment is approved, bookings can be made for before and after school sessions and vacation care. All bookings are subject to availability of places.

ENROLMENT INFORMATION FOR CHILDREN WITH ADDITIONAL NEEDS OR ATTENDING SUPPORT UNIT

GOOSH is an environment where children from all year groups at GPS come together in a single group. For children who attend the Kingslangley campus, supervised bus travel is part of each session. During inclement weather, the children may be cared for in the GOOSH building if it is not safe to play outside. This can be crowded and noisy.

GOOSH aims to support the school community as much as possible, but the service is not able to replicate the adjustments made in the classroom for children in the support unit and/or with additional needs. This includes the child to staff ratios, staff qualifications and small sensory rooms.

We have successfully welcomed a number of support unit children to GOOSH. However, it should be noted that not all support unit children or children with additional needs have settled at GOOSH and some have taken long periods (six months) to settle. Working in partnership and regularly communicating with families and the classroom teachers is key to success.

For children entering the support unit or who have additional needs, the process for GOOSH enrolment involves;

- A visit to the centre during an afternoon session so you and your child can observe the environment
- A separate discussion with a GOOSH senior staff member to talk about your child's needs and questions you may have had.
- Depending on the outcome of this discussion new enrolments may proceed to a trial, but it may also be decided GOOSH is not appropriate.
- Further consultation with the classroom teacher, or with previous schools/childcare the has attended.

As for all children, if an incident occurs at GOOSH it may be necessary for bookings to be temporarily suspended while the staff, school and parent management committee can review the incident and consider what changes may need to be made.

All enrolments at GOOSH are subject to the Centrelink prioritisation. Contrary to common confusion, there is no priority for support unit children. GOOSH can apply for inclusion support funding through KU, which is funding to allow for an extra staff member, however it is not allocated to one child alone, and does not allow for one-on-one support.

FAMILY LAW AND ACCESS

We request that management is kept up to date with any parenting court orders or parenting agreements under Family Law if applicable. Our OSHC Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the court order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a court order we cannot stop a parent collecting a child.
The approved provider will ensure that any documents of the child that is required to be disclosed that contains personal information of people, must first obtain written consent prior to disclosing. These people may withdraw their consent in writing prior to personal information being disclosed.
All documentation relating to custody and access are held and maintained securely in accordance with our *Record Keeping and Retention Policy.*

AUTHORISED NOMINEES

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide authorisation for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide authorisation for the transportation of your child by an ambulance service
- provide authorisation to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the nominated supervisor (or responsible person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

AUTHORISATIONS

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for the application of sun cream and permission to administer paracetamol in the event of a high fever. Parents must also

provide the name, address and contact details of any person authorised to authorise our Service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our Service.

TRANSPORTATION

As part of our OSHC Service, we provide transportation between our service location and the Kingslangely Campus. The safety of children and young people enrolled in our Service is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments, ensure adequate supervision at all times and ensure all attendance records are checked and maintained when children embark and disembark a vehicle.
Educator to child ratios are strictly adhered to at all times. For regular transportation, including transporting your child to and from school, written authorisation will be required once every 12 months unless circumstances change. Any other forms of transportation will require individual written authorisation. Please see our *Safe Transportation Policy* for further information.

EXCURSIONS/INCURSIONS/REGULAR OUTINGS

As part of our program, we, on occasion will plan excursions within the local community and incursions at the Service. While these activities enhance the program, children's learning experiences and involvement in the community, they are optional. Safety is an essential part of all excursions, and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.
Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid officer is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursion Policy.*

PHOTOGRAPHS, SOCIAL MEDIA, PROMOTION

As part of the enrolment process, we will also ask for your authorisation to take images and video of your child during normal activities and excursions. Images and video may also be used as part of our observation and programming process. Images and video may also be shared with our parent community through social media and/or to promote our Service to the community through marketing and promotional materials.

This authorisation can be withdrawn at any time by providing a written request to the nominated supervisor. Images and videos will be stored securely at the Service and access available to authorised personal only. They will be deleted and destroyed when no longer required, or if retained for compliance purposes, kept for a period of 3 years after the child's last day of attendance.

Our Service adopts and aligns with legislative requirements for taking images or videos of children and ensures that only Service issued approved devices are used to take images or video of children. We have strict protocols for appropriate storage of images and video.

We request families comply with the guidelines of Service policies and not take images or recording videos of children whilst at the education and care Service.

Families are asked to respect that staff are not allowed to share information on any other children, families or staff members and staff are encouraged to not join any family's social media.

MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any medical condition, allergy or asthma on the enrolment form.

Our OSHC Service requires a medical management plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your general practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the nominated supervisor, you will

be asked to develop a risk minimisation plan and communication plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our OSHC Service.

To ensure the safety and wellbeing of your child, please update your child's medical management plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

FEES

The Centre is run as a not-for-profit organisation. Fees are set to ensure affordability, whilst ensuring operating costs are met and sufficient resources are maintained.

Family Membership Fees

$30 Family Membership/Administration Fee per annum
(This fee is charged when first enrolling and when re-enrolling for the following year).

Before and After School Fees for 2025

	Morning Session (per child)	*Afternoon Session (per child)*
Permanent Booking	*$18.40*	*$29.90*
Casual Booking	*$21.86*	*$33.37*

(*Prices are subject to change for 2027*).

VACATION CARE

Vacation Care fees are dependent on the activities each day and are detailed on the program.
Our average cost of vacation care is $95 per day but can be as high as $115 depending on the activity.
When booking vacation care, if you cancel a day booked in the first two weeks of making the booking, there is an administration charge of $30 per child per day cancelled. After the 2 weeks of bookings being open, if you cancel a day of vacation care, you will be pay the full fee of the day being cancelled. Please note, if you are absent for a booked session, you will still be charged as activities are based on numbers booked.

STATEMENT OF FEES

Fees are charged fortnightly in arrears, with a statement emailed to your nominated email account on a Tuesday and payment processed two days later on a Thursday.

Vacation Care

All families using Vacation Care are required to pay their Vacation Care fees via Direct Debit – the same way fees for the term are charged. The Direct Debit gets charged after each Vacation Care period - in line with fortnightly payments.

You should receive an email within a week of your payment to notify you that your payment has been received and processed. If you do not receive the notification, please contact Becklyn.
Statements are emailed fortnightly by Becklyn. Any applicable Child Care Subsidy will be applied to your account.
Failure to pay fees after four (4) weeks may result in suspension of OOSH use, and casual bookings will not be accepted if your account is overdue.

PAYMENT METHODS

Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted fortnightly. Fees must be paid via Electronic Funds Transfer (EFT).

OTHER FEES

Late Collection Fee

The Centre closes at 6:00pm. Please ensure your child is picked up at or before 6:00pm. If children remain after 6:00pm, we are not covered by insurance, and staff shifts are extended.
A late collection fee of **$25.00** for the first 5 minutes and then **$1 per minute** thereafter applies and will be charged to your account. Staff would appreciate a phone call if you are running late so we can inform your child that everything is alright. Consistent late collections may result in cancellation of your child's enrolment.

Non-Notification Fee

The Centre has incorporated a Non-Notification Fee into its policies. It's important that the Centre is notified by phone call, email, a message on the answering machine or online that a child is going to be absent from OOSH. If the Centre is not notified that a child will be absent from a Before or After-School Care or Vacation Care session, a **$15 Non-Notification Fee** will be charged.

Non-Sign Out Fee

The Centre requires each child to be signed in and out by a parent/guardian or Authorised Nominee. If you repeatedly do not sign your child in or out, then a fee will be charged to your account. This fee is **$15 each time**. If you are unaware of your sign in and out details, then please ensure you discuss this with a staff member.

CHILD CARE SUBSIDY (CCS)

We remind families that there are some compliance areas that the Service has no influence over such as Child Care Subsidy, and timing of payments to the Service and your account. When families enrol their child into our OSHC Service, it is the family's responsibility to provide us with the required information to receive Child Care Subsidy. This includes the correct Customer Reference Number (CRN) and date of birth of the child and parent/guardian who is claiming CCS payments for the child, so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Child Care Subsidy offers assistance to families to help with the cost of childcare aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care Service and whether the child attends school.

Families who wish to receive Child Care Subsidy as reduced fees must apply through the MyGov website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

Families are required to advise Centrelink of any changes to circumstances within 14 days to avoid a debt. Changes to circumstances may impact CCS payments. Should you wish to raise concerns regarding the management of Child Care Subsidy, please speak to the nominated supervisor as soon as possible.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via the Online contact form. Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: Reporting fraud via a tip-off.

COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and

details of the fees to be charged. Before Child Care Subsidy can be paid, you must confirm the enrolment information via the MyGov website.

ABSENCES

Parent/guardians must notify the Service by 2.30pm if a child is absent from an After-School care session. This is so that staff aren't searching the premises for a child that has been collected or was not at school. Please note that a $15/child fee applies for failure to notify us of your child/ren's absence.

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through your Becklyn account.

Child Care Subsidy will be paid for any absence from an approved early childhood Service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the nominated supervisor about additional absences.
You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your Centrelink online account. You can also do this using the Express plus Families mobile app.

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy. If the Service is required to close due to periods of local emergency such as bushfire or flood or a pandemic, gap fees will be charged.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the Service. There are some circumstances where CCS may be paid in these situations, please speak with the nominated supervisor for further information.

BOOKINGS

Bookings should be added, amended, and cancelled via the website.

A ***permanent booking*** can be made if a child attends the Centre on a regular basis. Permanent bookings are charged whether your child attends the session or not - this is to hold your place. No fee will be charged for permanent bookings that fall on a public holiday or School Development Day.

Subject to a place being available, permanent bookings may be transferred from one day to another in the same week, if a spot is available (Monday to Friday). Transfers will only be accepted between similar sessions, ie you cannot change a morning session to an afternoon session. (Please discuss all transfers with the Centre Directors).

Any changes to permanent bookings must be made by 9am on the Friday of the week prior to the date of care.

Cancellation of a permanent booking needs to be completed through the webserver. One week's notice of the cancellation is required; therefore, the cancellation must be processed one week before the date it is to take effect from.

A ***casual booking*** can be made if occasional care is needed. Bookings must be made by 12 noon on the day prior to care being required. If urgent care is required, contact the Centre by phone. Acceptance of casual bookings will be dependent on availability of places within the license requirements and the staff to child ratio.

Casual bookings may be cancelled if prior notice is given - before 8.00am for a morning session or 3.00pm for an afternoon session. If the appropriate notice is not given, payment for that session is still required.

Casual bookings will not be accepted if fees are outstanding.

PRIORITY OF ACCESS

Our OSHC Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

SERVICE POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures in our office or near the sign in/out touchscreen. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the NQF and Family Assistance Law.

Educators cannot make exceptions for individuals unless the nominated supervisor or management do so on account of serious and/or extraordinary circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

FAMILY CONDUCT GUIDELINES

The *Family Conduct Guidelines* work in conjunction with our Service's *Enrolment Policy*, *Dealing with Complaints Policy, Privacy and Confidentiality Policy,* and the ECA Code of Ethics. The *Family Conduct Guidelines* are in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren. If parents or family members are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be at risk of being terminated.

Families and educators are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and learning while adopting qualities such as honesty, inclusivity and confidentiality. We encourage families to arrange a time away from the learning environment for in-depth discussions, where the educator can give families their full attention and make decisions that have been given careful consideration. All stakeholders are expected to show respect toward educators, children, and families, model appropriate behaviour in all interactions, and understand that any threatening conduct may result in Police involvement.

To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details or photos on social media. If you have a complaint or grievance, contact your child's educator to arrange a suitable time to discuss the issue or complete a '*Complaints/Grievance Form'*, forms can be returned to the Service in person or via email. Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the regulatory authority will be informed as required.

ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using our touchscreens by an authorised person. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the Service.
No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the nominated supervisor and advice has been given in writing. Photo identification will be required for any person collecting children not known to educators. No child is permitted to travel home or to another activity on their own.

TECHNOLOGY, TELEVISION AND DEVICES

Our OSHC Service encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people are able to access a range of technologies at the Service to facilitate areas of interest (such as, song requests). This will always be carried out under staff supervision. Permission for children to use computers and other technology is requested during enrolment.

On occasion we may program a movie during quiet/rest time or wet weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones or electronic devices are not permitted to be used in our Service as we provide a balance of activities for students where an electronic device is not required. Some children and young people with a disability or health condition, may rely on the use of an electronic device for support needs will be exempt from this restriction. Exemptions must be made to management or the approved provider and clearly documented in the child's enrolment record. See *Safe Use of Digital Technologies and Online Environments Policy.*

HOMEWORK

We understand that many children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children and young people by providing them with the space, and resources to complete their homework.
If you would like your child to be encouraged to complete their homework, please notify the responsible person. Please note that educators will not force your child to do homework while in care.

FOOD/MENU

Our OSHC Service provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We provide breakfast and afternoon tea.

A weekly menu will be on display on the Community notice board. Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

BEHAVIOUR GUIDANCE

While children attend GOOSH there is an expectation of behaviour - no bad language, dangerous, abusive or disruptive behaviour will be tolerated at GOOSH.

Where a child exhibits challenging behaviour, then parents will be notified, and a discussion will take place about how to improve behaviour.

Please be aware that significant incidents, including poor behaviour, may result in immediate suspension from GOOSH to allow GOOSH staff, the management committee and (potentially) school staff time to discuss next steps. This could take several weeks based on the volunteer status of the committee. Fees for your session will still be payable during the suspension period to ensure your child's booking is kept for when they return to care.

If one of the Directors has emailed or spoken to you about your child's behaviour, should another incident occur, there is a risk that they will be unable to attend the service temporarily. Serious or repeated poor behaviour may result in permanent removal from GOOSH, and a place given to a waitlisted child.

The Greenwich Public School Principal and President of the Management Committee will be advised if a warning is given.

Parents / Guardians should display respect for all people while at the service and should never use aggressive or threatening language or behaviour to intimidate or humiliate staff, children or other visitors.

PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children and young people to use their energy, enhance their concentration, co-ordination, motivation, learning and wellbeing. We feel that physical play is a vital part of everyday life and is especially important in an Out of School Hours Care (OSHC) setting given the amount of time children have been non-active in the classroom throughout the day.

Our OSHC Service provides children with a wide range of both indoor and outdoor physically active play-based learning experiences.
Physical play provides children with the opportunity to:

- use their imagination
- roster self-esteem and confidence
- develop strong bones and muscles
- build resilience
- promote peer groups/friendships
- become more independent
- improve strength and balance
- test abilities and experience adventure
- challenge their fears
- develop flexibility and coordination
- improve spatial awareness
- develop and improve mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development.

SUSTAINABILITY

Our OSHC Service is passionate about sustainability. We believe in supporting children and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.

In order to empower our sustainability program, we emphasise children and young people's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide children and young people with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

SUN SAFETY

We work with the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times. Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (SPF50+ broad-spectrum water resistant) which is reapplied according to the manufacturer's recommendations. We have a Sun Smart station where children can apply sunscreen upon arrival to After School Care and before playing outside during Vacation Care.

A sun protective hat must be worn every day when playing outside for protection against the sun (this can be their school hat). Please make sure to include it in your child's bag every day regardless of the weather

conditions. Please note that educators will enforce the 'no hat, no outdoor play' rule and children will be instructed to play under shelter or indoors.

PARENT PARTICIPATION AND FEEDBACK

Our OSHC Service has an *Open-Door Policy* and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback.

You can be involved in our Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families, and we ask that you inform us as to your preferred way of communication. We seek input from families on all aspects of the Service.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in each room and the office. You are welcome to take a copy home and review at your leisure.

HEALTH AND HYGIENE

Our OSHC Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our Service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand-washing techniques to children and regularly clean and disinfect high touch objects throughout the Service to reduce the spread of infection.

WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Please monitor your child's health and do not bring your child to the OSHC Service if they are suffering from an infectious disease/illness or are generally unwell.

Our Service cares for children and young people before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying healthy: Preventing infectious diseases in early childhood education and care services, 6th Edition.* Our policies and procedures for *Dealing with Infectious Diseases* is available for all families to view.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator, which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is notified.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has had diarrhoea and/or vomiting, they will be excluded until there has not been any diarrhoea or vomiting for at least 24 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

INFECTIOUS DISEASES

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care Service. Please inform staff if your child has any of the following infectious diseases so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Exclusion for common or concerning conditions (Australian Government, National Health and Medical Research Council, Staying Healthy 6th Edition 2024)

IMMUNISATION

When enrolling your child at our OSHC Service you will be asked to provide an Immunisation History Statement as recorded on the Australian Immunisation Register (AIR) to prove that your child is up to date with their scheduled immunisations. This statement is available through your online Medicare account through MyGov.

For eligibility for CCS and other family payments, immunisation must be in accordance with the National Immunisation Program (NIP) Schedule.

If your child is not fully immunised and an outbreak of a vaccine preventable disease occurs at the Service, your child will be considered as not being immunised and will not be able to attend the Service.

MEDICATION

If your child requires medication whilst at our OSHC Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given to directly to an educator for appropriate safe storage. Under no circumstances should medication be left in children's bags.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

If the child is also required to take the medication during school hours, an educator will take/collect the medication to/from the school office. Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Children may self-administer medication provided written authorisation is provided on the child's enrolment form. Medication must be provided to educators at the start of the session. An *Administration of Medication Record* must be completed at the start of the session and at the end of the session to acknowledge the dose and time medication was administered.

INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the OSHC Service.

Parents or authorised nominees will be notified of all occurrences or alleged occurrences of incidents, injuries, trauma or illnesses, and asked to acknowledge and sign an *Incident, Injury, Trauma and Illness Record* within 24 hours. In the event of a minor injury, first aid will be provided as required. If your child injures their head, even if it is a small bump, you will be contacted by phone to advise of the injury. Our

educators will continue to monitor your child closely and advise if you should come and collect them, if emergency medical treatment is required following a head injury, educators will contact emergency services.

If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor/responsible person will contact an ambulance immediately. We will then attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. Please note that the cost of Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record within 24 hours. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our approved provider and the regulatory authority to follow up the incident and actions taken by our Service.

SAFETY IN OUR SERVICE

EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation rehearsals. These may occur at any given time throughout the Before/After/Vacation School Care session.

Emergency and evacuation rehearsals are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation rehearsals every three months.

Parent/guardian authorisation will be obtained for emergency evacuation rehearsals which require children to leave the Service premises to our secondary evacuation point.

An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated. Educators will follow the instructions of emergency services and the regulatory in times of emergencies.

DROP OFF AND PICK UP TIME

We ask that parents be extremely mindful of danger when arriving and departing from our OSHC Service and closely supervise your child/ren. Children and young people will be effectively supervised at all times while attending the OSHC Service.

- Please always hold young children's hands near the road side
- Be alert of reversing drivers as it is very difficult to see small children
- Use the kerbside, rear passenger door
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

WORKPLACE HEALTH AND SAFETY

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding workplace health and safety.

Each morning and afternoon, our educators conduct safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the nominated supervisor immediately.

PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, young people, individuals and families and have policies in place to ensure strict confidentiality is maintained.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service. (See Privacy and Confidentiality Policy).

All families are not to use or share images obtained from the Service. Families are not to share photographs taken during special events for publishing on any social media or for sharing in any format.

Families are asked to respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to. Additionally, families are not to connect with staff on social media platforms.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our OSHC Service is required to keep and maintain detailed records about children, young people, parents and staff in accordance with relative legislation contained in the NQF and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping are available in our *Record Keeping and Retention Policy.*

PARENT ACKNOWLEDGEMENT

I/we have read this handbook carefully and agree to comply with the requirements set out in this handbook and in the Greenwich Out of School Hours Inc policies.

I/We understand the commitment that you are undertaking providing education and care for our child, and our responsibilities to the Service.

I/we have completed the enrolment form and provided the required documentation for our child.

I/we agree to notify Greenwich Out of School Hours Inc of any changes that may affect the education and care of our child (changes to court order, parenting orders, authorised nominees, Medical Management Plans, medication etc).

ACKNOWLEDGEMENT OF FAMILY HANDBOOK I have read and understood the information in this handbook and agree to the terms and conditions provided in relation to my child/ren's enrolment.			
Child's name			
Parent/Guardian 1 name		Date	
Parent/Guardian 1 signature			

Parent/Guardian 2 name		Date	
Parent/Guardian 2 signature			

Nominated supervisor name		Date	
Nominated supervisor signature			

PRIVACY STATEMENT

Our OSHC Service will not use personal information for any purpose that is not reasonably required for the appropriate or effective operation of the Service. The privacy of all information provided is paramount which we as a Service will protect at all times.

Personal information gathered by the Service may be accessed by and exchanged with staff educating and caring for a child by administrative staff or for legal requirements. Personal information collected may include, medical information, income and financial details, contact information, children's developmental records, legal information, employment/martial information, qualifications, staff entitlements, and information required under NQF legislation.

We may disclose personal information where we are permitted or obligated to do by Australian law. This may include

- Government employees
- Authorised officers during assessment and rating
- Software companies that provide computer based educational programs which use children's personal information
- Lawyers in relation to a legal claim
- Debt collection agency where fees are outstanding
- Officers carrying out an external dispute resolution process
- Protecting individuals from serious misconduct or to prevent a serious threat to a life, health or safety.

Personal information is stored in a safe and secure manner, using locked filing cabinets or password protected database and computer. Information is backed up electronically and stored securely. Hard copy information is stored securely at the Service and archived in accordance with regulatory requirements when no longer needed.

Our OSHC Service will gather written authorisation prior to disclosing personal information. This may include, displaying medical plans or early intervention services. We are committed to safeguarding and protecting the privacy of personal information and adhere to the Australian Privacy Principles. By providing our service with personal information, you consent to the collection, storage and use of personal information in the ways described in our policy and collection statement.