

St Clair
OOSH



PARENT
HANDBOOK

Effective: January 2023

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CENTRE PHILOSOPHY

RELATIONSHIPS between St Clair OOSH, the children in our care and their families are at the very core of why we exist

Respect

St Clair OOSH management and educators respect the variety of family structures that we serve in the St Clair community. *We acknowledge the Traditional Owners of the country, the Darug people of the Eora nation, and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.*

Environment

Children thrive in an environment that stimulates learning and growth. St Clair OOSH aims to provide a warm, welcoming, age appropriate, flexible, natural environment that encourages learning through play.

Love

St Clair OOSH believes God is love, that Jesus is the example of His great love and He has called us to love one another. Management of St Clair OOSH is committed to creating a team that have a genuine desire to show God's love through their care for children and families of the service.

Advancement

The St Clair OOSH team is committed to the continuous improvement of the service to our community in every area. We believe critical reflection is an effective means of personal and professional development. Educators are encouraged to regularly journal to determine more efficient ways to analyse their decisions.

Technology

St Clair OOSH Educators will explore many different types of technology which encourages children to think, explore ideas, to use their imagination and problem solve for themselves while acknowledging that children must be kept safe from the worst of the information freely available on the internet.

Inclusion

Guided by the example of Jesus' love, St Clair OOSH Educators strive to make every child feel included and accepted as they learn and play. Everyone has the right to feel equally welcomed and respected.

Opportunities

St Clair OOSH aims to provide opportunities for every child. All children need to experience an optimistic outlook and a sense of fun - we want to encourage children to expect success.

Nurturing

When children feel safe, secure and respected they realise that they are valued members of the St Clair OOSH family. We aim to promote qualities of fairness, humour, sympathy and trust.

Sustainability

At St Clair OOSH Educators are committed to reducing, reusing, recycling in as many ways as possible to be role models for our children, families and the community.

Holistic

St Clair OOSH understands to grow into a strong, independent person a child needs a holistic approach to their physical, personal, social, emotional and spiritual well-being.

Involvement

St Clair OOSH seeks out opportunities to involve families in the service to gain a greater understanding of the children in our care. We believe that family culture and tradition enrich our themes, menus, programs and routines.

Pedagogy

St Clair OOSH believes strongly in the importance of learning through play and scaffolding activities to cultivate children's development. Our service understands that by utilising theoretical approaches along with My Time, Our Place and the Learning Outcomes children will gain a more valuable learning experience.

Safety

St Clair OOSH's commitment to prioritising the safety, health and wellbeing of each child in all decisions is paramount.

HOURS OF OPERATION

During school terms, the centre is open for Before School Care from 6:00am to 9:00am and After School Care from 3:00pm to 6:30pm. During school holidays we operate Vacation Care between 6:00am and 6:30pm.

BEFORE & AFTER SCHOOL CARE ENROLMENT PROCESS

The current Enrolment Form, Parent Handbook, Code of Conduct and other relevant information will be provided when first enrolling at the service. Completion of the enrolment form and provision of ALL supporting documentation is required prior to the booking being confirmed.

BOOKING IN

Upon enrolment copies of the following documentation will be required:

1. Child's birth certificate & current Immunisation History Statement
3. Medical Action Plans (eg Asthma, Anaphylaxis, Diabetes, Epilepsy, etc.)
4. Also, if applicable current letter of diagnosis of any medical or behavioural conditions
5. Any relevant Court Orders or Parenting Plans

Booking Types

1. **Permanent** - Regular morning and afternoon sessions that are the same each week and remain the same for the duration of care, or until a new booking request is completed to amend the booking details.
2. **Rotating Roster** - Designed to cater to workers with a rotating roster, where a copy of their roster will be provided on a fortnightly or monthly basis to determine the care requirements for that roster period.
3. **Casual** - Requires individual dates that the care is needed to be advised in writing at least 24 hours prior to the session. Cancellations will require a minimum 24 hours notice or the session will be treated as an absence and charged accordingly. It cannot be used for regular or recurring care sessions, and each session of care must be individually advised to the service.

BOND

To secure a booking, a bond is payable per child prior to starting care. Childcare Subsidy does not apply to the bond.

The bond is calculated as follows:

- Permanent: 2 weeks full fees
- Casual or Rotating Roster: \$100

The bond is refundable following withdrawal from the service. If a family withdraws from care without finalising their account in full, the bond is forfeited.

WAITING LIST

Sometimes, there may be a waiting list and to reflect the Australian Government's intention to help families who are most in need and support the safety and wellbeing of children at risk in accordance with the *Framework for Protecting Australia's Children 2009 -2020*.

Camden Baptist OOSH will prioritise 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.

RE-ENROLMENT

To re-enrol for the following year, an enrolment form is released at the beginning of term 4 and prompt return is required to secure your place as bookings are limited.

CHANGES TO BOOKINGS

To change a permanent booking, completion of a new booking form is required, at least one week prior to the change. Verbal notification will not be accepted.

CHANGES TO CIRCUMSTANCES

After initial enrolment please notify the centre as soon as possible if there are any changes to addresses, telephone numbers, work details or family circumstances. This also includes nominees listed on the account and their contact details.

CANCELLATION OF ENROLMENT

To withdraw a child from the Centre, completion of a 'Withdrawal Form' with at least one week's notice is essential. If notification is not given, one week's fees will be charged, at full fee rate in accordance with government guidelines.

VACATION CARE ENROLMENT PROCESS

ENROLMENT AND BOOKINGS

Vacation Care program flyers are distributed four weeks before the school holidays, with bookings open for three weeks and closing one week prior to the holidays. Bookings can be made by completing the booking form and will be processed in the order they are received.

BOND AND FEES

- As Vacation Care activities differ each day, fees will be advised on each program.
- A Bond of \$100 per child is payable upon enrolment for families that only use Vacation Care.

The bond is refundable following withdrawal from the service. If a family withdraws from care without finalising their account in full, the bond is forfeited.

EXCURSIONS

As part of St Clair OOSH’s commitment to providing children with a broad range of learning experiences, the service considers excursions to be an integral part of developing a holistic program. Each Vacation Care period there will be multiple excursions on the program. Parents will be required to fill in relevant permissions and will be given all details prior to the excursion. Excursion plans including risk assessments will be available to parents if requested. For more information regarding excursion procedures please see the related policies and procedures available online.

BOOKING TERMS AND CONDITIONS

- Bookings must be made within the defined booking period.
- A quote is calculated on out of pocket expenses (after estimating CCS) which is payable upon receipt of booking confirmation.
- Cancellation after a booking is confirmed will incur full fees.
- All excursion permissions will need to be completed at the time of booking.

FEES AND BENEFITS

FEE SCHEDULE – EFFECTIVE JANUARY 2023

PERMANENT FULL TIME		
<p>\$290 per week Before and After school care only, 10 sessions per week Applied as follows: \$26.00 (AM) and \$32.00 (PM)</p>		
BOOKING TYPE	BEFORE SCHOOL CARE includes all activities and breakfast	AFTER SCHOOL CARE includes all activities and afternoon tea
PERMANENT	\$29.00	\$37.00
CASUAL	\$31.00	\$39.00
PUPIL FREE / STAFF DEVELOPMENT		
<p>\$95.00 per day includes breakfast, lunch, afternoon tea and snacks</p>		
<p>Note: all fees quoted are full fees before Childcare Subsidy (CCS)</p>		

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy is the regular payment that assists most families with the cost of childcare. The Subsidy is paid directly to the centre to reduce the fees a family pays for the care of their child.

The three main factors that determine a family's level of Child Care Subsidy are:

- Family income – the combined adjusted taxable income of parents/guardians
- Activity test – the participation activity level of parents/guardians
- Hourly rate caps – that apply to the type of childcare service and age of the child

It is the parent's responsibility to liaise with Centrelink regarding eligibility to receive this subsidy. The Centre is notified of the families' entitlements through our childcare software and fees are charged accordingly. For more information visit my.gov.au to access your Centrelink online account, to make Child Care Subsidy claims, and view the status of those claims.

FEES AND STATEMENTS

Fees are charged at the end of each week and statements are issued including applicable Child Care Subsidy. Fees are payable upon receipt of the statement, which can be paid by Direct Deposit via EFT.

Please note: NO CASH OR CARDS will be accepted as payment.

LATE FEES

Late payment of fees

A 5% late payment fee is payable if an account remains in arrears following a reminder notice. Any costs incurred by St Clair OOSH in any attempt to collect monies owed including debt collection agencies, location searches, process server fees and solicitor costs, will be passed on to the account holder.

Late collection of children

A late fee will apply for children collected after centre closing time. The fee is \$25 per 15 minutes or part thereof. This fee is charged and payable upon receipt of your statement.

ALLOWABLE ABSENCES

Absences are charged at normal fees. When receiving Child Care Subsidy (CCS) you are entitled to receive CCS for 42 absences per child each financial year. Any subsequent absences are charged at the full fee rate with no CCS reduction. Under special circumstances, as approved by Centrelink additional absences may be claimable.

PUBLIC HOLIDAYS

The Centre is closed, however fees are still payable as per the Department of Education guidelines in relation to Public Holidays. Public holidays will be counted as an absence day if the child would normally have attended. Childcare Subsidy applies to public holidays at the usual rate.

PUPIL FREE / STAFF DEVELOPMENT DAYS

The centre will provide care during School Pupil Free / Staff Development days and fees will be charged at the rate quoted on the fee schedule. If a child has a permanent booking that falls on this day and does not utilise care, it will be treated as an absence and will be charged for the day in line with the Department of Education guidelines.

COLLECTION OF CHILDREN

COVID -19

As Covid-19 has changed many practices and procedures relating to entering the premises, any amendments to the following procedures will be given in writing to families.

KIOSK

There are iPads in the foyer for collectors to sign children in and out of our care.

- During enrolment, a number of nominees may be listed to collect or deliver your children.
- Nominees can be added or removed at a later date by completing the relevant form.
- Each nominee will use their mobile phone number as the login and the first time a collector uses the system, they will be asked to provide identification and then choose their own 4-6 digit PIN.
- All children must be signed in and out by a parent, carer or nominee listed in their enrolment information.
- It is essential that each nominee uses their own login & PIN as this clearly identifies who delivered or collected the child on that day.
- Children are not permitted to sign themselves in or out even in the presence of the collector.

ENTERING AND EXITING THE CENTRE

Please take care when driving in the car park as there may be other families with children nearby. It is important to close the gates as you walk in and out of the Centre for the safety of all children.

LATE COLLECTION OF CHILDREN

If a child is not collected by 6:30pm and we have not heard from the parent or guardian, we will ring to ascertain the reason for delay. If they are unable to be contacted, an authorised nominee will be phoned and asked to collect the child. If the child has not been collected by 7.00pm, the centre will call the Police and Department of Communities and Justice (DCJ, formerly FACS) and arrangements will be made for the collection and care of the child as deemed necessary by these bodies. A late fee will be charged as per the Fees and Benefit section of this handbook.

NOTIFICATION OF ABSENCES

Please notify the centre, no later than 2:30pm if your child/ren is absent from school or does not need to be collected by us after school. The buses are on a tight schedule collecting children from several schools and any delay at a school looking for your child affects arrival times at the schools that follow. Please note: it is not the school's responsibility to let us know that your child is absent.

The procedure if a child does not arrive at the meeting point is:

1. The roll will be checked for any changes.
2. The parents and/or the school office will be contacted to determine the child's whereabouts
3. If the parents cannot be contacted an authorised nominee will be called.
4. Finally, if the child is still missing, the police will be notified.

TRANSPORTING CHILDREN TO AND FROM SCHOOL

CENTRE BUSES

For more detailed procedures explaining transporting children to and from school please see the relevant policies, procedures and risk management plans available online and/or at the service.

Below is a summary of important information for you to note:

- The centre maintains its own private mini buses for the delivery and collection of children
- All drivers hold the relevant class license and undergo a bus induction.
- At least one Educator will always accompany the driver on the bus and will be responsible for the supervision of children.
- In the mornings, children will be escorted to the school gate to ensure they are safely within the school grounds.
- Each school will have a designated meeting point so that children know exactly where to go each day to meet the bus for collection after school.
- Currently, the Centre transports children to and from nine different schools. The routes are constantly reviewed to ensure that children are delivered to school and collected as efficiently as possible.

ST CLAIR PUBLIC SCHOOL

St Clair Public School is approximately 500m and a 5-10 minute walk from the centre. In the morning children are delivered to school on one of the Centre's buses. In the afternoon at least two Educators will walk to the school, mark the roll and then walk the children back to the centre. Educators wear high visibility clothing and children are walked together in an orderly group. During their walk and upon returning to the centre the children will be counted intermittently to ensure everyone is accounted for. In extreme heat or wet weather, children will be collected by one of the Centre's buses. A Risk Assessment has been completed for this walk and is available for families upon request.

DUTY OF CARE

EMERGENCY PROCEDURES

In the event of an emergency, the Responsible Person will quickly decide whether the best response is either to execute a lock down, vacate the buildings within the property, or evacuate the property altogether. The safe pre-determined place off-site is in the reserve near McLaren Grove.

Evacuation procedures are on display at each exit in every room and rehearsed regularly so that all children and staff are familiar with the process. If parents are on the premises during the emergency, we ask that they also follow the directions of staff until they are given the 'all clear' to take their child. This will ensure that everyone is accounted for.

STAFF IDENTIFICATION

Staff at the centre will be easily identifiable by their uniforms and staff lanyard. This helps children identify Educators when collecting them from schools and parents locating staff quickly and easily when they enter the premises.

CHILD PROTECTION

Our commitment to prioritising the safety, health and wellbeing of each child in all decisions is paramount. St Clair OOSH is firmly committed to the belief that children have the right to feel safe at all times. Staff have a duty of care to ensure the safety, welfare and well-being of the children in their care.

In accordance with relevant legislation:

- All staff are required to provide a current Working With Children Check which is validated prior to commencement, and kept up to date during employment.
- Child protection training is included in ongoing staff professional development.
- Educators are Mandatory Reporters and therefore have an obligation to report to the Department of Communities and Justice if they have reasonable grounds to suspect that a child is at risk of harm

HEALTH, HYGIENE AND NUTRITION

For more detailed procedures explaining Medication and Medical Conditions, Health, Hygiene and Infection Control please refer to related policies and procedures available online or on request.

MEDICAL CONDITIONS

- Upon enrolment, all families are required to complete full details about their child's medical needs and provide relevant diagnosis letters, Action Plans or Medical Management Plans.
- Additionally, all children with a medical condition are required to have a Risk Minimisation and Communication Plan which will be completed in conjunction with the parent.

MEDICATION

- Parents / Guardians have a responsibility to the centre to disclose and document any health issues regarding their child upon enrolment or as they arise.
- All medications must have the original packaging, with original labels and instructions and be within the expiry date.
- In addition, prescribed medications must have attached the original pharmacy label with the child's name, including doctor's administration instructions.
- The parent/guardian must complete a Medication Authority Form supplied by the centre upon providing any medication to be administered.
- All medications must be given directly to the Supervisor and not left in the child's bag.

INFECTION CONTROL

- Parents are required to provide an up-to-date immunisation statement upon enrolment.
- Children who are immunosuppressed or who are receiving medical treatment causing immunosuppression such as chemotherapy will be excluded from care during outbreaks of some infectious diseases.
- The service's exclusion policy is in accordance with the National Health and Medical Research Council's exclusion periods and is displayed in the Centre's foyer.
- When an incidence of infectious diseases occurs at the service, parents will be notified.
- In the case of a pandemic or epidemic, all health and hygiene practices will be based on direction by relevant agencies (ie Department of Health, Department of Education).

SICK CHILDREN

If a child is unwell, please do not bring them to the service. In the event of children becoming unwell while at the Centre:

- A quiet area will be provided for the child.
- If the child has a temperature a parent will be contacted for permission for paracetamol to be administered and for arrangements to be made to collect your child.
- For all other circumstances, you will be contacted to discuss the appropriate course of action.

FIRST AID

- At all times there will be at least one Educator trained in First Aid available on the premises, however all of our staff are regularly trained in First Aid and keep their qualifications up to date.
- First aid kits are kept at the Centre and on the Centre's buses.
- After administering First Aid, the Educator will complete the relevant forms to document the incident and inform parents.
- In the case of an emergency, such as severe asthma attack, suspected broken bone, excessive bleeding etc, an ambulance will be called and parents will be notified immediately.

HYGIENE

As part of the Centre's infection control practices, hand washing by children is supervised by Educators, upon arrival, before eating, after toileting and other times throughout the day. This is also a regular practice of Staff to reinforce good hygiene principles.

NUTRITION

Healthy eating is promoted within the Service and is a part of all meals and snacks provided. The daily menu is on display in the foyer and suggestions and feedback is warmly welcomed. Consideration will be given to children from different cultures and those with special dietary needs. Menus are created in collaboration with children and families to reflect children's likes and dislikes.

Breakfast

The centre provides a nutritious, menu for breakfast with various cereals being offered as well as toast, fruit and milo. Breakfast concludes at 7:45am daily to allow children to get ready for school. Personal toothbrushes and toothpaste are provided by the Centre, and children are encouraged to brush their teeth once breakfast is finished. As breakfast is provided by the centre, please do not bring in any additional food or drinks into the service as we cannot monitor these for allergens and nutritional value.

After School

Afternoon tea is served once the children have arrived from school. The menu varies depending on the season, with a variety of hot or cold snacks provided. Drinking water is available at all times. During summer cold water is available and children are encouraged to use their drink bottles as a means of encouraging environmentally sustainable practices. Fresh fruit and a small snack is served around 5pm for children who are still hungry.

Snack from home

In general, we ask that children do not bring their own snacks from home, and instead eat the food provided by the service. When children bring their own snacks (i.e. during vacation care) we encourage all families to pack nutritious food choices as we have a commitment to promote healthy eating.

When packing snacks please be aware that we may have people attending that have anaphylactic reactions to particular foods. Displayed in the centre foyer is a list of allergens that children currently attending have risk of anaphylaxis to. Please take the time to observe this list and avoid sending products that contain these. This is for the safety of children in our care with this life-threatening condition. Thank you in advance for your consideration.

SUN SAFETY

The centre understands the importance of sun protection. Children must slip, slop, slap, seek and slide when playing in the sun and our Educators model and encourage smart practices while playing outside.

Parents must provide children with a hat to wear and the Centre will provide minimum 30+ sunscreen for application. If a child has an allergy to sunscreen, please notify staff and provide alternative protection. Please ensure that children wear sun safe clothing as singlets or spaghetti strap dresses do not provide protection from the sun.

CHILDREN'S RESPONSIBILITIES

BEHAVIOUR GUIDANCE

St Clair OOSH will provide a secure, respectful and stimulating environment which encourages children to cooperate and enhances their ability to interact with others where positive behaviour is promoted. The Service has a procedure for Guiding and Supporting Children's Behaviour which outlines positive behaviour guidance strategies, managing challenging behaviours and excluding a child due to inappropriate behaviour. The procedure outlines the steps that management will take to work with the family to resolve persistent unacceptable behaviour.

BULLYING

Bullying in any form is unacceptable at the centre and Educators will make all attempts to ensure that it does not occur. However, in the event of it happening, parents will be informed and Educators will work with all parties involved to achieve reconciliation and prevent it from happening again.

PERSONAL BELONGINGS

Children are encouraged to leave all unnecessary personal belongings at home. The service takes no responsibility for lost personal items. This includes balls, games, mobile phones, iPads etc. Children will be asked to keep their personal belongings in their bag if they are brought to the centre.

MOBILE PHONES

Mobile phones are not to be used by children while at the centre, whether for games, as a camera or music etc. Parents are asked to contact the centre directly if needing to speak with their child and to remind children that they will not be allowed to play on their phones/devices at OOSH. If children need to carry a mobile phone, it must remain in their school bag while at the Centre or alternatively, can be handed in at the office and collected when leaving the centre. This includes smart watches or other devices that have recording features or online access.

SOCIAL MEDIA

While at OOSH, children will be discouraged from discussing any access they may have on social media or any online apps, as all children who attend OOSH are younger than the age required to access most social media.

TV/ GAMING CONSOLES

As part of a varying program, we allow children to watch television, DVDs and use gaming stations in moderation. We allow children to watch shows and play games which are rated G and PG only.

CLOTHING

At St Clair OOSH we recognise that children and families have their own individual style and clothing preferences. We encourage free choice in relation to clothing, in consideration of the centre's requirement for appropriate, comfortable and sun safe clothing.

Please make sure that all children's clothing is clearly labelled with their name, in particular hats and jackets. Please make sure if children bring alternate shoes they are closed in and appropriate for our play environment. Please regularly check the lost property box.

FAMILIES RESPONSIBILITIES

CONFIDENTIALITY

St Clair OOSH understands the importance of practices that respect privacy and confidentiality so that families will trust the service and openly exchange information with staff which may be important to the care of the child. We strive to protect the privacy, dignity and confidentiality of individuals by ensuring that all records and information about individual children and families is treated with discretion and kept in a secure place. This information will only accessed by or disclosed to authorised people who need it to fulfil their responsibilities at the service or have a legal right to know.

SOCIAL MEDIA

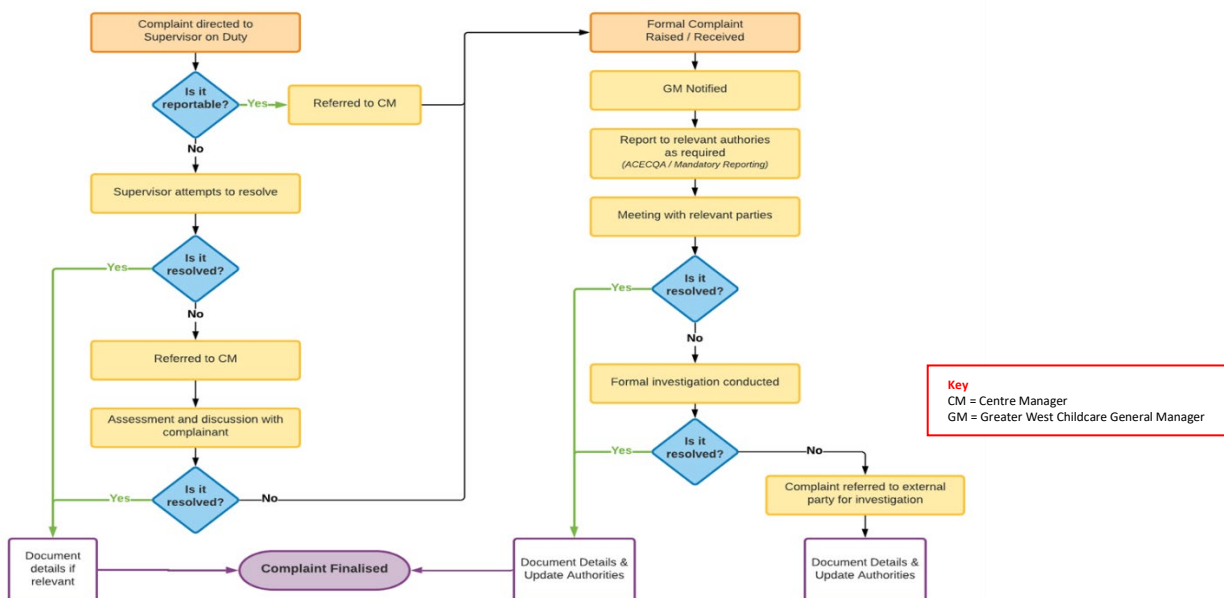
Please do not post photos of any children under the care of the centre on social media. This is slowly becoming socially acceptable so please be aware that it is unacceptable in this setting as you may be exposing someone else's child at risk. This includes social gatherings like Christmas concerts etc. St Clair OOSH has a Facebook page, which regularly updates followers on events and activities happening at the service while maintaining confidentiality.

PARENT FEEDBACK AND INVOLVEMENT

St Clair OOSH understands that families are the biggest influence in their children's lives, and that effective relationships between educators and families are essential in providing a quality care centre. We welcome and value family input and treat all suggestions or concerns with respect. Please feel encouraged to speak with Educators regarding any aspect of the care of your child either in person, telephone, email or via OOSH Post on the Parent's Desk. Please keep an eye on your emails and the notice board for the different opportunities to be involved in the life of the centre.

COMPLAINTS

St Clair OOSH welcomes complaints as a means of improving its service and upholding positive relationships between the service and its families. Below is the complaints procedure simplified in a flowchart.



PARENT CODE OF CONDUCT

Please be aware that the service has a Code of Conduct which all Parents or Carers are required to abide by as part of the enrolment contract, this is available on the website and provided upon enrolment. There may be serious consequences for breaching this code.

PRIVACY STATEMENT

St Clair OOSH is committed to maintaining all personal information provided by its children, families and community in accordance with our policies and procedures and the Australian Privacy Principals.

What information is collected?	How we collect the information.	Why we collect this?	Who this information may be disclosed to.
Medical, health and immunisation information	<ul style="list-style-type: none"> Enrolment form Immunisation history statement Health care card Medicare information Incident, Injury and Illness form 	<ul style="list-style-type: none"> To ensure the health and safety of every child and comply with all child care related regulations and laws. 	<ul style="list-style-type: none"> Management Team Educators dealing directly with the provision of care of children. Registered medical practitioner in the case of an emergency. Relevant reporting agencies for Child Care Subsidy requirements. Family and Community Services (FACS) if relevant.
Contact details of family and emergency contact information	<ul style="list-style-type: none"> Enrolment form Change of Contact Details form Additional Authorised collectors form. 	<ul style="list-style-type: none"> To ensure the health and safety of each child. To communicate important information. Required under the Education and Care services regulation. 	<ul style="list-style-type: none"> Management Team Emergency services if required. Family and Community Services (FACS)
Children's development records	<ul style="list-style-type: none"> QKEYLM journeys Observations Programming documents Communications with families Developmental goals 	<ul style="list-style-type: none"> To ensure children are meeting their school aged developmental milestones relevant to OOSH. Required under the Education and Care services regulation. 	<ul style="list-style-type: none"> Management Team All Educators dealing directly with the provision of care of children. Family and Community Services (FACS)
Family Assistance information	<ul style="list-style-type: none"> Enrolment form 	<ul style="list-style-type: none"> To charge fees based on Child Care Subsidy entitlements. 	<ul style="list-style-type: none"> Centre Manager. Admin staff. Family and Community Services (FACS)
Legal information	<ul style="list-style-type: none"> Court orders or AVO's Enrolment form 	<ul style="list-style-type: none"> To ensure the safety of children in our care. Required under the Education and Care services regulation. 	<ul style="list-style-type: none"> Management Team Family and Community Services (FACS)
Employment, family circumstances and nationality	<ul style="list-style-type: none"> Enrolment form Change of Contact details form 	<ul style="list-style-type: none"> Government reporting requirements. Priority of access 	<ul style="list-style-type: none"> Management Team Admin staff. Educators. Family and Community Services (FACS)

- This information is required to enrol your child at the service.
- Under the Privacy Act every enrolling family that provides personal information has the right to request access to information and request corrections if you think it is inaccurate, out-of-date, incomplete, irrelevant or misleading.

