

Fair Play OOSH

2017 Parent Hand Book



Out Of School Hours Care

Before and After School & Vacation Care Service

*Address: St. Paul's Primary School
Felton Street, Gateshead, NSW, 2290
(Entrance via School hall*

*Please press doorbell located on side of gate upon arrival and a member of staff will
come and let you in)*

Email: stpaulsgateshead@fairplayoosh.com.au

*Telephone: **0412 728 915***

*Operating at St. Paul's Primary School, Felton Street, Gateshead, NSW, 2290 (Entrance via School hall)
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Fair Play OOSH Philosophy

At Fair Play OOSH, we believe that the early and middle childhood are unique stages of life. We are committed to the care, individual interests and wellbeing of each child.

We believe that we facilitate this by providing a safe, fun and welcoming environment where children can foster and maintain friendships with each other and educators.

Our philosophy and objectives are the foundation on which our centre is built and provides us with a solid basis for the holistic nurturing, education and growth of all children, families and educators.

Children thrive when families, educators and the wider community work together in partnership to support one another.

Our aims, objectives and beliefs

- To build and foster each child's self-esteem and sense of identity by nurturing and forming strong relationships with each child so they grow to be confident, resilient and happy young people.
- By listening, encouraging and supporting each child's needs, we are enabling them to develop and become strong in their social and emotional wellbeing.
- We encourage children to show respect, empathy and understanding towards others. We value each other's contributions and promote shared decision making and communication.
- We recognise that all children are unique individuals and should have equal rights and opportunities regardless of social position, culture, religion or natural ability.
- By recognising that children learn through play, we endeavour to encourage co-operation, consideration, self-motivation and un-biased attitudes.
- Children are competent and active learners. We aim to develop positive learning dispositions that foster a range of skills and processes. Children can adapt what they have learned from one context to another.
- Through dramatic and creative experiences children are encouraged to express themselves, express ideas and develop an appreciation of the creativity of others in a range of ways.
- To provide opportunities for discovery learning through self and peer directed experiences. We encourage the development of children's skills and processes. Such as problem solving, enquiry, experimentation, hypothesising, researching and investigating. This promotes autonomous learning and responsibility.
- Through our program children are empowered to work together, to show respect, care for and appreciate their natural environment.
- In playing with natural materials children begin to have a direct experience of the interconnectedness of humans and nature.
- We recognise that children have a need to express themselves, listen and communicate with others and encourage them to do so with respect and consideration.
- To extend and complement the home environment by providing a safe, secure and supported centre where each child can develop and realise their full potential.

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- We work closely with St. Paul's Primary School and the wider community to ensure children are connected with and contribute to the world around them. We aim to maintain consistency by reflecting the schools and the community's values.
- Each family is important and unique. Our centre aims to support families in the care of their children by forming and maintaining positive partnerships between educators and families.
- Through resources, visual aids, texts and experiences, we aim to reflect the cultural diversity that exists in our centre, our community and in Australia.
- To provide children with a diverse menu. This includes a wholesome, nutritious and balanced diet. We encourage children to enjoy the social experience of sharing a meal while taking responsibility for the process involved in meal times, including maintaining a high standard of hygiene.
- We build and maintain partnerships and provide opportunities for children to investigate complex concepts and ethical issues that are relevant to their lives and local community. When children feel safe, secure and supported they venture forth as active citizens.
- As educators we provide the opportunity for children to resource their own learning through connecting with people, places, technologies and natural and processed materials.
- We provide an open ended environment where children can choose their own activities. We deliberately provide material to stimulate learning.

Staff

- To employ both men and women from a variety of cultural backgrounds to enrich the diversity of staff and reflect the values within the community.
- Staff develop and implement programs to work as a co-operative team; sharing skills, ideas and resources in collaboration with the children and families interests and individual needs children in mind.
- Our staff will be respectful, nurturing, sensitive and committed to the wellbeing of the children and families at the centre. We are committed to developing lasting relationships between staff and all individuals associated with the centre.
- We aim to provide a quality work environment that is enjoyed by both staff and children. We encourage staff to contribute to all aspects of the centre with an emphasis on teamwork and co-operation.



Fair Play OOSH & Vacation Care provides care for children aged between 5 to 12 years of age attending all local Government and non-Government schools within the community. We encourage children that will commence their first Kindy year at school to attend the January vacation care program as it helps the child make new friends and helps them start to have a routine prior to their first school day.

The service aims to include all children regardless of disability, however our facility does not always cater to some physical disabilities due to its location.

Where demand for child care exceeds the available child care places a priority order is followed;

Before and After School Care

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

Within these main categories priority will be given as listed in the order below

- Children currently enrolled at the service.
- Siblings of children currently enrolled at the service.

Special consideration at the discretion of the Directors will be given to;

- Single parents on a low income.
- Socially isolated families that have no support network within the Country or State.
- Children in families on low incomes that would not otherwise be able to afford private care situation, eg. babysitter

Vacation care

- Priority 1 – A child at risk of serious abuse or neglect
- Priority 2 – A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A new Tax System (Family Assistance) Act 1999
- Priority 3 – Current school students that are enrolled in our service.

Parents must fulfil the following procedure in order to ensure their child is registered and then if places are available care can commence.

(a) **Complete in full** an enrolment form (all information supplied by you is private & confidential);

(b) Pay the Annual Enrolment fee set by Fair Play OOSH & Vacation Care.

(c) **Provide:**

(i) Risk minimization – for children with allergies, medical conditions, diagnosed conditions

(ii) Allergy & asthma action plans

(iii) Court orders & custody agreements

NB: IF ANY OF THE PROVIDED INFORMATION IS FOUND TO BE FRAUDULANT OR MISLEADING FAIR PLAY OOSH & VACATION CARE IS WITHIN IT'S RIGHTS TO CANCEL CARE IMMEDIATELY.

2. Services We Provide

- Before School Care 7.00am – 9am
- After School Care 2.45pm – 6pm
- Vacation Care & Pupil Free Day's 7.00am – 6pm
- Strike Care if approved by the school which our service is operated from - 7.00am – 6pm

If you require Before School Care earlier than 7.00am please speak to staff and an earlier opening time will be considered.

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3. 2017 Fee Schedule – CCB & CCR Government Rebates available

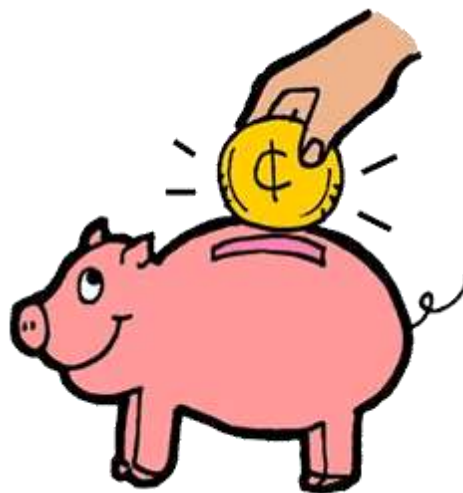
- Before School Care / Breakfast Included (until 8.00am)
- After School Care / Healthy Afternoon Tea & Fruit Included
- Vacation Care & Pupil Free Day's

Permanent \$16 & Casual \$18

Permanent \$19 & Casual \$21

Day Camp \$ 45

Excursions \$ 60



Some families are eligible to receive Child Care Benefit. Fair Play OOSH is an approved provider for Before and After School Care and Vacation Care.

To register for CCB, lump sum claims and the 50% childcare tax rebate families can contact the Family Assistance Office in writing, by visiting any Centrelink or ATO office, and through a dedicated phone number, **13 61 50**.

Once registered you are required to provide the centre with the registered parents date of birth, family reference number (CRN) and each child's reference number (CRN).

You can opt to have your rebate paid directly to your nominated bank account fortnightly, quarterly or annually. Alternatively, you can elect to have the rebate paid directly to the service provider which makes your upfront cost less.

Families are eligible for the 50% tax rebate regardless of income.

4. Sign In/Out

Parents must accompany their child onto the premises and sign the 'Parent sign – in sheet'.

Parents must come into the centre to collect their child and sign the 'Parent sign – out sheet'.

By law NO child can sign themselves out and leave the centre by themselves.

Children must be signed out by an adult (person over the age of 18) no exceptions will be made.

Please notify us **in advance** if a nominated authorised person other than a parent will be collecting your child on any day. This person will need to provide centre staff with Photo I.D

Please note: It is a departmental regulation that you sign your child in and out of the centre and note the times. Failure to do so may jeopardise the safety of your child and also stop your CCB.

Children are not considered to be legally in our care until they have been signed in by a parent in the morning or marked as attending on the role by an OOSH staff member during after school care. (From the commencement of school of a morning when children are sent to school when there is a teacher on playground duty and once a child has been signed out by a nominated career, the child is no longer considered to be in the care of Fair Play OOSH).

(a) Parents must notify the Centre **in writing** of **any** change to the information on the registration form (telephone numbers, address, permanent change in days people authorised to collect your child etc.)

(b) Staff **will not** permit people other than parents or known collectors to collect children unless a signed authorisation letter has been received by staff prior to children leaving the centre. Collectors must be over 18 years of age. No exceptions can be made as this is a legal requirement.

5. Programming

Fair Play OOSH programmed activities are displayed each week close to the parent sign in and out table. Daily activities include an art, craft and sporting activity. There is also plenty of opportunity for your child to have 'free play' throughout the session. The children determine these activities during a weekly children's meeting and through suggestions in the daily evaluations and staff observations. Parents are encouraged to contribute program ideas via email or in the suggestion box located on the parent sign in/out table.

6. Non-notification Fee

Parents must notify the centre by phone or email if the child will not be attending OOSH e.g. away on holidays, having a play date or is off from school sick. Failure to notify the centre by 2:30pm will result in a non-notification charge of \$10 to your account.

7. Fee Payment

(a) Fee's will be paid via EziDebit on a weekly basis. Fees are processed on Friday morning however please be aware that some financial institutes' process direct debit's on their own time. This is out of the control of Fair Play OOSH and you will need to contact your financial institute if you are experiencing difficulty or unhappy with the day that your direct debit is being processed. If fees are unable to be paid in the specified time please make arrangements to meet with the co-ordinator to arrange a possible payment plan.

(b) Fair Play OOSH will send a weekly statement electronically via your nominated e-mail unless prior arrangements have been made with the centre co-ordinator.

(c) Full fees are still payable in the event of public holidays and non attendance by your child due to sickness, family holidays, teachers' strikes, staff development days and school pupil free days which occur during school terms and which fall on your child's care days. Unless Fair Play is offering alternate all day care on Strike Day's and/or pupil free days and you have elected to book your child/ren in to attend.

(d) Vacation Care Bookings can NOT be made until your term account is paid up to date.

(e) Once you have booked Vacation Care there is no cancellation / refund on ANY excursion or incursion. To cancel a day camp you need to provide 24 hours' notice.

(f) We reserve the right to charge a late fee of \$20 for each week that you fees are overdue or a payment is dishonour and no attempt has been made to rectify the issue.

8. Phone Calls, Messages and Contact Information

(a) Phone Calls:

Should you need to phone OOSH, it is preferred that you call between 7-9 am and 2.30-6.00pm Monday – Friday on **0412 728 915**. Otherwise you may leave a message on the answering machine. Please advise us of an absence between 7:00am and 2:30pm. If the message is urgent or if you are concerned about your child at any time, please call on **0412 728 915**.

Children are not allowed to have mobile phones at OOSH. Please call the centre if you need to speak with them.

(b) Emergency Contact Numbers:

On your enrolment forms you filled in the names of emergency contact people and their phone numbers. If at any time these details change, please inform a staff member. This is vital for our records.

(c) Change of Address or Phone:

It is your responsibility to notify us ASAP of any changes to your current home address or phone numbers. Please note that it is your responsibility to keep us informed should we need to contact you for any reason during the day or in the event of an emergency.

9. Centre Opening Hours and Late Collection policy

The centre is licensed to operate between 7.00am to 9am and 2:45pm to 6.00pm. Children cannot enter the centre or be signed in until 7.00am. Please ensure that you collect your child and have left the service by close time of 6pm, or a late collection fee of \$1 per minute per child will apply. If you are running late, please call the service on **0412 728 915** to advise them of your arrival time. This does not negate the late collection fee. It is a condition of enrolment that you abide by these times. The centre is unable to operate childcare outside these hours without formal approval from the Department of Education.

In the event of an emergency you will be required to call if you will be late.

Emergency- a serious situation or occurrence that happens unexpectedly and demands immediate attention.

If your child is collected late after 6:00pm you will be charged the current late fee of \$1 per child per minute. The second time your child is collected late you will be charged \$5 per minute and issued with a written warning.



10. Cancellation of Before & After School Care

(a) In the event of wanting to cancel a permanent position, two weeks' notice in writing is required. Fees are to be paid up to the date concluding the two weeks' notice.

(b) In the event of a cancellation of a casual booking, 24 hours notice is required otherwise full fees will still be charged.

PLEASE NOTE: There are no refunds when cancelling an Excursion or Incursion Vacation Care booking, you may cancel a day camp however 24 hours' notice is required.

11. Complaints, Feedback & Suggestions

Feedback from parents is important in ensuring that services are continuing to meet parents' needs and for planning for appropriate services. An important source of feedback is parent complaints/suggestions and these are welcomed and encouraged by staff. Parents, staff and community members have the right to complain and to suggest changes to the services they receive. Please see the complaints procedures policy on additional information regarding this process. Staff are interested in your suggestions, criticism and opinions, so please do not hesitate to contact us for any reason.

Parents and community members are welcome to:

- Contact us by telephone or in person
- Contact us in writing
- Use an advocate to help procure a change in the service.

12. Responsibilities of Parents

It is the parent's responsibility to make themselves familiar with the information provided in this handbook. If you would like further information you can access the Fair Play OOSH Policy and Procedures Manual. A copy is kept at the centre. If you have any questions or concerns you are encouraged to discuss these with the coordinator of the centre your child attends or the directors. Parents are also responsible for ensuring that information regarding your child is kept up to date including contact details, approved extra-collectors and medical information.

13. Parent involvement in the service

We believe that participation by parents and guardians is important. Involvement of parents and extended family members in activities will be actively sought and open communication constantly maintained we will actively seek this involvement by:

- Spending time at the centre, participating in activities with your child and others or just observing the centre program in action
- Sharing talents & experiences as a special guest
- Reviewing centre policies
- Suggestions for activities and afternoon tea ideas
- Complete the annual survey
- Asking for your assistance and participation in particular events such as assisting in the program or excursions, working bees, fundraising and other special events.
- Your help in supplying us with a variety of recycling and scrap materials, etc. will always be utilised in our craft programs.
- Attending formal and informal functions arranged by the centre eg. Halloween and Christmas events.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the centre.
- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending the centre.

14. General Information

Service History

Fair Play Out Of School Hours Care service has been operating as an OOSH capacity for over 3 years. The service originally started back in 2011 by its Owner Yvonne operating out of Fair Play Cafe. In early 2014 the OOSH moved to St. Paul's Primary School in Gateshead due to the Department of Communities, National Law & Regulations amending OOSH requirements on indoor and outdoor space that each child must have whilst in an OOSH service.

Management Structure

Fair Play OOSH is a privately owned & operated company which reports to St. Paul's Primary School Principal on a weekly & monthly basis. On site there is a Qualified Centre Coordinator, Qualified Educators & Supervisors.

15. Policies

Fair Play Out of School Hours Care policies are located on the sign-in/out table for family perusal. These are reviewed annually or as needed. Families are encouraged to have input into the review of the centre policies and will be notified in the family newsletter when input is required. We have a variety of policies covering many topics e.g. No electronic devices brought to service, Fees, Dropping off and picking up, indoor & outdoor environment, Staff child: ratios, Staff selection, hygiene, food and nutrition, first aid, medication etc...

To assist in maintaining a positive, safe and caring environment, staff and children will have the following responsibilities:

Children are encouraged/ guided to:

- Accept and value every child and adult, regardless of ethnicity, culture, religion, sex, ability or family structure.
- Treat each other with respect, courtesy and understanding.
- Maintain positive communication and relationships with their peers, staff and other adults.
- Ensure that appropriate language is used at all times.
- Settle differences in a peaceful manner; endeavour to use verbal communications to resolve difficulties.
- Develop self-disciplinary skills with direction and positive role modelling from staff.
- Develop an understanding that behaviour is the result of choices made by the individual and that all behaviour has consequences.

Staff are to:

- Accept and value every child and adult, regardless of race, cultural background, religion, sex or ability.
- Treat children with respect, courtesy and understanding.
- Maintain positive communication and relationships with children, parents and fellow staff members at all times.
- Engage in conversations with all children; developing an understanding of individual children and their interests.
- When communicating with children, staff will endeavour to understand and converse at the child's level in a friendly, positive manner.
- Form friendly and warm relationships with children, be supportive and encouraging of children's beliefs and interests and remain supportive of positive behaviours.

Staff will encourage children to take responsibility for their actions. Staff will do so through:

- Acting as role models for positive behaviour.
- Recognising and encouraging positive behaviours with children.
- Addressing unacceptable behaviour without developing a negative view of the child/ children.
- Providing an environment which will foster children's positive self esteem.
- Helping children to develop self-disciplinary skills through positive role modelling and reinforcement.

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- Introducing all children to simple conflict resolution skills.
- Helping children to appreciate and care for each other and their surroundings.
- Ensuring that appropriate and positive language is used at all times.

Examples of unacceptable behaviour from parents, staff or children which may result in the exclusion of a child from the centre:

- Sexual innuendos/ actions.
 - Physical violence.
 - Children consistently ignoring staff direction.
 - Unwanted or inappropriate physical contact.
 - Swearing/ shouting.
 - Emotional abuse towards children.
 - Physical abuse towards children.
 - Bullying.
 - Children running away from the service.
 - Children locking themselves in areas which staff cannot access.
 - Disrespecting staff members, peers or visitors to the service.
 - Threatening staff members or peers.
 - Cruelty to animals.
 - Graffiti, vandalism or theft.
 - Inappropriate drawings or letters
- In the event of a parent displaying any of the above behaviours, coordinators reserve the right to ask the offending parent to leave the service immediately. Further action may be taken; the police may be called in severe cases. At the coordinators discretion the parent may be banned from attending the service for drop offs and collection.
 - If a child is found to be consistently using inappropriate behaviours, staff members retain the ability to physically restrain the child and notify parents immediately. A behaviour management plan will be implemented in collaboration with the child and carers. In severe cases where staff members and/ or children are at risk of harm or if a behaviour management plan is unsuccessful in curbing behaviour, parents may be called to pick up their child immediately. At the coordinators discretion the child may be excluded from the service for the following day or for a longer period of time.
 - If a staff member has been known to use any of the above behaviours a meeting will be arranged with the coordinators, involving an official warning in writing. In more severe cases, the staff member will be asked to leave the service.

Parents are encouraged to work with staff to develop behaviour management strategies or discuss concerns or issues that may be impacting on your child .e.g. loss of a grandparent, separation, moving house. This enables staff to provide the necessary support for your child. Resources covering these circumstances are available by request from the coordinators.

Centre Directors have the right to exclude any child who causes disruption or any child who is not following the policies of the Centre.

Allergy Policy

Fair Play OOSH is an 'allergy aware' service and will be mindful of food product that contains nuts but in some cases may contain nut traces. Therefore we would ask that families refrain from packing any nuts or nut products in their child's morning tea and lunches.

Food & Nutrition

Afternoon tea is served at 3.20pm and this cost is included in the ASC Care fees. Afternoon tea is a variety of nutritionally balanced snacks, with fruit served daily e.g. pastas, noodles, rice, soups and banana and orange

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cakes. Water is also available for children at all times. A weekly menu is displayed on the child & family notice board.

Breakfast is provided in BSC at no additional cost, breakfast includes cereal, toasted sandwiches, toast, eggs, porridge and fruit. Breakfast is available between 7am and 8am. The centre promotes healthy eating. The family information stand has a variety of flyers that may be of use to your family.

Snack times are seen as a social event where children and staff can relax, talk about their day and experience a variety of foods. Staff will demonstrate good healthy and hygienic eating habits while with the children.

Food Handling & Hygiene

The children are asked to wash their hands before eating food at the centre. On excursions where hand-washing facilities are not available the staff will provide children with hand wipes. Hand washing is the most important way of controlling infection. Individual plate/napkins, serving tongs are provided for children.

Staff: Child Ratio's

As per the National Standards and Guidelines our Staff to children ratios are 1:15 in centre, 1:8 on excursions and 1:5 near water. Where possible we have an additional staff member in after school care most days.



Sun Protection – Outdoor activities will be scheduled where appropriate outside of peak UV times or planned for shaded areas. Sun protection will be used for all children; an SPF 30+ sunscreen is always available. Staff will direct children to wear hats for outdoor play. Staff are to enforce the “No Hat, No Play” rule.

Accident Policy - In the event of an accident, which is unable, to be treated by first aid procedures administered by a trained first aid person, or if there is a change in consciousness, head, back or neck injuries, extensive bleeding, eye injury or convulsions, an ambulance will be called. In case of emergency or accident, medical attention will be sought for your child; however, these expenses must be borne by the parent.

Medication Policy - Medication will only be administered with the explicit permission of the parents or in the case of an emergency with the permission of a medical practitioner. Parents who require medication to be administered to their child at the centre must complete a medication form. (Available from staff) .Please note that only prescription medication in the original packaging will be administered to your child.

Illness & Infectious Disease - No child is permitted to the centre if suffering from an infectious disease. If your child becomes ill while at the centre, you will be notified as soon as possible. If your child is not immunised they will be excluded from care until all risk of infection has passed.

If your child has had a serious illness, e.g. chicken pox, we will require a copy of a doctor’s certificate from your family Doctor or GP to ensure that your child is no longer contagious, **prior** to them being allowed to return to the Centre.

In the case of a contagious/infectious disease parents will be notified immediately and the child kept isolated until collected by the parent and not allowed to return to the centre until no longer contagious or infectious. Doctor’s clearance required.

16. The children need to bring

Please ensure that all clothing and belongings are clearly labelled with your child’s name. In before and after school care the child will need a wide brimmed hat and jumper depending on the season. During the school holidays your child will need to wear closed in shoes and bring a wide brimmed hat, sunscreen and a drink bottle containing water ONLY with them. Breakfast and Afternoon tea are provided during the school term and during vacation care you **MUST** supply your child/ren with a healthy morning tea & afternoon tea; drink bottle containing water ONLY and a packed lunch (please limit treats). The children are usually very hungry during the day so please ensure there are additional snacks if required. Where possible it is a good idea to have an extra change of clothes just in case your child has a toileting accident.

17. What to expect/ settling in

The transition to pre-school and school is a big step for families and how children react to the significant event will be very individual. Staff recognise, that families know their children best and we encourage parents to collaborate with us, to best meet their needs. Families are encouraged to always say goodbye to their child on departure and not to slip away unnoticed. Please let a staff member know when you leave in the morning and when you collect your child in the afternoon. Staff will support and comfort children if necessary when saying goodbye. Please feel free to call the centre to see how your child is settling in.

PERMANENT BOOKING

Before School Care **\$16**

After School Care **\$19**

Vacation Care (Day Camp) **\$45**

Vacation Care (Excursions / Incursions) **\$60**

CASUAL BOOKING

(a child without a permanent OOSH booking)

Before School care **\$18**

After School Care **\$21**

Please note the above fees do not reflect your childcare benefit discounts if you are entitled. All working families are entitled to a 50% tax rebate

****Late Collection Fee** (after 6pm)

\$1 per child per minute. Please note the second time your child is collected late you will be charged \$5 per minute and issued with a written warning.

****Non-notification** (if you do not call to say your child is absent from OOSH & we have to go looking for them or to call the parent)

\$10 per child.



Privacy Statement

Fair Play OOSH requires certain information be collected, in accordance with the regulatory framework of operating a children's service.

The service Co-ordinators are responsible for keeping personal records and documentation relating to the families using the service. All records are kept secured to maintain privacy. Staff will be trained in record keeping as required.

Protecting the Privacy of personal and sensitive information collected is fundamental for Fair Play OOSH in providing a quality Child Care Service.

The Commonwealth Privacy Act 1988 — Privacy Amendments (Private Sector) Act 2000.

1 Collecting Information

a. Personal information must only be collected and used specifically for the purpose of the centres function. Personal information should be collected in a fair and unobtrusive way.

b. Persons providing the information will be given appropriate access to their information and be advised about the purpose for the collection of the information.

c. The primary purpose for collecting information is to enable the centre to provide your child with an individual developmentally appropriate program that is stimulating, nurturing and safe.

2 Use and Disclosure

a. The centre will disclose personal and sensitive information to the services' staff, for the specific purpose of administration and education of your child.

b. The centre will obtain parent/guardian permission before disclosing a child's personal and sensitive information to a professional attending our centre for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.

c. Personal information collected about children is regularly disclosed to their own parents or guardians. Information such as children's personal achievements and photos are displayed within the boundaries of our service's building.

d. The centre organises fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information to third parties for their own marketing purposes.

e. The centre will disclose specific information; include your child's name, age and specific needs to the staff/carers of your child.

f. The Co-ordinators may include your emergency contact details in a class list and in their contact directory. Access to these is limited to the staff.

g. If you provide the service with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the centre and why. You will also need to inform them that they can access that information if they wish to do so.

3 Data Quality

a. The centre will take all reasonable precautions to ensure personal information that is collected, used and disclosed is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information that is provided by the individuals.

b. Parents/Carers will be required to advise our service of any changes that may affect the initial information provided.

Thank you

Fair Play OOSH & Vacation Care Team

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