

2024-2025

# Family Handbook



Epping Heights Out of School Hours Care Inc



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## PHILOSOPHY

*Epping Heights OSHC provides high-quality out-of-school hours care, grounded in an understanding of primary-aged children's learning and developmental stages. In addition to serving the families and children of our local school we also serve the broader Epping community through Vacation Care.*

*Our philosophy evolves to meet community needs, driven by a commitment to continuous improvement. We achieve this through community consultation, regular service evaluation, and adherence to legislation and industry standards.*

### **Our aims are to:**

- *Provide a safe, healthy, and nurturing environment where every child's thoughts and opinions are valued.*
- *Prioritise the individual needs of children and their families, including them in decision-making.*
- *Support the local and wider community by sharing our knowledge and engaging in community activities.*

### **We recognise:**

- *The importance of balancing child-centred play with structured activities for development.*
- *The value of professional development for educators to improve our Centre and stay updated with industry changes.*
- *The significance of inclusivity in our program regarding culture, gender, and ability.*
- *The traditional custodians of the land on which our Centre is situated and pledge to respect indigenous cultures.*

### **We are committed to:**

- *Offering a fun, quality program that allows children to choose how they spend their time at OSHC, fostering a sense of ownership and belonging.*
- *Ensuring effective communication and support from management to parents, children, and educators, while upholding legislative requirements to promote children's safety and welfare.*

## LOCATION

The Centre is adjacent to the main oval at Epping Heights Public School, 128 Kent Street, Epping.

<b>CENTRE INFORMATION</b>	
<b>EPPING HEIGHTS OSHC CENTRE</b>	Ph: 9869 0602 Email: <a href="mailto:eppingheightsoosh@hotmail.com">eppingheightsoosh@hotmail.com</a> Website: <a href="http://www.eppingheightsoosh.com.au">www.eppingheightsoosh.com.au</a> Webserver: <a href="http://www.becklynweb.com.au/eppingheights">www.becklynweb.com.au/eppingheights</a>
<b>DIRECTOR</b>	Adam Pearson
<b>ASSISTANT COORDINATOR</b>	NA
<b>SENIOR EDUCATORS</b>	Jeremy Brittan (admin), Jordan Anderson, Annalise Pringle, Lauren Chain, Thomas Logan
<b>ADMINISTRATIVE SERVICES PROVIDER</b>	BECKLYN: Julie and Doug McKenzie Ph: 9878 2651 Email: <a href="mailto:info@becklyn.com.au">info@becklyn.com.au</a>
<b>COMMITTEE PRESIDENT</b>	Deanna Mangan <a href="mailto:presidentehoshc@gmail.com">presidentehoshc@gmail.com</a>

## HOURS OF OPERATION

- **Opening Hours:** 7.00am to 8.35am and 3.05pm to 6.00pm on school days, Monday to Friday.
- **In the morning:** An attendance roll is taken and any unexpected absences are followed up. At 8.35am the children go into the playground where a school teacher is providing supervision.
- **In the afternoon:** The children make their own way to the Centre from their classrooms. Kindergarten children are escorted to the Centre by Educators in the afternoon for the first term of the school year. An attendance roll is taken and any unexpected absences are followed up.
- **For Vacation Care and School Development days:** The centre is open from 7:00am to 6:00pm except for public holidays.

## ENROLMENT

### To enrol your child you must:

- **Complete the Enrolment Form:** Submit a filled enrolment form with CRNs and birth dates for guardians and children via our online web server.
- **Immunisation Records:** Provide an Immunization History Statement from the Childhood Immunisation Register showing up-to-date immunisations for your child. Overseas immunisation records are not accepted.
- **Technology Agreement and Interest Form:** Submit completed and signed copies of the service's technology agreement and interest form. The interest form is updated every two years.
- **Medical Conditions:** If your child has asthma, allergies, or any other medical condition, contact the service directly for additional paperwork which will be required.
- **Membership Fee:** Pay the membership fee of \$30 per family per year. Enrolments cannot be processed until this fee is received. The fee is reduced later in the calendar year.
- **Online Enrolment:** Start by logging in to our web server as a new user. Obtain the password by contacting the Centre via email. Complete the enrolment online using your username (parent code) and password. This password is also used to sign your child in and out of the Centre.
- **Centre Visit:** Schedule an appointment with the Centre Director should you wish to visit the service before your child's attendance. This visit will help you become familiar with the Centre and discuss enrolment details.
- **Authorised Collectors/Nominees:** Inform Educators if someone other than the child's guardian(s) will be collecting them from the Centre after registering them on the web server. All collectors must present ID upon arrival and be registered as authorized collectors with their own login information.
- **Court Orders:** Inform the Centre of any court orders related to the custody of the child. The Centre Director must sight and keep a copy of any such order.
- **Confidentiality Concerns:** If you have concerns about the confidentiality of your parenting arrangements, please contact the Management Committee.

## PRIORITY OF ACCESS

The Centre prioritises enrolment for children who currently attend Epping Heights Public School, during before and after care periods. Vacation Care places are booked on a first booked basis.

Access to the Centre is limited by the number of available places, educators, and physical space. If our capacity is reached, we will implement a waitlist system and prioritise access according to our specified guidelines. For more information, please contact the Centre directly.

## FEES

### MEMBERSHIP FEE

An annual membership fee of \$30 per family is required for the school year, regardless of whether the child attends permanently, casually, or only for vacation care. The Centre cannot be used without payment of this fee, and membership applications will not be accepted until the fee is paid.

For families joining the Centre midway through the school year, the membership fee will be reduced to \$15. Additionally, a \$30 membership fee will be required to reinstate a cancelled booking.

Schedule of Fees and charges for 2025-26		
Permanent	Morning Session	\$15.66
	Afternoon Session	\$29.23
Casual	Morning Session	\$18.79
	Afternoon Session	\$31.84
School Development Days & Vacation Care	Per Day	\$60 Base Rate *
		\$65 Base Rate (Casual/Late)
Late Pick Up fee	Per 15 minute increments	\$30
Non-Notification Fee	Per Incident	\$15
Ezidebit Dishonour Fee	Per incident	\$15 (Centre charge)
		Additional fees also apply from the Ezidebit company
Non-signage fee	Per incident	\$15
Water Bottle/Lunch	Per incident (When children are not provided with a prescribed meal or with a water bottle on School Development or Vacation care Days)	\$3
Excursion ID Wrist-Band replacement	Per incident	\$5
Window Breakage	Per incident	\$150
Membership Fee	Per annum	\$30
*Actual vacation care daily charges are based on 'base-rate' + the inclusion of additional costs for each day's activity.		

## **BEFORE AND AFTER SCHOOL CARE PERMANENT BOOKINGS**

- **Permanent Booking Requirement:** A permanent booking is needed for children attending the Centre regularly. This booking must be paid for regardless of attendance, except for school camps interfering with normal bookings, which are not chargeable. Permanent bookings offer a discount compared to casual bookings.
- **Booking Deadlines:** Permanent bookings must be made via the webserver by 9 am on the Friday before the week the booking starts. Bookings made after this deadline will be classified as casual and must be booked and paid for as such. Permanent bookings will then commence the following week.
- **Transfer of Bookings:** Permanent bookings can be transferred to another day within the same week (Monday to Friday), provided the Centre is notified and has availability. Transfers are only allowed between similar sessions (morning to morning, afternoon to afternoon). Transfers must be done before the days affected by the change and can be managed via our online webserver.
- **Public Holidays:** Permanent bookings on public holidays are not chargeable.
- **Cancellation Policy:** To cancel a permanent booking, notification must be given via the webserver by 9 am on the Friday before the change starts. If the cancelled booking is needed within two weeks, all fees for the intervening period must be paid in full before the new booking is accepted. During this two-week period, parents can make casual bookings.
- **PM Session Roll:** EHPS will receive an email around 2 pm listing the children in OSHC attendance that afternoon, helping increase school/teacher awareness of daily OSHC attendance. The list is current as of midday that day.

## **CASUAL BOOKINGS / CHANGING YOUR BOOKING**

- **Casual Bookings:** Casual bookings, including additions and cancellations, can be made via our web server before midday the day prior to the booking. Changes can be made without charge before the afternoon session starts or the morning session ends. We encourage parents to notify the Centre of any changes as soon as possible, either by phone or email, as a courtesy. If appropriate notice is not given, payment is still required, and additional fees may apply. Casual bookings may be cancelled by the director if a family is awaiting a permanent place.
- **Changing your booking:**  
When making bookings for permanent, casual, or vacation care, please follow the prompts on our web server and wait for an email confirmation. Check your spam folder if you do not see the confirmation email. Cut-off times are strictly enforced. You can check your bookings at any time via the booking calendar on the web server.

## **ROSTER, SHIFT WORKERS & ROTATING BOOKINGS**

If a parent works shifts, has a changing roster, or faces special family circumstances, the Centre can arrange permanent bookings for their child. To set this up, parents should inform the Director, who will make the necessary adjustments for online booking. Please note, regular attendance is required for this arrangement.

## **SPLIT ACCOUNTS**

- If you need to enrol your child(ren) under multiple accounts (e.g., with both parents), each party should complete the enrolment process separately.
- Bookings must be made for each account individually.
- For children who regularly spend time in different households, our rotating booking option (detailed on the previous page) may be helpful.
- Please contact the Centre Director for more information.

**Note:** As we update our online booking system, some of this information may change. Please stay informed about updates.

## **VACATION CARE**

Vacation Care is available during the Autumn, Winter, and Spring holidays, as well as part of the Summer holidays. The program for the upcoming holidays is usually published by week seven of the term, and families can book online shortly after. Bookings are made on a per-day basis, with payment required at the time of booking. While payment is requested before your child attends, charges will only appear on your account at the end of the vacation care period. An estimated price is provided for payment purposes when booking.

Due to staffing and planning needs, cancellations or non-attendance after the cut-off date are non-refundable. However, you may swap days if spaces are available, with any additional costs covered by you. Please note that no refunds are offered for swapping between days with different prices. If swapping days, any cost difference will be invoiced separately and is not eligible for CCS.

Changes and cancellations can be made before the cut-off date, typically the Thursday or Friday of the second last week of term, as outlined on the Vacation Care permission and information form. After this date, a \$5 late booking fee per child applies.

Vacation Care fills up quickly, so please book early to avoid disappointment.

In rare cases, scheduled activities may change due to unforeseen circumstances. A comparable activity of the same cost will be provided, but no refunds will be given.

## **SCHOOL DEVELOPMENT / INDUSTRIAL ACTION DAYS**

The Centre is usually open on School Development days. In the event of industrial action by the Teachers' Federation, the Centre may still open, but please confirm with us. A daily fee applies per child, but there is no charge for those with permanent bookings who choose not to attend on these days.

## **ABSENTEEISM**

If your child will not attend a pre-booked session (whether casual, permanent, or vacation care), please notify the Centre, preferably via email, to prevent confusion and concern. Attendance is taken at each session, and if a child is not reported absent and is missing at roll call, educators are required to search for them.

If your child shows signs of illness while in the Centre's care, you will be contacted to pick them up. If they are sent home from school due to illness, they should not attend OSHC that day.

### **VERY IMPORTANT**

Please inform the Centre as early as possible if your child will not attend a booked session, or a \$15 non-notification fee will apply. This fee also applies if you fail to correctly inform the Centre that your child *will* be attending. You can notify us via the webserver by midday the day before the absence. If notification is needed after this time, please phone or email the Centre. Written notification is preferred, even if you've called to inform us.

This policy ensures the safety and welfare of the children, as contacting parents to verify a child's whereabouts during the busiest time of day is both time-consuming and stressful. Repeat offences may be referred to the committee, and bookings could be cancelled.

The non-notification fee applies in the following cases:

- Insufficient notice of absence (after 8:35 am for a morning session, after 3:05 pm for an afternoon session, and after 9:00 am for a Vacation Care session)
- Notification of absence given by children or unauthorised persons
- Children arriving at the afternoon session without prior notification
- Incorrectly completing online booking changes or Vacation Care bookings.

### **PAYMENT OF FEES FOR 2024 or 2025 ENROLMENT**

All families enrolled at EHOSHC will be required to sign up to Direct Debit (Ezi-debit).

Set up costs for 2024/2025 Ezi-Debit will be paid by the Centre, but all ongoing costs and charges in relation to transaction fees, dishonour fees and the like are to be paid by the family.

### **PAYMENT OF FEES**

Ezi-Debit is the Centre's only accepted payment method, and you can set up direct debit through our webserver. Please note that cash or cheques are not accepted.

To avoid issues with your account, make sure to update any changes to your cards or accounts via Ezi-Debit. If payment is not made for more than three weeks, your child's permanent spot will be forfeited, and future bookings will be cancelled. To re-enrol, all outstanding fees, including late fees, must be paid in full.

Repeated payment issues may result in your enrolment being terminated without the option to reinstate. If your account is cancelled and you wish to reinstate it, a \$30 membership fee applies, subject to approval.

Our administrators will contact you if your account requires immediate action. Your child's place will not be terminated without prior notice.

If you are unable to pay, please contact the Centre Director to discuss a payment plan.

### **CHILD CARE SUBSIDY (CCS)**

To claim CCS, families must:

1. Complete their eligibility assessment with Centrelink or via their MyGov account
2. Provide the centre with CRN's and dates of birth (matching Centrelink records) for all children attending the service, plus for the guardian / parent registered to receive CCS

3. Confirm each child's enrolment at the service via their MyGov account

Once all the above steps are completed, any CCS a family is entitled to receive will be returned to the centre on a weekly basis and will appear as a credit on the family account. This will mean that invoices from the centre will be for the gap fee only.

More information on how to apply for CCS can be found at:

<https://www.servicesaustralia.gov.au/how-to-claim-child-care-subsidy?context=41186>

## **CCS ABSENCES**

CCS will continue to be paid for up to 42 absences for all types of approved childcare, per child, per financial year. Absences are counted on a per day (or part day) basis i.e. where a child is away for one out of two sessions on a day, 1 absence will be recorded.

Once these 42 days have been exceeded, families may be entitled to CCS payments for further additional absences in certain circumstances. More information regarding these "Additional absences" can be found at: <https://www.education.gov.au/early-childhood/child-care-subsidy/absences> - in the expandable absence section

In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

## **LATE PICK UP**

The Centre closes at 6pm. Any child collected after 6.05 pm will incur a \$30.00 charge for every 15 minutes, or part thereof, that the responsible adult is late (including the first 15 minutes). Contact with parents will be attempted should they not arrive to collect their child by 6pm. Police will then be contacted.

## **EDUCATORS**

The Centre has staff consisting of the Director, Assistant Coordinator, Senior Educators and other Educators. The Centre adheres to one educator per average of 15 children, with this adjusted accordingly dependant on particular circumstances and risk assessment (eg: excursions). All Educators have current Working with Children Checks and regularly attend training/education sessions relevant to legislative requirements and professional development.

## **MANAGEMENT**

The Management Committee of Epping Heights OSHC is made up of a voluntary group of parents. This Committee is responsible for setting policies, fees, staffing, and overseeing the Centre's operations. They meet at least once per term, and an Annual General Meeting is also held. Parents are encouraged to submit any concerns, suggestions, or queries in writing via letter or email to the Management Committee. New parents are always welcome to join the Committee.

An Administrative Services Provider is employed to manage administrative tasks and facilitate communication between the Committee, Educators, and Parents. Your first point of contact should be the Director, followed by the Management Committee or the Administrative Services Provider, depending on your concern.



## **CONFIDENTIALITY**

All information provided to the centre and our administration provider will be treated confidentially by educators and management at all times. Please note that all relevant personal details are forwarded to government departments as required, and current legislative practises regarding privacy and confidentiality are adhered to.

## **COMPLAINTS/GRIEVANCES/FEEDBACK**

If you have a complaint or comment about the service, please speak with the Director to address the issue. If the matter isn't resolved to your satisfaction, you can escalate it to the President of the Management Committee, either in writing or verbally.

Please note, any grievances must be communicated appropriately. The Centre reserves the right to terminate your enrolment if complaints are made using threatening, offensive language or behaviour, or if they are excessively persistent.

**Important:** The Director cannot resolve issues related to fees, fines, or financial discrepancies. These should be emailed in writing to the Management Committee President.

To provide feedback to the service families are welcome to send an email or a QR code is available at the signing area with a link to our online anonymous feedback form.

## **FOOD/MENU**

Breakfast is served daily from 7:00 am to 8:15 am. The Centre cannot provide breakfast after 8:15 am due to routine disruptions.

A nutritious afternoon tea is provided each day, and fruit is available upon request later in the afternoon.

For full-day bookings (Vacation Care/Pupil Free Days), please ensure your child brings their own lunch and morning tea unless otherwise specified.

If your child has food allergies, please inform the Director verbally and note this on your child's enrolment form.

While our Service is not 'Nut Free,' we ask that you avoid sending nut products with your child. We have several students with severe allergies, and your cooperation is essential in keeping them safe. To view our full menu, you can visit our website which provides detailed information about the food served at the Centre,

## **PROGRAMS**

At EHOSHC, our Educators plan a diverse range of arts and crafts, activities, games, and sports each day. Activities are tailored to the interests of the children, family input, and observations of their needs and development. Our program features daily themes that change each term, and a daily schedule is developed by our team under the guidance of our Educational Leader.

We also enhance our program with activities from external providers, including sports, art, craft, and performing arts.

For more information about our program, please speak to our Educators or visit the EHOSHC website.

## **HOMEWORK**

At Epping Heights OSHC, we offer a quiet time and space each afternoon for children to complete their homework if desired. It is up to parents/carers whether children do homework at OSHC. Please let the Educators know, preferably in writing, if you would like your child to complete homework. We will encourage them to do their homework but it is not enforced.

Children will have playtime until 5:00 pm before the homework period begins, in keeping with our play-based philosophy.

## **MOVIES, TELEVISION, ELECTRONICS, PHONES & INTERNET**

Children at Epping Heights OSHC do not watch free-to-air television in the mornings or afternoons. They only view content approved by Educators. Occasionally, we have prescribed movie afternoons or watch movies on rainy days. There are always alternative activities available when movies are shown. Occasionally, we may use 'G' or 'PG' rated films or TV as part of the program. If you have concerns about your child viewing such content or if there are specific topics to avoid, please notify the Centre in writing. Children are briefed on the film's content beforehand and can choose whether to watch.

We may also use electronic gaming consoles, like a Wii, mainly during Vacation Care. These devices are used to promote a healthy lifestyle, with all games being age-appropriate.

Children may bring electronic devices during Vacation Care and on Friday afternoons during the school term. However, the Centre reserves the right to regulate the use of all electronic devices, including internet access and mobile phones, according to our policies and tech agreement.

Mobile phones or similar devices, such as smartwatches, are not permitted for contact purposes during OSHC hours. If you need to contact your child, please use the Centre's telephone number. If your child needs to contact you, they must speak to an Educator, who will then contact you on their behalf at their discretion.

## **SIGNING IN AND OUT**

Parents must sign their children in (mornings) and out (afternoons) on the Centre's touchscreen using their personal username and password. Each parent and authorised collector will have their own login details, which must not be shared. Failure to use the correct login details may result in additional fees. Accurate signing in and out is essential for Centre operations and is a legal requirement.

If a child is not signed out, an Educator will contact the parents. If contact cannot be made, the child will be treated as missing.

The Centre must account for all children in emergencies. Frequent failure to sign in or out will be reported to the Management Committee, and the child's place may be at risk. Parents must inform Educators in person, by email, or by phone if someone else will collect their child. The collector must present photo ID and sign in or out using their own valid login. A \$15 'non-signage' fee will apply if a child is not signed in or out properly or if an Educator has to sign on behalf of the authorised collector.

Ensure the touchscreen confirms your child's sign-in or sign-out before leaving to avoid fees. Children should not use the sign-in/out computer and are not permitted to sign for parents. If an authorised collector has difficulty, they should ask an Educator for assistance.

## **CHILDREN'S BEHAVIOUR**

No inappropriate language or behaviour will be tolerated at any time. As a condition of enrolment, both parents/guardians and children agree to abide by the Centre's rules, which are as follows:

### **Children must:**

- Follow all directions given by Educators at all times.
- Treat others as they would like to be treated.
- Remain in sight of an Educator and stay away from 'out of bounds' areas.
- Assist with cleaning up and putting away when requested.
- Behave safely and courteously towards others.
- Use appropriate language at all times.
- Avoid physical harm or intimidation of others.

### **Steps for addressing non-compliance:**

1. Verbal reminder.
2. Removal of privileges or time out.
3. Verbal notification to parents/guardians at the end of the session.
4. Written letter informing parents of the incident and warning of possible suspension; the school will be notified.
5. Suspension from the Centre for three days or another period determined by the management committee.
6. Expulsion from the Centre for the remainder of the year or as decided by management.

## **FIRE AND EMERGENCIES EVACUATION & LOCKDOWN**

The Centre has clear fire and lockdown drill procedures displayed at all entrances and exits. Fire and lockdown drills are conducted regularly. The designated assembly area is the far end goal post on the school oval, adjacent to the Centre. An alternate assembly area is at the front gate. Practice drills for children to learn emergency procedures occur regularly throughout the year, in line with service requirements.

## **FIRST AID**

Educators with first aid training will attend to any injured children. Parents will be notified of significant accidents or incidents and may be asked to sign/acknowledge an incident report form. An Accident/Incident/Illness Report Form will be completed for any injury requiring first aid, and a copy will be provided to the parent or carer usually via email for acknowledgement.

If an Educator believes a child needs further medical treatment or is in distress, parents or carers will be contacted. If none of the nominated emergency contacts can be reached, Educators will decide whether to call an ambulance. Any ambulance fees and medical costs will be billed to the parent or carer.

Please do not send your child to the Centre if they are unwell. Report any infectious conditions to the Centre promptly.

All pre-existing health, behavioural, or developmental conditions should be disclosed at enrolment, along with any relevant documentation from health professionals, such as action plans.

## **SUN SAFETY**

At the Centre, Educators require all children to be adequately protected from the sun, particularly during summer months and on full attendance days like school development days and Vacation Care. Parents should remind their children to protect their skin by wearing hats and applying sunscreen. Sunscreen is available at the Centre.

Epping Heights strictly enforces a "NO HAT, NO OUTSIDE PLAY" policy throughout the year. If a child arrives without a hat, they may be provided with an OSHC hat if available. However, if a child frequently forgets their hat, they will not be given an OSHC hat and will be unable to play outside.

The UV rating is monitored daily, and Educators take appropriate precautions.

## **CHANGE OF DETAILS**

Parents must ensure any change of enrolment details, especially any change to phone contact numbers and email addresses, are updated via the webserver immediately. These changes can be made online by logging into your parent information via our webserver.

## **MEDICATION**

If a child has a condition which requires medication, however occasional, parents must complete and sign the relevant form. If the parent is unable to sign the form, a letter must be sent to the Centre. All medication **MUST** be in its original packaging and clearly labelled. Please diarise the expiry dates of all medication supplied to the Centre and replace when necessary.

## **PARACETAMOL PERMISSION**

Parents are asked to sign a Paracetamol Permission Note, which will authorise the Centre to administer Paracetamol in cases of temperature and / or headache. This authority is at the option of the parent. Educators will also contact the parent prior to administering the medication if possible.

## **PHOTOGRAPHY**

EHOSHC values building strong and trusting relationships with our families. We understand that parents may have concerns about photography and video recordings of their children. All photography and video within the Centre are conducted respectfully and using approved devices.

Images may be shared on approved online platforms such as YouTube, SmugMug (a password-protected photo blog), our online record-keeping journal, and in newsletters. During enrolment, you will be asked to consent to the photography of your child. Educators will not publish your child's image on YouTube without obtaining additional consent and approval for the video.

## **CHILDREN'S BAGS**

Children's bags will generally be kept on our veranda. In bad weather they may be kept inside.

## **LOST PROPERTY**

Please ensure that all of your child's belongings are clearly labelled with their name. Lost property can be collected from the school's lost property area. Note that any uncollected items at the end of each term will be donated to charity. Items left on the OSHC veranda will be moved to the playground or lost property for collection.

## **SECURITY**

Our Centre is equipped with alarm systems and security cameras. The cameras are motion triggered and are linked to a security company and the police. Please do not approach the building or enter the veranda area when the Centre is closed, as your image will be recorded, and authorities contacted.

Please note that the cameras will not record when the Centre is open when there are children on the premises.

## **NEWSLETTERS/SOCIAL MEDIA/COMMUNICATION**

Newsletters will usually be distributed once per term. The newsletters will contain information about what has been happening in the centre and any relevant policy issues affecting the centre.

## **CENTRE POLICIES**

Copies of the Centre policies can be viewed via the Centre Website.

Note that the Centre policies are separate to those of the school and may not correlate with the philosophies & practices of Epping Heights Public School.

## **COMMUNITY INFORMATION**

A comprehensive collection of resources and links to community services and resources for families and children are available via the Centre's website. This array of information covers most areas of interest and concern for parents, children and families and is an extremely valuable and useful document to browse. Please speak to our Centre Director if you have any questions.

## **GENERAL INFORMATION**

The safety of our educators, children, and families is our top priority. Any threats to their safety will not be tolerated and may result in immediate suspension from the Centre. Our policies, as outlined in this handbook, are strictly enforced and cannot be altered by Educators.

If you have any questions or comments, please contact the Director or Management Committee.

We encourage you to get to know our Educators and especially the Director. We believe childcare is a valuable service, and we ask that all interactions be courteous and friendly. We hope you and your children find the Centre to be a safe, happy, and engaging environment.