

2024-2025

Family Handbook



Epping Heights Out of School Hours Care Inc



Phone: 98690602

Email: eppingheightsoosh@hotmail.com

Website: www.eppingheightsosohc.com.au

Webserver: www.becklynweb.com.au/eppingheights

PHILOSOPHY

Epping Heights OSHC exists in order to serve the families and children of our local school, and through Vacation Care, the wider Epping community. We provide quality out of school hours care based on a sound understanding of the learning process and the developmental stages of primary aged children. Our Philosophy evolves in relation to meet the needs of our community, driven by a commitment to quality improvement. We achieve this through community consultation and input, with regular evaluation of our services to ensure compliance with legislation and alignment to current industry standards and recommendations.

We aim to:

- ☐ *provide a safe, healthy, positive, and nurturing environment for every child where their thoughts and opinions are valued.*
- ☐ *meet the individual needs of all children and their families as a priority and include them in decision-making.*
- ☐ *support the local and wider community by sharing our knowledge, skills and resources and engaging in community activities.*

We recognise:

- ☐ *the importance of child-centred play as well as some structured activities in a child's development.*
- ☐ *the value of ensuring that educators are given opportunities for professional development to continue the improvement of our centre and to stay abreast of changes and developments in the industry.*
- ☐ *the significance of inclusivity in our program in relation to diversity in culture, gender and ability.*
- ☐ *the traditional custodians of the land upon which our Centre is situated and promise to foster respect for indigenous cultures.*

We are committed to:

- ☐ *providing a quality, fun program that allows the children to choose how their time will be spent at OSHC to foster a sense of ownership and belonging.*
- ☐ *ensuring that management support and communicate effectively with parents, children and educators and that legislative requirements are upheld to promote the safety and welfare of the children in care.*

LOCATION

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

CENTRE INFORMATION	
EPPING HEIGHTS OSHC CENTRE	Ph: 9869 0602 Email: eppingheightsoosh@hotmail.com Website: www.eppingheightsooshc.com.au Webserver: www.becklynweb.com.au/eppingheights
DIRECTOR	Adam Pearson
ASSISTANT COORDINATOR	Zoe Hanna
SENIOR EDUCATORS	Jeremy Brittan (admin), Jordan Anderson, Annalise Pringle
ADMINISTRATIVE SERVICES PROVIDER	BECKLYN: Julie and Doug McKenzie Ph: 9878 2651 Email: info@becklyn.com.au
COMMITTEE PRESIDENT	Deanna Mangan presidentehoshc@gmail.com

HOURS OF OPERATION

- 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.
- **Authorized 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 2024-25 (as of 29/7/25)		
Permanent	Morning Session	\$16.50
	Afternoon Session	\$30.50
Casual	Morning Session	\$19.50
	Afternoon Session	\$33
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.		

Schedule of Fees and charges for 2024-25 (as of 11/08/2025)		
Permanent	Morning Session	\$17.19
	Afternoon Session	\$31.78
Casual	Morning Session	\$20.31
	Afternoon Session	\$34.38
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
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*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.

ROSTERS, SHIFT WORKERS & ROTATING BOOKINGS

Where a parent is doing shift work, rostered work or has special family circumstances, the Centre will arrange permanent bookings for their child(ren). Parents should advise the Director of their circumstances and appropriate administration changes will be put in place to accommodate the situation for you to book online. For this arrangement to take place, your child must attend the Centre regularly.

SPLIT ACCOUNTS

- If you would like to enrol your child(ren) into more than one account or 'split account', please ensure that enrolment process is completed by the two or more parties involved (eg: mum/dad or other).
- Bookings should be made for each account separately.
- Where children are regularly spending extended periods of time in the care of different households our rotating booking (described on the previous page) may be useful.
- Please speak to the Centre Director for more information.

PLEASE NOTE THAT AS WE UPDATE OUR ONLINE BOOKING SYSTEM, SOME OF THIS INFORMATION MAY CHANGE. PLEASE BE AWARE OF UPDATES.

VACATION CARE

Vacation Care operates during all of the April, July, and October holidays and part of the December/January holidays. A program for the upcoming holidays is typically published by week seven of the term, and families can book via the web server soon after. Bookings are made on a per-day basis, with payment required at the time of booking. Although payment is requested before your child attends, Vacation Care charges will not appear on your account until the end of the vacation care period. An estimated price will be provided at the time of booking for payment purposes.

Due to staffing and planning requirements, all cancellations and non-attendance after the specified cut-off date are payable. However, days may be swapped after the cut-off date if spaces are available, with any additional costs covered by you. No refunds are offered for swapping between days of differing prices.

Changes and cancellations can be made before the cut-off date, usually the Thursday or Friday of the second last week of the term, as specified on the Vacation Care permission and information form. Bookings and changes made after this date are subject to a \$5 late booking fee per booking, per child.

Vacation Care fills up quickly, so please book promptly to avoid disappointment. If prior notice is given, swapping days is possible, with the cost of the more expensive day being charged. Any cost difference is invoiced separately and is not applicable for CCS. 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 offered.

SCHOOL DEVELOPMENT / INDUSTRIAL ACTION DAYS

On School Development days the Centre will normally be open. If there is industrial action by the Teacher's Federation the Centre may open but please check with the Centre. There will be a per day charge per child. There will be no charge for those with permanent bookings that choose not to use the Centre on these days.

ABSENTEEISM

If your child will not be present at a pre-booked session whether a casual, permanent or vacation care booking, you must let the Centre know (preferably via email) to avoid unnecessary confusion and concern. A roll is called in each session to make sure all children are present. Educators are under instruction to carry out a search for any child not reported absent and not present at roll call.

If your child is exhibiting signs of illness whilst in care of the Centre, you will be contacted to collect them. If they are sent home from school during the day due to signs of illness, they should also not be sent to OSHC after school and will be unable to access care on that day.

VERY IMPORTANT

Let the centre know as early as possible if your child or children are not going to attend a booked session or a non-notification fee of \$15 will apply. This also applies if you have not correctly informed the centre that your child will be in attendance. This can be done via our webserver before midday the day prior to the absence, if notification must be given after this time, please phone or email the centre. Written notification is preferred and requested even if a phone call is made to notify us of the change.

This requirement is to ensure the safety and welfare of the children. Having to call parents to make sure that the child is safe is a very time consuming and worrying process at the busiest time of the afternoon. Repeat offenders will be referred to the committee and bookings may be cancelled.

A non-notification fee applies under the following circumstances:

- ☐ Insufficient notice of absence (after 8:35am for morning session, after 3:05pm for afternoon session and after 9am for a Vacation Care session)
- ☐ Children or any unauthorised person notifying Educators of pending absences

- ☐ Children arriving in the pm session without notification.
- ☐ Incorrectly completing change of booking or vacation care booking online

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 method of payment. The application for direct debit can be made via our webserver.

Please note that cash or cheques are not accepted at the centre.

To avoid your account being scrutinised, please ensure any changes to your cards or accounts are updated via EziDebit.

In the event that more than three weeks of non-payment, a child's permanent place will no longer be reserved and subsequent bookings will be cancelled. Should the child wish to attend again, ALL outstanding moneys (including late fees) must be paid, prior to attendance.

Repetitive issues regarding your account may result in your enrolment being terminated without view to reinstate. A \$30 membership fee is payable should your account be cancelled, and you wish to reinstate (on approval).

Our administrators will contact you if your account requires any immediate action. Your child's place at the centre will not be terminated without due warning.

If you are unable to pay for any reason, please contact the centre where the Director will be able to discuss a payment plan with you.

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 6.00 pm. 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

A voluntary group of parents comprise the Management Committee of Epping Heights OSHC. The Committee decides matters of policy, fees, staffing and all matters relating to the running of the Centre. This Committee meets at least termly, and an Annual General Meeting is also held. Parents with any problems, suggestions or queries are encouraged to forward them in writing to the Management Committee by letter or e-mail. New parents are always welcome on the Committee.

An Administrative Services Provider is employed to handle all administrative matters and to liaise between the Committee, Educators and Parents. First point of contact should be the Director, then the Management Committee or Administrative Services Provider depending on the nature of the 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

If a parent has a complaint or comment about the service they are encouraged to talk to the Director to address the issue. If the complaint is not handled to the parent's satisfaction they should discuss the issue with the President of the Management Committee, either in writing or verbally.

Should your grievance be discussed in an inappropriate manner (eg: using threatening/offensive language or behaviour or is unnecessarily persistent) with the Director/staff or management, the centre reserves the right to terminate your enrolment.

PLEASE NOTE THAT THE DIRECTOR IS UNABLE TO RESOLVE ISSUES REGARDING FEES/ FINES/ FINANCIAL DISCREPANCIES AND SHOULD BE PUT IN WRITING VIA EMAIL TO THE MANAGEMENT COMMITTEE PRESIDENT.

FOOD/MENU

A variety of breakfast foods are served each morning. Breakfast will be served between 7.00am and 8.15am. The Centre cannot be relied upon to provide children with breakfast after 8:15am due to the disruption of our routines.

A nourishing afternoon tea is provided each day. Fruit is also offered on request later in the afternoon.

Please be aware that for full day bookings (vacation care/pupil free days) children will need to bring their own lunch and morning tea unless otherwise specified.

If your child has food allergies, please ensure the Director is verbally notified as well as noting this on your child's enrolment form.

Although our Service is not 'Nut Free', we ask that you please ensure that you avoid providing your child(ren) with nut products whilst in our care. We have several students with severe allergies and would appreciate your assistance in keeping them safe.

PROGRAMS

EHOSHC Educators program a variety of arts and craft, activities, games and sport on a daily basis. Activities are organised based on the interests of the children, input from families and the observation of needs and development. Our program has daily themes which change termly and a daily program is created by our team led by our Educational leader on staff.

Our program is often supplemented with activities provided by external providers and educators such as sports & physical activities, art & craft and performing arts.

Please speak to Educators for further program information or check out the EHOSHC website.

HOMEWORK

At Epping Heights OSHC we provide the option of a quiet time and space in the afternoon for the children to complete their homework. It is at your discretion if you would like your child to complete homework at OSHC. Please advise Educators, preferably in writing, if you would like your child to complete homework. We will endeavour to ensure they are encouraged to do their homework, but cannot force them to do so. Children are given playtime first until 5pm before homework time is offered in alignment with our play-based philosophy.

MOVIES, TELEVISION, ELECTRONICS, PHONES & INTERNET

The children do not watch free to air television in the mornings or afternoons and only view content approved by Educators. There are sometimes prescribed movie afternoons, and movies are also viewed at the centre on rainy days. There are always other activities for the children to choose when such entertainment is on. Occasionally television with a 'G' rating or 'PG' rating may be used as part of the program of activities. Please advise the Centre in writing if you have concerns over your child(ren) viewing 'G' or 'PG' material or if there is a particular fear or special topic to be avoided. Children are briefed on the content of the film before it begins and are given the option of whether or not they wish to view the material.

The Centre may also use electronic gaming consoles such as a wii. These devices are used mainly in vacation care, but also factor into our philosophy of promoting a healthy lifestyle with the use of wii-fit games. All games are age appropriate.

Your child may bring electronic devices to the service during Vacation Care and on a Friday afternoon during the school term. The service reserves the right to control use of ALL electronic devices in accordance with our policies and tech agreement, including internet usage and mobile phones.

It is not permitted for your child(ren) to have mobile telephones or other similar devices on their person (such as smart watched) during OSHC hours for the purpose of being contactable. If you wish to contact your child for any reason, you may do so via the Centre telephone number. Should your child wish to contact a parent at any time, they must speak to an Educator who will contact the parent on their behalf at their discretion.

SIGNING IN AND OUT

Parents must sign children in (in the mornings) and out (in the afternoons) on the touchscreen at the Centre using your personal username and password. Each parent as well as each authorised collector will have their own individual login details and must not be shared. Failure to utilise the correct login details may result in additional fees and charges. Correct and accurate signing is vital to the running of the Centre and A LEGAL REQUIREMENT.

If a child is not signed out, an Educator will call the parents, and if unable to contact them, will treat the situation as though the child were missing.

The Centre must be able to account for all children should an emergency arise. Habitual failure to sign in/out will be referred to the Management Committee and the child's place may be at risk. Parents must advise Educators in person, by email or by phone when someone different will be collecting children on a particular day and this person must be able to present photo ID if requested AND be able to sign the child in or out with their own valid login. Please note that if your child is not signed in or out of the centre or an Educator is required to do so on the behalf of the authorised collector, a \$15 'non-signage' fee will apply.

When signing in or out, please make sure that the touchscreen notifies you that your child has been processed before you leave to avoid 'non-signage' fees.

Children should NOT touch the sign-in/out computer and are not permitted to sign for a parent. If an authorised collector has difficulty in signing in or out, they must speak to an Educator who will be happy to assist.

CHILDREN'S BEHAVIOUR

No bad language or behaviour will be tolerated at any time. As a condition of each child's enrolment, parents/guardians and children automatically agree to and understand the centre rules. These rules are:

The child must:

- ☐ Follow any direction given by an Educator at all times.
- ☐ Treat others as he/she would like to be treated.
- ☐ Always stay in sight of an Educator and away from designated 'out of bounds' areas.
- ☐ Assist with cleaning up and putting away when requested.
- ☐ Behave in a safe and courteous manner toward others.
- ☐ Use appropriate language at all times.
- ☐ Not physically harm or intimidate others.

The following steps will be followed until compliance is observed:

1. A verbal reminder.
2. A removal of a privilege or time out.
3. A verbal mention of misbehaviour to parents/guardians at the end of the session.
4. A written letter informing parents of incident(s) and a warning of suspension and the school will be notified.
5. Suspension of a child from the Centre for three days of sessions or a suitable amount of time devised at the discretion of the management committee and staff.
6. Expulsion from the Centre for the remainder of the year or at discretion of management.

FIRE AND EMERGENCIES EVACUATION & LOCKDOWN

The Centre has a fire/lockdown drill and emergency procedure, which is clearly displayed for all to see at the entrances and exits of the centre. A fire and lockdown drills will be carried out regularly. The designated assembly area is the far end goal post area on the school oval adjacent to the Centre. The alternate assembly area is at the front gate. Practise drills for children to learn emergency procedures happen regularly throughout the year in accordance with service requirements.

FIRST AID

Educators with first aid training will care for all injured children. Parents will be informed of any accidents/incidents of significance and, if the situation requires it, will be asked to sign an incident report form. Educators will fill out an Accident/Incident/Illness Report Form for any injury requiring first aid. A copy will be given to the parent or carer. Parents will be asked to sign this form.

Parent/carers will be contacted if an educator believes a child needs further medical treatment or is in distress. Should parents/carers, and all nominated emergency contacts be un-contactable, it will be at the discretion of the Educators whether an Ambulance is called to take the child to hospital. Ambulance accounts and all medical costs will be forwarded to the parent/carers.

Please DO NOT send your child to the Centre if they are unwell. Any infectious condition must be reported to the Centre promptly.

Details of all pre-existing health, behavioural or development conditions should be provided to the Centre on enrolment as well as all supplementary documentation from health professionals eg: action plans.

SUN SAFETY

The Centre Educators WILL insist on all children being appropriately protected against the sun, especially during the summer months and full attendance days such as school development days and Vacation Care. Parents should inform their children of the need to protect their skin against the sun by wearing hats and using sunscreen. Sunscreen is available at the Centre. Epping Heights strictly enforces a "NO HAT, NO PLAY" during the year.

If a child arrives at the centre without a hat, they will be provided with an OSHC hat on request dependant on availability and the circumstance. If your child is often without their hat, they will be denied the use of an OSHC hat and the opportunity to play outside.

The UV rating is monitored each day, and suitable precautions are taken by educators.

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 prides itself on building valuable and trusting relationships with our families. We understand that photography and other methods that capture your child's image such as video may be of some concern for parents. All still and video photography that

occurs within the Centre is carried out in a responsible and respectful manner utilising approved devices. Photography may be published on approved online platforms such as YouTube, SmugMug (an online password protected photo-blog), our online record keeping journal as well as newsletters. On enrolment, you will be asked to provide your consent to the photography of your child. Educators will not publish your child's image on YouTube without seeking further consent and the approval of 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 your child has all their belongings clearly marked with their name. Lost property can be collected from the school's lost property area. Please keep in mind that any items not collected by the end of each term will be given to a charity. All 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. The service also has a Facebook page, YouTube channel and online photo-blog. All families are encouraged to interact with these platforms. Communication from the service usually comes via email from the Centre, email from our admin office (Becklyn) and text messages.

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 a high priority of our service. Any threats to the safety of our educators, children and families will not be tolerated at any time and could result in suspension from use of the Centre with immediate effect. The policies set out in this handbook are strictly enforced. Educators do not have the authority to alter any of these policies.

If there are any points that you are unclear about, or any comments that you wish to make, please do not hesitate to contact the Director or management committee.

We encourage you to get to know our educators and familiarise yourself with the Director in particular. We believe that childcare is a valuable service, and our educators should be approached by you and your family in a courteous and friendly manner. The Committee hopes that you and your children find the Centre to be a happy, safe and dynamic environment.