

# St Clair **OOSH**

# PARENT HANDBOOK



*Christian*

*Caring*

*Fun!*

# Philosophy

## CHRISTIAN

St Clair OOSH believes that all children are created in the image of God and are therefore extremely precious and loved by Him.

We respect and value each child's individual strengths and abilities and believe that children are active participants in their own growth and development. Our objective is for children to feel they belong within a caring Christian community.

Our programs are developed using Biblical perspectives and the interests of the children, using the Framework for School Age Care (MTO).

## CARING

St Clair OOSH believes that children learn and grow best in a supportive, positive and respectful environment. We seek to provide an atmosphere that is inclusive and safe and is sensitive towards children's unique differences. We value listening to children and their families and ensuring that their voices are heard in the decisions that are made at the service.

## FUN

St Clair OOSH recognises and values the importance of play for children that caters to their interests and welfare. We aim to provide a space that is creative, stimulating and engaging that promotes meaningful interactions with peers and staff.



# Meet our Centre Manager...



**LEIGH**

I have been at St Clair OOSH since 2021 when I started as an Educator. I became Centre Manager in November 2022. St Clair OOSH is blessed to have an amazing team of Educators and it is a privilege to work with them.

I have been married for over 20 years and have two adult children. I attend a local church and have many years' experience leading in children's ministry. I love to read, play the piano and for a special occasion, attend a musical or show. On a Saturday night you are likely to find me watching movies or playing board games with the family.

I am passionate about seeing children reach their potential and providing a place for children to feel safe, have fun and hear how much Jesus loves them.

I look forward to partnering with you to provide the best care for your children.

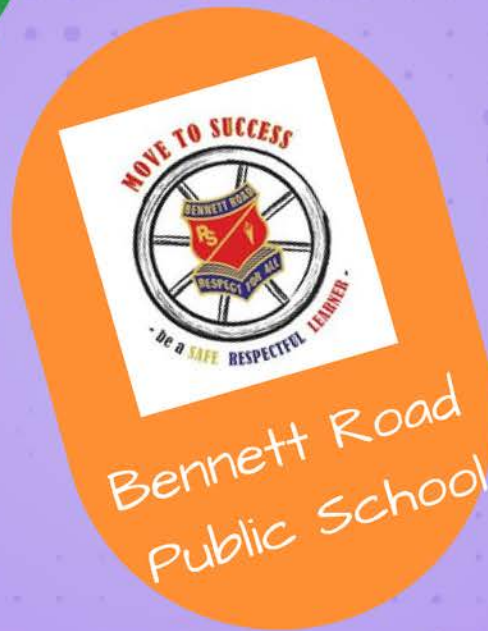
# Schools we service



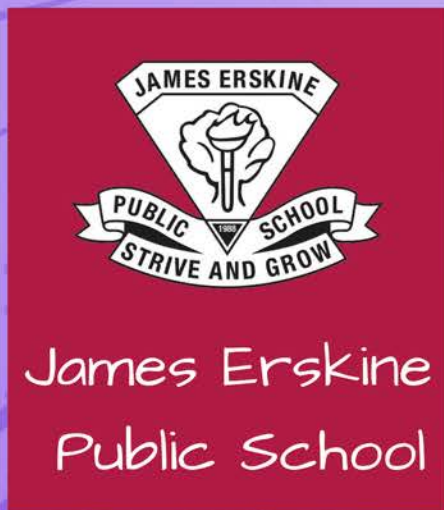
St Clair Public School



Clairgate  
Public School



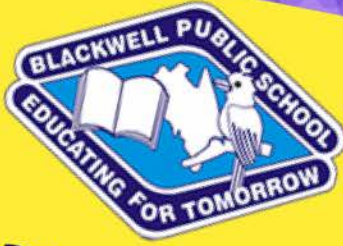
Bennett Road  
Public School



James Erskine  
Public School



Banks  
Public School



Blackwell  
Public School



Mamre Anglican  
School



## School Collection Plans

Individual school collection plans are developed and maintained for each school which specify specific information about the meeting point, bus stop, and what we will do if a child doesn't arrive for collection. These are available on our website.



[stclairroosh.com/schools](http://stclairroosh.com/schools)



# Fees effective from

1st January  
**2024**

## PERMANENT FULL TIME

**\$330.00** per week

Before and After school care only,  
10 sessions per week  
Applied as follows:  
\$29.00 (AM) and \$37.00 (PM)

## BEFORE SCHOOL CARE

includes all activities and breakfast

PERMANENT **\$30.00**

CASUAL **\$33.00**

## PUPIL FREE / STAFF DEVELOPMENT

**\$95.00**

includes breakfast, lunch, afternoon tea and snacks

## AFTER SCHOOL CARE

PERMANENT

**\$39.00**

includes all activities and

CASUAL afternoon tea

**\$42.00**

Note: all fees quoted are full fees before Childcare Subsidy (CCS)

Payment of Fees  
Our payment options are changing from April 15th

**NEW OPTION!**



Sign up to Direct Debit using the Kangarootime "KT Connect" mobile app

**Applicable Additional Fees**

- Payment from Bank Account: Free
- Payment by Credit Card: 2%
- Dishonour Fee: \$7.70

**Alternative Payment Option** - Continue to pay your statements directly into our bank account via EFT.  
*Note that this option will be disabled in the future.*

Bonds...  
The way we calculate bonds is changing from April 15th!

**IF PAYING BY DIRECT DEBIT**

**\$100 bond per child**

**If NOT paying by Direct Debit**

**Permanent Bookings Bonds**  
2 Weeks Full Fee per child (minimum \$100)

**All Other Bookings Bonds**  
\$100 per child

*When signing up for Direct Debit for the first time, please allow up to 7 days for a bond adjustment to be processed*

# Hours of Operation

Before School Care

**6:00am to 9:00am**

After School Care

**3:00pm to 6:30pm.**



School Holiday Care  
& Pupil Free Days  
**6:30am to 6:30pm**



# Before & After School Care Enrolment Process

Completion of the enrolment form, booking request form and provision of ALL supporting documentation is required prior to the booking being confirmed.

Upon enrolment copies of the following documentation will be required:

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

## BOOKING IN

A booking request form must be completed to advise what type of care and which sessions you want to book your child for.

## 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 the care is needed to be advised in writing at least one business day prior to the session. Cancellations 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 advised to the service.

## BOND

To secure a booking, a bond is payable per child prior to starting care. Child Care Subsidy does not apply to the bond. The bond is refundable following withdrawal from the service provided that the family's account has been paid in full. Where a child is withdrawn without the account being paid in full, the bond will be forfeited.



## WAITING LIST

Sometimes, there may be a waiting list.

St Clair 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.

This is 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.

## RE-ENROLMENT

To re-enrol for the following year, a re-enrolment form is released at the beginning of term 4 and prompt completion 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 two weeks and closing two weeks 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 as per the bonds specified in the fees section of this handbook is payable upon initial Vacation Care 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. During each Vacation Care period there will be a variety of 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 upon request. 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.
- Changes requested after the end of the booking period may not be made and will incur full fees for any cancelled days
- Cancellation after the end of the booking period will incur full fees
- All excursion permissions will be completed at the time of booking.



# Fees & Statements

## 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 child care 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](http://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

Prior to April 15th, 2024 - Fees are calculated and statements issued each Monday, and include outstanding fees for all sessions up to and including the previous week. These statements include applicable Child Care Subsidy received on your behalf. Fees are payable upon receipt of the statement, which can be paid via EFT into our bank account.

**From April 15th, 2024** - Fees are calculated and statements issued each Monday, and include an estimate of the current week of care plus one week in advance. They will also adjust for any outstanding fees from previous weeks of care where actual fees may have changed from the previous estimate. Fees are payable within 5 days of receipt of the statement, and can be paid via one of the payment methods listed in the Fees section of this handbook.

*Please note: Payments are NOT accepted on-the-premises (e.g. cash or card).*

## LATE FEES

Late payment of fee of 5% is payable if an account remains in arrears following a reminder notice. Any costs incurred by CABOOSH 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.

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. Child Care 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

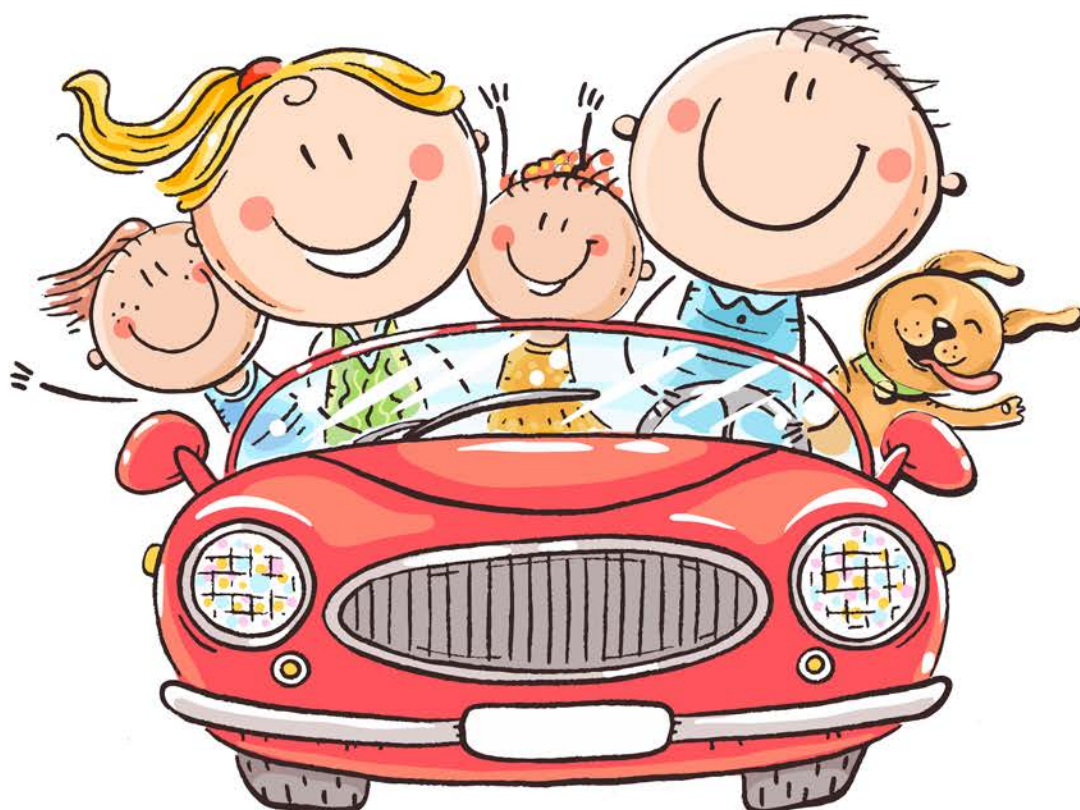
## KIOSK

There are iPads at the gate 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 Services (DCJS) 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.

The centre maintains accurate roles which are marked at each school to ensure that all children are collected. Policies and procedures outlining the specific details around the safe transportation of children are available on our website or upon request.

Please note: it is **NOT** the school's responsibility to let us know that your child is absent.



# Transporting Children to and from School

## CENTRE BUS

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 minibuses 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 eight 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. For each session, depending on numbers of children in attendance, and any other relevant factors, children will either be walked in a group between the school and the centre, or transported on one of our buses.

Educators wear hi-vis vests 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.

A Risk Assessment has been completed for this walk and bus transport, and is available for families upon request.



Check out our wheels...



When you see us at your school give us a wave!



# Duty of Care

## EMERGENCY PROCEDURES

In the event of an emergency, the Supervisor 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 direction of the Supervisor until they are given the 'all clear' by Educators 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 will be 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 significant harm.



# Health and Hygiene

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 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

- All staff are required to obtain and keep up to date with First Aid training. At all times there will be at least one Educator trained in First Aid available.
- Updated first aid kits are kept at the centre.
- After administering First Aid the Educator will complete an Incident, Injury, Illness Form and inform parents of the incident.
- 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, and other times throughout the day. This is also a regular practice of Staff to reinforce good hygiene principles.

## 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.

## Risks & Accidents

Although Greater West Childcare attempts to minimise risks of personal injury within practical boundaries, risks are inherent with any activity, and accidents do happen. By enrolling at our service, you acknowledge that there is an inherent risk of personal injury in the activities that will be undertaken at the Centre / as part of the program, and you accept that risk. Greater West Childcare cannot be held responsible for accidents that occur beyond our control.



# Healthy Eating

## NUTRITION

Healthy eating is promoted within the Service and is a part of all meals and snacks provided. The daily menu is displayed, and suggestions and feedback are 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 breakfast with cereal, toast and fruit available until 7:45am.

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 all 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 iced water is available and children are encouraged to use their drink bottles as a means of encouraging environmentally sustainable practices.

### **Snacks 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 we may have people attending that have anaphylactic reactions to particular foods. Displayed in the centre 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.





# Menu

## Breakfast at OOSH

- Cereal
- Toast
- Fruit
- Sometimes special breakfasts like crumpets, bacon & eggs, pancakes or raisin toast

## Afternoon Tea at OOSH

- Parfait
- fruit salad
- jelly
- apple crumble
- sloppy joes
- hot dogs
- fish burgers
- spaghetti bolognaise
- mac & cheese
- tuna bake
- rice cakes
- popcorn
- trail mix
- fried rice
- butter chicken
- tacos
- veggie sticks with crackers & dip



# 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 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

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.

At 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.



# Parent's Responsibilities

## CONFIDENTIALITY

St Clair OOSH understands the importance of developing 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 all records and information about individual children and families is treated with discretion and kept in a secure place. This information will only be 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. OOSH has a Facebook page, which regularly updates followers on events and activities happening at the service.

## PARENT INVOLVEMENT AND FEEDBACK

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.

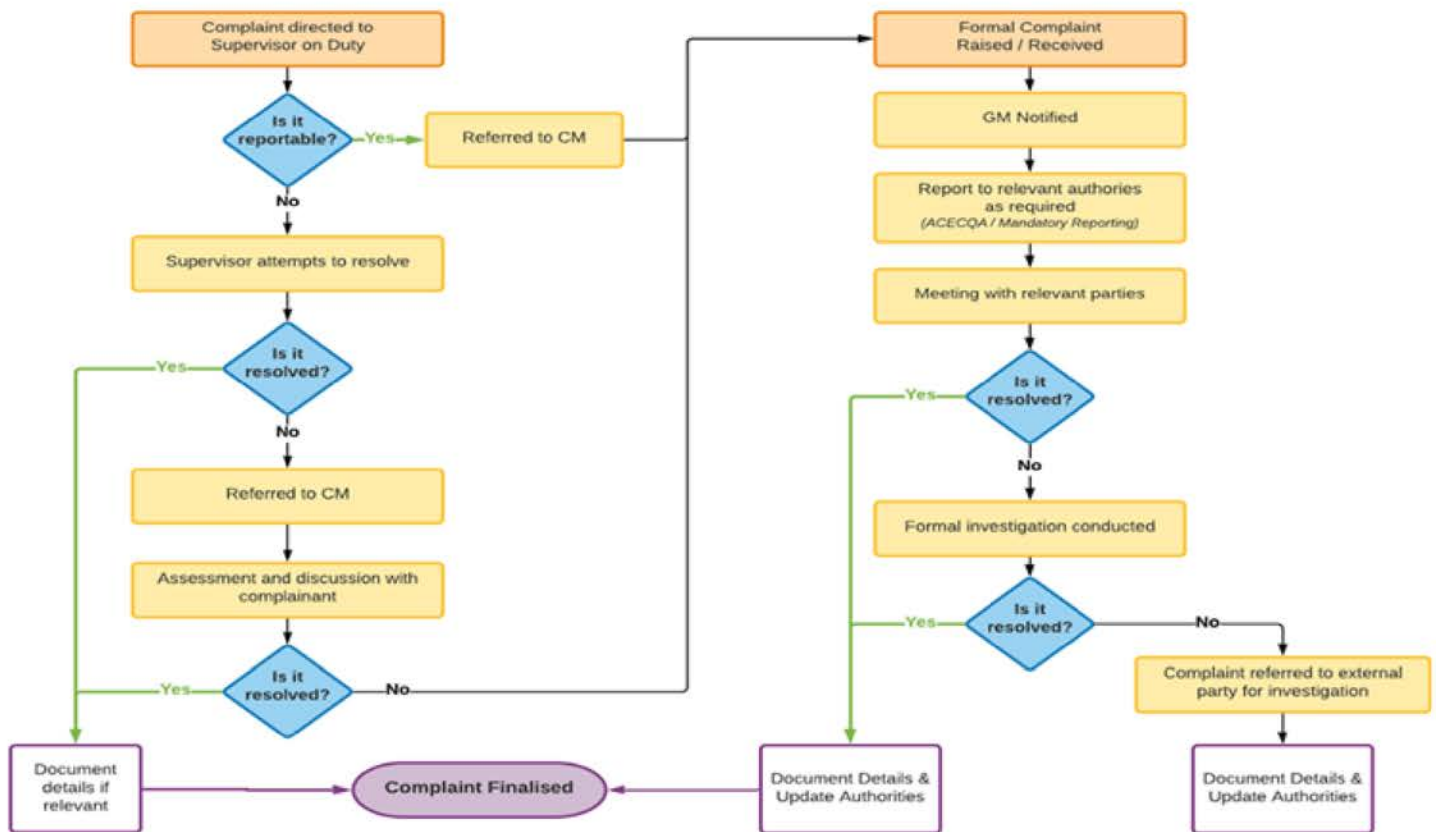
Please feel encouraged to speak with Educators regarding any aspect of the care of your child either in person, telephone or email.

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.



## Key

CM = Centre Manager

GM = Greater West Childcare General Manager

## 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

GW Childcare is committed to maintaining all personal information provided by its children, families and community in accordance with our Governance and Leadership Policy and the Australian Privacy Principles.

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"> <li>Enrolment record</li> <li>Immunisation history statement</li> <li>Health care card</li> <li>Medical Management Plans</li> <li>Doctor's letters</li> <li>Medication labels and instructions</li> <li>Medication Authorisations</li> <li>Records relating to Incidents, injuries, illness and trauma.</li> </ul>	<ul style="list-style-type: none"> <li>To ensure the health and safety of the child.</li> <li>Required under the Education and Care National Law and Regulation.</li> </ul>	<ul style="list-style-type: none"> <li>Management and Administration staff.</li> <li>Educators dealing directly with the care of the child.</li> <li>Other adults listed as authorised in the enrolment record.</li> <li>A legal parent or guardian of the child.</li> <li>Registered medical practitioner or relevant emergency service.</li> <li>Services Australia as required by Family Assistance Law.</li> <li>Department of Communities and Justice (DCJ).</li> <li>Department of Education NSW and ACECQA.</li> </ul>
Contact details of family and emergency contact information	<ul style="list-style-type: none"> <li>Enrolment record</li> </ul>	<ul style="list-style-type: none"> <li>To ensure the health and safety of each child.</li> <li>To communicate important information.</li> <li>Required under the Education and Care services regulation.</li> </ul>	<ul style="list-style-type: none"> <li>Management and Administration staff.</li> <li>Educators dealing directly with the care of the child.</li> <li>Other adults listed as authorised in the enrolment record.</li> <li>A legal parent or guardian of the child.</li> <li>Registered medical practitioner or relevant emergency service.</li> <li>Services Australia as required by Family Assistance Law.</li> <li>Department of Communities and Justice (DCJ).</li> <li>Department of Education NSW and ACECQA.</li> </ul>
Children's development records	<ul style="list-style-type: none"> <li>Observations</li> <li>Programming documents</li> <li>Communications with families</li> <li>Developmental goals</li> <li>Photos</li> </ul>	<ul style="list-style-type: none"> <li>To ensure children are meeting their school aged developmental milestones relevant to OOSH.</li> <li>Required under the Education and Care services regulation.</li> </ul>	<ul style="list-style-type: none"> <li>Management and Administration staff.</li> <li>Educators dealing directly with the care of the child.</li> <li>Department of Communities and Justice (DCJ).</li> </ul>
Family Assistance information	<ul style="list-style-type: none"> <li>Enrolment record</li> </ul>	<ul style="list-style-type: none"> <li>To charge fees based on Child Care Subsidy entitlements.</li> </ul>	<ul style="list-style-type: none"> <li>Management and Administration staff.</li> </ul>
Legal information	<ul style="list-style-type: none"> <li>Court orders or AVO's</li> <li>Enrolment record</li> </ul>	<ul style="list-style-type: none"> <li>To ensure the safety of children in our care.</li> <li>Required under the Education and Care services regulation.</li> </ul>	<ul style="list-style-type: none"> <li>Management and Administration staff.</li> </ul>
Employment, family circumstances and nationality	<ul style="list-style-type: none"> <li>Enrolment record</li> </ul>	<ul style="list-style-type: none"> <li>Government reporting requirements.</li> <li>Programming and inclusion documents</li> <li>Priority of Access</li> </ul>	<ul style="list-style-type: none"> <li>Management and Administration staff.</li> <li>Educators dealing directly with the care of the child.</li> <li>Department of Communities and Justice (DCJ).</li> </ul>

- If you choose not to provide any of this information you may not be able to enrol at our service or eligible for Childcare Subsidy.
- Everyone has the right to request access to their personal information and request corrections if you think it is inaccurate, out-of-date, incomplete, irrelevant or misleading.
- Any request to access and correct personal information should be made in writing to the Administration Manager at [admin@gwchildcare.com.au](mailto:admin@gwchildcare.com.au) or via post to 175 Cranebrook Rd, Cranebrook NSW 2749

