



ALBANY OUTSIDE SCHOOL HOURS CARE

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FAMILY HANDBOOK

2026



ALBANY OSHC



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ACKNOWLEDGEMENT OF COUNTRY

We Albany OSHC Acknowledge the traditional custodians of Menang land where we eat, play, learn and recognise their continued connection to land, waters & community.

We pay our respect to the elder's past, present and emerging.



WELCOME TO ALBANY OSHC

Welcome to the Albany OSHC (Outside School Hours Care) Service. We offer care to children from Kindergarten through to year 6 primary school children.

We offer Vacation Care for school age children. Our OSHC Service, operates from Albany Secondary Education Support Centre.. The information in this handbook will assist you and your child/ren in settling in and enjoying your experience at our service. If you require further information after reading this document, please do not hesitate to contact the Director of Albany OSHC. Our Albany OSHC service policy manual is available at the service for you to read at any time.

Albany OSHC is licensed by the Education and Care Regulatory Unit, under the *Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2013*.

We look forward to meeting your children and working with you in providing quality care for all children of Albany OSHC.

Kind Regards

Sam Levingston

Director



SCHOOL TERM AND HOLIDAY DATES 2025

Period	Start	Finish	Length
Term 1	Monday 2 February	Thursday 2 April	
School Holidays	Friday 3 April	Sunday 19 April	2 Weeks
Term 2	Monday 20 April	Friday 3 July	
School Holidays	Saturday 4 July	Sunday 19 July	2 Weeks
Term 3	Monday 20 July	Friday 25 September	
School Holidays	Saturday 26 September	Sunday 11 October	2 weeks
Term 4	Monday 12 October	Thursday 17 December	
School Holidays	Friday 18 December	Friday 29 February 2026	6 weeks
CHRISTMAS SHUTDOWN	Thursday 24 December (inclusive)	Friday 1 January 2026 (inclusive)	1 week 1 day



PUBLIC HOLIDAYS 2026

01 January	Thursday	New Year's Day
26 January	Monday	Australia Day
02 March	Monday	Labour Day
03 April	Friday	Good Friday
05 April	Sunday	Easter
06 April	Monday	Easter Monday
27 April	Monday	Anzac Day
01 June	Monday	Western Australia Day
28 September	Monday	Kings Birthday
25 December	Friday	Christmas Day
26 December	Saturday	Boxing Day

OUR PHILOSOPHY



ALBANY OSHC

Albany OSHC aims to provide a caring and safe environment where children are able to participate in planned experiences whilst developing socially and emotionally. We expect children to respect people and property. Parents, staff and volunteers will be encouraged to participate in decision making. The best interests of the child are of paramount concern.

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Our Vision:

To collaborate with families and provide opportunities for children to develop through engaging and open-ended learning experiences.

Our Mission:

Together we grow through meaningful interactions.

Albany OSHC Values:



- Respect
- Ongoing learning and reflective practices
- Open Communication
- Inclusiveness
- Confidentiality
- Collaboration and professionalism

Our Philosophy:

We believe children:

- are paramount to our work
- have rights
- learn through play and experimentation
- are individually unique
- should have their developmental, cultural, spiritual and personal interests recognised and developed
- should be encouraged to build and maintain positive relationships

We believe that educators should:

- Be positive role models
- Provide an atmosphere that is welcoming and friendly
- Provide structured and unstructured learning
- Provide an aesthetically pleasing and supportive physical environment
- Encourage all stakeholders input in the decision making process
- Build and maintain secure, respectful and confidential relationships with families and the local community

We believe the environment at our centre provides for our children, families, staff and visitors and is

- Fun
- Nurturing
- Child-oriented
- Collaborative
- Facilitates lifelong learning through play-based experiences

Sustainability

- To enhance children's engagement with learning opportunities to be competent, efficient and conscious individuals
- we encourage healthy lifestyle habits
- we expose children to fun activities relating to nature materials
- Develop sense of caring and awareness
- Increase respect and appreciation
- Creativity and imagination
- Teaching children responsibility for our vegetable garden
- Teaching sustainability and environmental factors to connect children to their world around them



We believe our Program at Albany OSHC:

- responds to the individual interests and needs of children
- reflects staff knowledge of child development
- is accessible to parents
- demonstrates respect for child diversity and inclusion of all children
- offers a large variety of interesting and challenging experiences for children to choose from encourages promotion of self-esteem

Childrens Voices

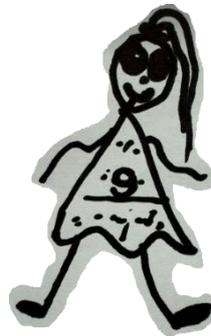
Children's voices' are children who express their meaning through verbal and non verbal ways, such as: talking, being creative with arts, dancing, movement, playing sport, music, drawing, acting, writing and imaginative play.

"I love being able to cook and interact with the educators. I really enjoy my time here at OSHC"

"The educators make me feel happy because they are kind, nice and make me feel safe"



"I really like OSHC, it is fun!"



"I love baking in the kitchen and getting special treats"
-Charlottle



"I like all the cool things they have at OSHC"



“I love playing outside at
OSHC and seeing the nice
educators”

Families Feedback

“Kids absolutely love Albany OSHC especially the school holiday program. Thank you for providing such a fantastic program for our children.”

“Outstanding service! Before school care, I drop my kids off in their PJs. They are dressed, fed a great breaky, teeth brushed and hair done ready for school.

Afterschool care an afternoon tea platter fit for a king. Fun play spaces to chill out and run off the afterschool energy with mates.

Vacation care - everything a kid needs on holiday. Fun, adventure, friends, freedom, and a whole lot of laughs.

We have been using OSHC since they opened and I can not recommend the team of wonderful Educators highly enough.

Thankyou so much for all that you do for our children. Giving them positive holiday memories every school holiday.”



CRUCIAL BITS

National Quality Framework

The *National Quality Framework* aims to raise quality and drive continuous improvement and consistency in education and care services through:

- a national legislative framework
- a National Quality Standard
- a national quality rating and assessment process
- a new national body called the Australian Children's Education and Care Quality Authority.

National Legislative Framework

The national legislative framework is established through an applied laws system and consists of:

- The *Education and Care Services National Law*;
- The *Education and Care Services National Regulations*.

National Quality Standard

The *National Quality Standard* sets a new national benchmark for the quality of education and care services. The *National Quality Standard* is divided into seven Quality Areas:

1. Educational program and practice.
2. Children's health and safety.
3. Physical environment.
4. Staffing arrangements.
5. Relationships with children.
6. Collaborative partnerships with families and communities.
7. Leadership and service management.

National quality rating and assessment process

Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care.



HOURS OF OPERATION

VACATION CARE SESSION:

7:00 AM - 6:00PM

BEFORE SCHOOL CARE SESSION:

6:30 AM -9:00AM

AFTER SCHOOL CARE SESSION:

3:00PM-6:00PM

WE ARE CLOSED FOR PUBLIC HOLIDAYS AND FOR APPROX. ONE WEEK DEC / JAN.

FEE SCHEDULE

FEE SCHEDULE	
Child Care benefits will be available for eligible families to access and receive the Child Care Subsidy (CCS)	
Before School Care: \$29.50	Before School Care Drop Off: \$33.00
After School Care: \$39.00	After School Care Pick Up: \$42.00
Vacation Care: \$88.00	Pupil Free Days: \$88.00

BOOKINGS

Vacation Care Bookings:

We know how important it is to plan ahead, so we open up bookings for our Vacation Care program before each school break, roughly 1-2 months prior. This gives families plenty of time to secure spots for their kids and ensure a smooth transition into the holidays.

Be sure to check the booking window ahead of time and reserve your child’s spot early—vacation care can fill up quickly!

Vacation Care bookings are “causal bookings” please see below for details on how to book

We require 7 days written notice to cancel any Vacation Care bookings



Before and After School Care bookings:

We offer permanent before and after school care to help families with regular schedules. Once you're booked in, your child's spot is guaranteed for the school term, providing peace of mind and consistency.

For families with more flexible needs, we also offer casual bookings. These can be made when spots are available, so if you need care on a one-off basis, just check our availability and book as needed (through OWNA casual bookings).

To secure permanent care, we recommend booking early to ensure your preferred days and times are available.

Casual Bookings:

Casual bookings is now done through OWNA

1. Choose Your Service:

From after-school care to vacation care, browse our available services and find the perfect fit for your child.

2. Pick Your Days and Times:

Select the specific days and times you need care. Our system is designed to let you book as much or as little as you need.

3. Confirm Your Booking:

Once you've selected everything, confirm your booking quickly with just a few clicks.

You'll receive instant confirmation and reminders, so you never have to worry about missing a session. If you need to make any changes, it's easy to update your booking.

Cancellations or changes to bookings:

When ceasing or reducing permanent booked days, fourteen (14) days written notification is required. If your child is not attending during the notice period please advise the Coordinator. Staff are not authorized to accept verbal changes. CCS cannot be applied if your child/ren is absent on the last day of the notice period. Full fees will apply from the last attended day of care.



PAYMENT OF FEES

- **Child Care Subsidy (CCS)** is available to all Parents/Carers who meet the eligibility requirements. All information and applications are available through the Family Assistance Office (FAO Ph: 136150).
It is the parents' responsibility to notify the Family Assistance Office of any changes in circumstances which may affect their Child Care Benefit payment.
- **Absences**: Under the Child Care Management System (CCMS) CCS is strictly monitored. A child is allowed to have 42 absences in a financial year for any reason, but a fee must be charged to gain CCS. Once 42 absences have been reached, documented proof is required for any additional absences for continued CCS entitlement as assessed by FAO. A fee is still required to be charged to claim CCS.
- It is vital that as a service provider, the Service can predict an income to ensure it's ongoing viability. All permanent bookings will be charged, regardless of whether the child is absent, or a booking is cancelled. Bookings may be adjusted during the year, and must be made through the Child Care Service. Casual bookings are available, however, a place is not guaranteed if our numbers exceed our licensed places. All casual bookings must also be made through the Child Care Service.
- Fees are payable by Parents/Carers as agreed on the enrolment forms. All accounts must be paid in a week advance, and a nil balance achieved. Child Care Subsidy may be claimed for After School Care, Before School Care and Vacation Care and pupil Free days. This amount, as approved by the Family Assistance Office, is deducted before invoices are issued.
- Overdue accounts may attract interest and an overdue account fee of \$10 per month. Parents with overdue fees will be encouraged to discuss meeting payments with the Director of Albany OSHC
- Children may be excluded from the Service if fees are not forthcoming.
- Parents/guardians are requested to give at least two weeks' notice of permanent cancellation of their child from the Service, otherwise fees may be charged.



COLLECTION AND DELIVERY OF CHILDREN

As a requirement of the Child Care Services Regulation and to receive payment of Child Care Subsidy, children's time of arrival and departure must be recorded and signed by a parent/guardian or person responsible. A child cannot be accepted into or released out of the Service unless this is complied with. If there are alterations to the authorised persons this information must be provided in writing or added to your child/rens contacts list on the OWNA Home app/ enrolment form. All authorised persons must be at least 18 years of age.

LATE COLLECTION

Parents/Guardians who are unavoidably detained and are unable to collect their child at the contracted time must telephone the Service to advise of their expected time of arrival. If a parent/guardian is unable to collect their child prior to closing time they should arrange for another responsible adult to collect the child. The Service must be advised of this arrangement if the collecting adult is not authorised on the enrolment form. This advice should be in writing via email if possible. If the parent/guardian has not contacted the Service and the child has not been collected 10 minutes after the contracted time, the Service will attempt to telephone the parent/guardian. If this is not possible the Service will contact the emergency contacts listed on the child's enrolment form to arrange for the child's immediate collection.

The service and program closes at 6pm. A late fee of \$15 per child for every 15 minutes Or part thereof will apply for children collected after 6pm and will be added to the next statement.

WHAT TO BRING TO OSHC

HATS - A hat is required for all outdoor activities. A child cannot participate in outdoor activities without his/her hat. **NO HAT - NO OUTDOOR PLAY!**

SHOES –For safety and comfort, we ask that children wear closed shoes or sandals while attending our program. Help protect little feet during outdoor play and indoor activities.

SHIRTS - For sun safety, we ask that children wear shirts with straps and no spaghetti straps please. This helps protect their shoulders from the sun and ensures they're dressed appropriately for active play.



SUNSCREEN - To keep our kids safe and protected from the sun, we ask that parents apply sunscreen to their child before arriving. We also have sunscreen available for reapplication throughout the day, especially if children are playing outdoors for extended periods.

Please let us know if your child has any sensitivities to sunscreen or requires a specific brand, we do provide sensitive sunscreen. You are welcome to bring your own child sunscreen. We want to make sure every child stays safe while enjoying their time with us!

LUNCH – We ask that parents provide their child’s lunch for the day, as we do not supply meals on a regular basis. However, we do have special cooking days as part of our program, where we provide lunch. These days will be clearly outlined in our program schedule, so you’ll know in advance when your child can enjoy a meal with us.

DRINKS - Parents should provide their children with drinks bottles everyday.

FOOD AND MEAL TIMES

The Service provides a well-balanced afternoon-tea in accordance with our Nutrition policy. We encourage children to eat a variety of healthy foods.

We display our afternoon tea menu at the Service and feedback and ideas are always welcome. When children attend vacation care they are encouraged to bring a healthy lunch. ***Morning and afternoon tea is provided.*** If your child has ANY food or drink allergies, please inform staff and ensure that it is noted on the enrolment/health form.

Meal times are seen as a social occasion. Children are never forced to eat and are encouraged to try a variety of foods. All food is handled according to council regulations and safe food handling practises are abided by at all times. All educators have been directed in safe food handling practises.

EXCURSIONS

Excursions are considered to be an integral part of the children’s program and will therefore be arranged predominately during vacation care, to provide a broad range of learning experiences for children. Permission for local walks to the local oval is granted or denied on the enrolment form completed by parents. For all other excursions, written permission must



be sought from parents and details of the outing provided in writing through the OWNA app. All excursions must comply with the Education and Care Services National Regulations 2012.

To ensure your child can participate in any excursions, please make sure the excursion form is signed and submitted before the event through the OWNA app. If the form is not signed, your child will unfortunately not be able to attend, and their spot may be given to another child.

We want to make sure all the kids have a chance to join in the fun, so please submit the form as soon as possible. If you have any questions or need assistance with the form, feel free to reach out!

HEALTH AND SAFETY

General Hygiene - The hygiene procedures detailed in the Centre Policy File are to be followed at all times in order to control the spread of infections.

Unwell Children, If a child becomes unwell whilst in care, the Nominated Supervisor in charge, will phone the parent to discuss the matter and decide whether to exclude the child. The child should be made comfortable and separated from the other children until the parent arrives to collect them.

A record of the child's symptoms and any actions taken should be written on the Accident/Illness Record Form and/or in their day books.

Accidents. Must be recorded on the OWNA app through our iPad's under 'incident records'.

Exclusion of children. Children with infectious diseases will be excluded from the Service in accordance with the Stay Healthy in Child Care exclusion guidelines (available in office). A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid, paratyphoid and any disease noted by the health department, before a child can be re-admitted to the Centre.



- Parents are asked not to bring unwell children to the Centre. If a child has more than a slight cold staff should check with the Director/Nominated Supervisor in charge before accepting the child.

MEDICATION

Whenever possible medication should be administered by parents/guardians at home. However this will not always be possible. Therefore to ensure children's safety and welfare, the giving of medication at the centre will be strictly monitored. Medication will only be administered by qualified staff and after all the following procedures have been properly followed

If your child requires any medication during their time with us, please ensure that all relevant medication details are filled out on the OWNA app. This includes dosage instructions, times to administer, and any specific requirements.

Medication will only be administered by staff if:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage.
- If it is an over the counter medicine that has been authorised by the parent/guardian
- The parent/guardian has completed and signed an ***authorisation of medication*** form through the OWNA app.
- All medications will be stored in fridge or out of reach of children, **not in children's bags.**

General Considerations

- Parents/guardians should consider whether their child who requires medication is well enough to be at the service, and to keep the child at home if unwell.
- If children are receiving medication at home but not at the service, the parent/guardian should advise the educator of the nature of the medication and its purpose and any possible side effects it may have for the child.
- Only prescribed medications or medications accompanied by an Emergency Action Plan a Special Health Needs Support Plan or an explanatory letter from the child's doctor will be administered by qualified educators for any period longer than one day.



Educators must be fully trained to all requirements contained within Action and Support Plans.

SUN PROTECTION

To ensure all children attending the service are protected from skin damage caused by harmful ultra violet rays of the sun the following will apply:

- Hats must be worn during Terms One and Four
- Children will be required to wear a broad brimmed/legionnaires hat, whenever they are outside, **NO CAPS**. Children will not share hats to minimise the spread of infections such as head lice, impetigo and ring worm.
- Hats are to be clearly named.
- children who do not have their hats will be allowed to borrow a clean one or choose to play in the undercover areas
- SPF 30+ broad spectrum water resistant sunscreen will be provided for children, and applied by staff 15 minutes before going outside. If children arrive at the service before 9am, sunscreen should be applied by the parent at home. Sunscreen is to be used only as a supplement to clothing and hats; it is not to be used by itself.

BEHAVIOUR GUIDANCE

“An important aspect of children belonging, being and becoming, involves them learning how their behaviours and actions affect themselves and others, and developing skills to regulate these independently.”

Positive guidance and support towards acceptable behaviour enables children to learn over time how to manage their feelings, and take responsibility for their own actions.

Older children need guidance and support in making responsible choices and regulating their own behaviour. Children learn to consider alternative behaviours and recognise inappropriate behaviour within the group.

The Educational and Care Services National Regulations requires the service to have a written policy on positive guidance of child behaviour that reflects current practice. The use of physical punishment and restraint; physical, verbal or emotional punishment; and practices that demean, humiliate, frighten or threaten a child is prohibited.



Positive behaviour guidance strategies

- Educators build relationships with children that are safe, secure, and convey respect. Educators/staff show their respect by using a regular tone and volume when speaking with children; allowing older children greater freedom and responsibility in recognition of their developmental stage; and working co-operatively with children to solve problems. Shouting at children is not acceptable.
- Children's appropriate behaviours are acknowledged so that children know when they have acted appropriately.
- Positive behaviours are encouraged by diverting children to more appropriate experiences, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
- Children are encouraged to express their feelings in acceptable ways and to settle their differences in a peaceful manner. Educators talk to children about the types of emotions they experience and how to recognise similar feelings in the future.
- Educators listen to children's needs and provide them with opportunities to work through their emotions independently. Children's attempts to deal with their emotions are acknowledged and supported.
- Educators will help all children understand how their behaviour affects others and will ensure children's self-initiated play:
 - does not make other children feel frightened or intimidated;
 - respects the rights and feelings of others;
 - is not overly boisterous or loud; and
 - is valued and supported.
- Educators will always model behaviour that encourages inclusion, a sense of fairness, empathy and co-operates with others.

Setting limits

- Clear guidelines about acceptable behaviours are developed with input from children, families, educators/staff and management. Families are consulted about expected child behaviours at the service through communication strategies, service emails, and daily contact with their child's educator.
- Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.



- Younger children will be given safety and behaviour guidance limits by their educators as they need direction to understand what is acceptable and appropriate in particular situations.
- Educators will negotiate with older children and involve them in setting agreed rules and behaviour limits to encourage ownership of the limits and responsibility for their own behaviour.

Challenging behaviours

- Our service believes that developing a supportive relationship with the children encourages them to learn skills in self-control. Punishing a child stops the negative behaviour for a while but does not teach the child self-restraint. The consequences of negative behaviour will be discussed with the child and will be consistently followed through. No further punishment will be given and the child will be reminded in positive terms of expected behaviour.
- Educators will label the negative behaviour and not the individual child, so that it is always the behaviour that is managed and not the child.
- A “cooling off” period may be needed so the child can calm down before discussing what happened and sharing their feelings with the educator, who will in turn talk about their own feelings and responsibilities with the child. Educators will always talk to the child quietly and as an equal, and preferably away from the rest of the group. Time out to cool down will vary from child to child and may include:
 - Listening quietly to soothing music;
 - Sitting quietly with educator;
 - Doing something physical i.e. kicking a football;
 - Sitting quietly with a book
 - Talking to a close friend
 - Being left alone (but not out sight of the educator).
- Where a dispute or conflict occurs, educators will talk separately to all children involved, being calm, fair, respectful and firm in their assessment of the situation. Wherever possible the children will be involved in deciding on appropriate course of action to follow. Educators will not react to conflict situations by getting angry themselves as this could inflame the situation further. If an educator feels they are unable to control their anger in a particular situation, they will ask for assistance from another educator while they remove themselves from the incident to cool down.
- No child will be isolated for any reason other than illness or accident, for any period of time. Children will be supervised by an educator at all times.



- No child will receive any form of corporal punishment, punishment by solitary confinement, punishment by physical restraint or other demeaning, humiliating or frightening punishment, or withheld food or drink as a form of punishment.
- Parents/Guardians who wish to discipline their own children whilst in the service will not at any time use any form of corporal punishment or use unacceptable language.
- Non-enrolled children in the company of their parents/guardians will be required to conform to service policy on acceptable behaviour. If a parent/guardian is not able to control their non-enrolled child's behaviour they will be asked to remove the child from the service.

CURRICULUM PLANNING

The National Framework for School Aged Care; ***My Time Our Place***, is used throughout Australia and aims to provide school age children in Out of School Hours care, with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation.

The broad objective of the Framework is to ensure that children in outside school hour's care have stimulating, positive experiences and interactions that foster their self-esteem and confidence. It aims to extend & enrich children's wellbeing & development in school care settings. Working in collaboration with children and in partnership with families, educators use the Outcomes to guide their planning for children's wellbeing and learning. In order to engage children actively in learning, educators identify children's strengths and interests, choose appropriate strategies and design the environments. Children are encouraged to discuss activities & plan their program together with the Educators. These ideas are then implemented along with other activities they would like to do during that day or over the weekly program. Children are given opportunities to modify their program to meet their individual needs, interests & abilities throughout the week.

Each day the opportunities for free play, craft, sports, board games, activity, outside play, reading, homework and quiet time will be made available. A copy of the program is displayed at the Service.

Celebrations & Festivities

The OSHC program acknowledges that celebrations and festivals assist children to learn about other people and cultures. To facilitate this, the service will endeavour to include a variety of celebrations and festivities throughout the year within the children's program. The program will include a range of experiences representing everyday life, and celebrations will



not focus on one specific festival or aspect of the culture. Children are, however, encouraged to celebrate festivities related to their culture or lifestyle. Parents/caregivers are encouraged to provide ideas into the program and help select materials for the provision of culturally relevant experiences.

GRIEVANCE PROCEDURE

We believe that all parents have an important role in our service. All parents/guardians have the right to complain about the service that they are receiving without fear of retribution. All concerns will be dealt with promptly and confidently.

The following procedure will be followed if parents/guardians wish to make a complaint:

Parents are firstly encouraged to raise their complaint with the Educator concerned.

If the parent is not satisfied with the outcome of the complaint, or does not feel comfortable approaching the educator concerned, the Coordinator/Director may be approached to discuss the complaint.

The Coordinator/Manager and or Educator concerned will record all formal complaints in writing. The issue will be resolved as quickly and effectively as possible.

The parents will then be informed either verbally or in writing of the outcome of the complaint and the action that has been taken.

If the parent is not satisfied with the outcome of the complaint, they are encouraged to direct the matter in writing to the Director of Albany OSHC

If, after performing the above actions, the matter is still not dealt with to the parent's satisfaction, the parent may wish to take the complaint to the Education and Care Regulatory Unit;

***Education and Care Regulatory
Unit PO Box 6242,
East Perth Business Centre
East Perth
WA 6892
Ph: 1800 199 383 or 08 6551 8333***

All complaints will be treated as confidential between the Educators members and parents/guardians concerned



CONFIDENTIALITY

The Director, Nominated Supervisor and staff have access to a wide range of information.

Please be reassured that ALL staff acknowledge and respect the right of privacy of our children, families, and staff, and will act in a manner, which safeguards this.

Information about the enrolment form. The personal & health information requested on this form is being collected for administration purposes and to provide an informed duty of care to your child. The health information collected will be used solely by Albany OSHC in providing its duty of care or for a directly related purpose. Where you seek a subsidy from the Family Assistance Office, your payment details will be disclosed to that body. If this information is not collected, it may prevent us from providing accurate information in the case of an emergency, or from providing our service to you.

POLICIES

All of our policies are conveniently available on the OWNA app for you to review whenever you need. Whether you're looking for information on safety procedures, attendance, or any other guidelines, everything is right at your fingertips.

Feel free to check them out at your convenience, and don't hesitate to reach out if you have any questions or need clarification!