



# **NORMANHURST WEST OOSH**

## **Parent Handbook**

### **2019**

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[www.normanhurstwestOOSH.com.au](http://www.normanhurstwestOOSH.com.au)

## Contents

Welcome .....	3
General Information .....	3
Philosophy.....	4
Normanhurst West Before & After School Care Management Structure .....	5
Parent Management Committee .....	6
Service Administrators .....	6
Hours of Operation .....	6
Priority of Access.....	7
Funding and Government Rebates on Fees.....	7
Staff .....	8
Medication .....	8
Breakfast and Afternoon Tea .....	9
Daily Program.....	10
Conditions of Enrolment .....	11
Bookings, Fees & Charges .....	12
Payment of Fees.....	14
Emergency Evacuation Policy .....	15
First Aid Policy.....	15
Sun Protection Policy .....	15
Complaints and Compliments.....	15
Legislation for Out of School Hours Care .....	16
Privacy and Confidentiality .....	17

## Welcome

The educators, families and children of Normanhurst Out of School Hours Care would like to welcome you our Centre! We hope that you and your child find the time with us a happy and rewarding experience.

We understand that new children to the service may find OOSH a daunting place, and we open our doors to welcome you to bring your child to the Centre to allow them to become familiar with our educators and the routines. We strongly recommend all children who will be starting kindergarten in 2019, attend a few days during January vacation Care to assist in this process.

If you would like to make an appointment for an orientation visit, please phone the Co-ordinator on 9484 4412.

## General Information

Normanhurst West OOSH is a not-for-profit organisation, incorporated under the Normanhurst West Public School P&C. It is operated by qualified educators and overseen by a volunteer Parent Management Committee.

Located in the grounds of Normanhurst West Public School, the service provides Before and After School Care for children who currently attend Normanhurst West Public School. During the school holidays we run an exciting Vacation Care program and welcomes children who attend other schools in the local area as well.

The aim of before and after school care is to provide a quality recreation program for children who require care at the beginning and end of the school day. It is our hope that we can work cooperatively with parents to ensure that the program meets the needs of both the children and their families.

Should you wish to know more about the Vacation Care Program please do not hesitate to visit our website ([www.normanhurstwestoshc.com.au](http://www.normanhurstwestoshc.com.au)) to download a copy.

## Philosophy

At Normanhurst West Out Of School Hours Care (OOSH) we believe a quality environment for children is one which promotes a child's self-esteem and competencies and where staff feel comfortable and confident in their roles (*My Time Our Place, Learning Outcomes 1 & 3*).

Our educators are dedicated to supporting children to develop positive self-esteem, and a positive attitude to learning and interacting with others (*My Time Our Place, Learning Outcomes 4 & 5*). We aim to reflect an inclusive approach to develop positive gender, racial, cultural, class and individual identities (*My Time Our Place, Learning Outcome 2*).

We aim to provide an outside of school hours care service that meets the needs of the children, families and educators.

We believe that our Centre should have a fun, safe and supportive environment where everyone feels welcome and where children and parents are able to be involved in the planning of what the children do. Our emphasis for the children is on recreation and play and encouraging social interaction. Learning and development are actively promoted.

Our service strives to be a quality, value for money care provider, which meets the requirements of the community and the standards, regulations and recommendations outlined by the National Quality Framework (NQF) for Quality Care.

In providing a quality service we are guided by the following aims and objectives:

### **In regard to families at the service, we believe and acknowledge that:**

- Families are the paramount influence in a child's life.
- The service should provide effective communication between management, staff, children and families
- The values, traditions and beliefs of each family should be acknowledged and respected.

### **In regard to the children at the service, we believe and acknowledge that:**

- Each child is an individual with unique needs, strengths and interests. We understand that when children are developmentally ready, they will achieve milestones in their learning and development. Therefore, it is important to cater for the needs of each child. Children should be valued for their individual personality and abilities.
- Positive self-esteem and high self-worth assist a child to have lifelong emotional intelligence that gives them the ability to cope with life's challenges.
- ○ Children have the right to a safe, secure and stimulating environment.

- Children have the right to be treated as capable and competent and should be provided with the opportunities to develop and practice new skills.
- Play is the learning process that enables children to learn through concrete “hands on” experiences such as doing, experimenting, predicting, achieving and making mistakes.
- Children in our care have many differing social and cultural backgrounds and we respect the experiences these bring from the home environment.
- Each child has the right to equality and respect. Respecting the needs, feelings and property of others is a mutual practice, which assists in the development of compassion in others regardless of age.
- Routine times are an integral part of a child’s learning experience and takes into account their home and cultural backgrounds.
- Children learn through responsive and reciprocal relationships and that relationships are important to a child’s health, wellbeing and development.

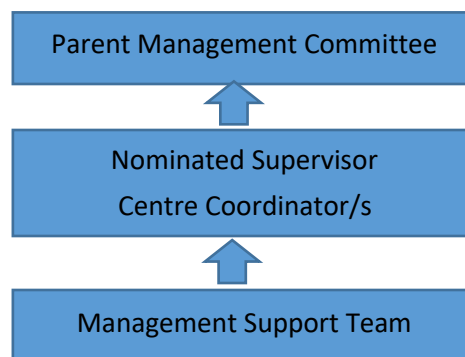
**In regard to our staff, we believe and acknowledge that:**

- Staff should be provided with ongoing opportunity for professional development.
- Staff are provided with opportunities to be involved in the preparation of the services program.
- Staff are valued as individuals and their unique skills and abilities acknowledged and utilised.

## **Normanhurst West Before & After School Care Management Structure**

Normanhurst West OOSH is managed by a voluntary group of parents who make up the Centre’s Management Committee.

The Centre Coordinator/s and Parent Management Committee are supported by an experienced Management Team who provide compliance and operational guidance.



## Parent Management Committee

A voluntary group of parents operates the Management Committee of Normanhurst West OOSH. The Committee decides matters of policy, fees, staffing and all matters relating to the running of the Centre. This Committee meets twice each term and as required. The Normanhurst West OOSH Management Committee delegates the day to day responsibilities to the Centre Coordinator.

Families with any problems, suggestions or queries should address these in writing, where possible, with the Centre's Coordinator. This can be done via email to [nwoosh@hotmail.com](mailto:nwoosh@hotmail.com) or placed them in the Centre's Suggestion Box. The Suggestion Box is located on the parent table near the sign on/off book.

Should families wish to contact the Management Committee with their feedback they are encouraged to put these in writing, addressed to the OOSH Convenor of the Normanhurst West OOSH Management Committee, via email to [nwoosh@hotmail.com](mailto:nwoosh@hotmail.com) or in person.

If you would like to join the Management Committee or talk to one of the current members, please contact the Centre on 02 9484 4412 or send an email addressed to the Parent Management Committee to [nwoosh@hotmail.com](mailto:nwoosh@hotmail.com).

## Service Administrators

A Service Administrator (Becklyn Pty Ltd) is employed to handle all financial administrative matters. The Administrators can be contacted during business hours on 02 9878 2651 or by email at [info@becklyn.com.au](mailto:info@becklyn.com.au).

## Hours of Operation

The Centre is open from 7:00am to 8:35am and 2:50pm to 6:15pm during public school term times. At the end of the morning session, the children are walked to the school playground and a handover of care conducted with the teaching staff on duty.

During School Holidays the Centre runs a Vacation Care Program and is open between 7:00am and 6:15pm.

The Centre is closed on all NSW Public Holidays and usually for approximately 1-2 weeks over the Christmas / New Year time frame.

Messages can be left on the Centre phone number of 02 9484 4412 outside of opening hours. Alternatively, staff can be contacted via email [nwoosh@hotmail.com](mailto:nwoosh@hotmail.com)

Kindergarten children will be collected from their classroom by our educators during the year and walked to the OOSH rooms.

## **Priority of Access**

The Federal Government has approved our service to provide 110 places for children per day in Before School and After School Care sessions.

Our responsibility is to ensure that places are offered using the priority of access guidelines as set down by the Federal Government. Therefore our service will take children into care on the following basis:

### **Priority 1**

A child at risk of serious abuse or neglect

### **Priority 2**

A child(ren) of a sole parent who satisfies, or parents who both satisfy, the Child Care Subsidy (CCS) activity test through paid employment or study/training

### **Priority 3**

Any other child.

Within these main areas, priority will then be given to families based on the time and date their Enrolment was approved.

*Should the service become full, a parent using care who is Priority 3 may be requested to vacate the place for a child in Priority 1 or 2. Fourteen (14) days' notice will be given. Wherever possible, Normanhurst West OOSH will endeavour to accommodate both children in such an instance.*

## **Funding and Government Rebates on Fees**

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

On 2nd July 2018, the government amalgamated Child Care Benefit (CCB) & Child Care Rebate (CCR) into one payment now known as the 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.humanservices.gov.au/individuals/online-help/centrelink/complete-your-child-care-subsidy-assessment>

## **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/new-child-care-package-frequently-asked-questions> - 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.

## **Staff**

Our Educators are very valuable to us at Normanhurst West OOSH. They each bring an extensive and individualised history of working within the program and a great deal of practical experience with children. Our educators have a variety of qualifications from Degrees, to CPR & First Aid, Child Protection and Asthma and Anaphylaxis certifications. An extensive list is available via the Staff Profiles displayed at the Centre entrance.

**Centre Coordinator – Benjamin Caswell**

**Assistant Coordinator – Kaitlin Daoud**

**Certified Supervisors – Campbell Luscombe, Blake Jervis, Tessa Kinchington**

**A dedicated team of casual Child Care Educators**

## **Medication**

In line with the Education and Care Services National Law and Regulations, we are only able to administer medication to your child if:

- A Parent / Guardian or an authorised nominee with permission to consent to administration of medication has completed a “Permission to Administer Medication Form” including details of time and dosage.



- The medication is in its original container and is prescribed for that child.
- The medication is before its use-by or expiry date.
- A second staff member witnesses the dosage and administration of the medication.

Non-prescription medication will only be given if accompanied by a Doctor's Certificate stating the dosage and the time to be administered.

In the case of an emergency, medication may be administered with the permission of a registered medical practitioner or medical emergency services should a parent be non-contactable. In the case of an asthma or anaphylaxis emergency, medication can be administered without any authorisation. If this was to occur, the child's parent and emergency services would be contacted as soon as possible following administration.

#### **Asthma / Allergy / Anaphylaxis Action Plans or Medical Management Plans:**

Parents (in conjunction with the Medical Practitioner) of any child with asthma, allergies or anaphylaxis are required to complete an ASCIA Asthma, Allergy or Anaphylaxis Action Plan prior to their enrolment being confirmed. This plan will advise the staff of the actions they should take should your child become unwell with an allergy, asthma or anaphylaxis.

Parents of Children with specific healthcare needs may be required to submit further details, or a Medical Management Plan prior to their enrolment being finalised.

### **Breakfast and Afternoon Tea**

Breakfast is provided for children attending Before School Care and is served each morning from 7:00am until 8:00am.

Afternoon tea is provided for all children attending After School Care at approximately 3.15pm, along with a late afternoon tea fruit platter at approximately 5.15pm.

Children are required to bring morning tea and lunch during Vacation Care, unless otherwise stated in the Vacation Care Program.

We aim to provide nutritious and varied breakfasts and afternoon teas for the children attending the Centre. Information regarding menu selections is available for parents to access at the Centre. Consideration is given to children with special dietary needs and the afternoon tea provided is adjusted based on any special needs.

## Daily Program

We aim to provide daily routines that meet the needs of individual children and to implement an open-ended program based on children's continuing interests. This allows opportunities for children to play, explore and develop new skills and theories and is appropriate to the developmental and leisure needs of the children. Children are encouraged to participate in this process by completing surveys, participating in frequent 'children's meetings', and placing activity suggestions in the "Suggestion Box" at the Centre. The current week's program can be viewed on the notice board at the Centre. Below is a typical day at the Centre.

### MORNING SESSION

7:00am	Centre Opens, breakfast is served and free play begins, along with the provision of programmed activities.
8:00am	Breakfast finishes
8:05am	Morning craft is packed away and clean up begins
8:15am	Roll Call and headcount procedures are implemented
8:20am	Morning group game is played
8:35am	Children are released to walk to the school playground (supervision is taken over by teachers).
8:35am	Centre Closes.

### AFTERNOON SESSION

2:55pm	Children walk to the OOSH room, wash hands and split into 3 roll call groups (K, 1, 2-3, 4-6)
3:00pm	Children's names are marked off the roll during roll call and daily announcements are made. A headcount is performed to ensure all children are accounted for, and parents are phoned for any missing children.
3:10pm	Afternoon tea is served.
3:30pm	Children can do homework, quiet craft or reading activities inside. Outdoor area is opened for free play or implementation of structured activities.
4:00pm	The inside area is opened for any additional activities
4:50pm	Pack up indoor and outdoor areas
5:00pm	Late afternoon tea fruit platter is served
5:15pm	Children can participate in a group activity or quiet activities such as board games, reading, drawing,
6:15pm	Centre closes

## Conditions of Enrolment

The Parent Management Committee and staffing team aim to provide a quality, caring and safe Before School, After School, and Vacation Care Program for your child/ren.

The Committee seeks your cooperation by complying with the conditions set out below. Your agreement to the Terms and Conditions during the online Enrolment Process indicates your acceptance of these conditions:

1. The Online Enrolment Process must be completed and can be accessed through our website [www.normanhurstwestoshc.com.au](http://www.normanhurstwestoshc.com.au))
2. The Behaviour Agreement and Enrolment Permissions must be completed prior to acceptance / approval of the family enrolment
3. All children who attend Before and After School Care must be booked in via the Centre Online Bookings System. Children not booked in for an afternoon session will be redirected to the school office.
4. Accounts in arrears may incur overdue fees, or cancellation of bookings and/or enrolment.
5. Casual use of the service is dependent on whether there are spaces available on the days required. Please contact the Centre on 02 9484 4412 prior to bringing your child in for a casual booking.
6. Children must be signed in for morning sessions and out at the end of the day when they are collected from the Centre, according to Legislated requirements.
7. If children are not attending the service for whatever reason on a day they are booked, the Centre must be notified before the end of morning sessions and in advance of commencement of the afternoon sessions. The Centre number is 02 9484 4412. Failure to notify of nonattendance may result in the charging of a non-notification fee.
8. Only those persons listed as an Authorised Nominee will be able to collect children. Written permission, or in an emergency verbal permission by telephone, is required if someone else is to collect the child/ren. The person collecting your child will need photo ID. If someone is prohibited from visiting the Centre or collecting your child **THIS INFORMATION MUST BE INCLUDED AS PART OF THE ENROLMENT PROCESS**. A copy of any relevant court orders must be provided.
9. A late fee of \$1.00 per minute after 6:15pm **will** be charged for children who are collected late i.e. after closing time of 6:15 pm. Please inform the Centre on 02 9484 4412 if you think you may be late so that your child/ren can be informed.
10. The program cannot cater for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected as soon as possible afterwards. Please ensure all contact numbers are current.
11. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child are to be included in the child information as part of the Enrolment process. All changes to Enrolment Information must be provided to staff at the Centre and to the Director / Coordinator of Before School, After School/Vacation Care.
12. If a child's behaviour is such that it endangers the safety of themselves, other children or staff your child's attendance will be reviewed in consultation with the parents.
13. Non-compliance of any of the above conditions will result in the attendance of the child/ren at the Centre being reviewed.

## Bookings, Fees & Charges

The Parent Management Committee is responsible for setting the fees for the program. On an annual basis the Committee will review the fees charged in the Before School, After School and Vacation Care Services. Any proposed changes will be identified in Newsletters, on the website and at general meetings of the Committee. Fees will be set on an annual basis.

Current 2018 fees and charges are as follows:

### ***Membership Fees - \$20.00 Per Family Per Annum***

A membership fee is charged per family whether the child is to be a permanent or casual. The Centre cannot be used until this payment is made.

### ***Attendance Fees Per Child:***

#### **Permanent:**

Before School Care:	\$10.00
After School Care:	\$18.00

#### **Casual:**

Before School Care:	\$12.00
After School Care:	\$20.00

**Non-Notification Fee:** \$15.00 PER FAMILY PER EVENT

### ***Vacation Care:***

Days are priced independently due to activities taking place. Please refer to the Vacation Care program for prices and cut off times, as well as any late booking fees.

### ***Permanent Bookings:***

If a child is to attend the Centre on a regular basis a permanent booking is required. A permanent booking must be paid for whether or not the child attends. There is a small discount (relative to the casual booking rate) for booking your child/ren on a permanent basis. A booking must be in place for a minimum of 2 weeks for it to be considered a permanent booking.

Permanent bookings falling on a public holiday are non-chargeable.

To cancel a permanent booking, the cancellation must be made online by 9am on the Friday prior to the booking cancellation taking place. A permanent booking must be cancelled for a minimum of 2 weeks. *If a cancelled booking is rebooked within two weeks, all the fees from the*

*day of cancellation to the new commencement must be paid in full prior to the new booking being accepted.*

*Transfers:*

Transfers from one day to another are available for the same session and within the current week. Families must advise the Centre prior to the first booking change for the week taking place.

*Casual Bookings:*

If a child is to attend irregularly or occasionally, then a casual booking may be made. This must be made online by midday on the day prior to the booking. Bookings can be accessed by a button on the homepage [www.normanhurstwestOOSH.com.au](http://www.normanhurstwestOOSH.com.au)

Casual bookings may be cancelled online up to midday the day prior to the booking taking place. After this time, cancellation of a casual booking can be made verbally prior to the commencement of the session. Cancellations after the commencement of the session will be considered absences, and charged.

Casual bookings will not be accepted if fees are outstanding for prior bookings.

*Pupil Free:*

During any term, there is a possibility of Pupil Free Days. There will be no charge for permanent bookings that choose not to use the Centre on these days. The Centre will only operate if there are sufficient staff and numbers.

*Absenteeism:*

If your child will not be present at a pre-booked session, whether a casual or permanent booking, you must let the Co-ordinator know to avoid unnecessary confusion, concern and a non-notification fine.

All permanent bookings will be charged whether or not the child attends the session. A roll is called at the beginning of each session to make sure all children are present. Staff are under instruction to carry out a search for any child not reported absent and not present at roll call. Failure to notify of non-attendance, may also result in the Police being phoned, should the parents or authorised contacts be non-contactable.

## Payment of Fees

Normanhurst West OOSH is a cashless service. As of January 1<sup>st</sup> 2019, payment will only be accepted via EziDebit (Direct Debit).

### *Paying by Ezi Debit (Direct Debit):*

This option allows parents to pay automatically, electronically. This occurs on issue of the Centre's account/statement whereby the amount outstanding is direct debited. Please see the Centre staff if you would like more information regarding Ezi Debit.

### *Parent Statements*

Parent statements are emailed fortnightly to families from our service administrators. Please ensure that you give the Centre your current working email address, to which a detailed statement of usage and account will be sent once a fortnight. Attendance fees will be debited within 2 business days following the statement being sent. Additionally, Vacation Care fees will be debited within two business days after the statement is sent.

### *Non-Payment of Fees:*

If payment is overdue by 3 weeks from the date of the emailed statement, the family will be contacted by the Centre or the Centre's financial administrator to advise payment is necessary.

If there is no response and / or payment, bookings will be reviewed by the Management Committee.

If a family continues to ignore payment requests and does not communicate with the Centre, legal action for debt recovery may commence and Management Committee options include:

- Establishing a payment plan with the family;
- **or** Suspension of bookings until fees in arrears are paid;
- **or** Cancellation of bookings.

Any family experiencing financial difficulty should advise the Centre Management Committee directly or via the Centre Director or Coordinator. All matters relating to financial difficulty will be kept strictly confidential.

### *Late Pick Up Fees:*

The Centre closes at 6:15pm. Any child collected after 6:15pm will incur a late fee of \$1/minute. Parents should advise the Centre when they will be late to collect their child. If a child is not collected by 7:00pm and no contact can be made with the parents or emergency contacts then the staff have no option but to phone the Police, who will contact the Department of Community Services. If a parent continues to collect their child after 6:15pm, the Coordinator

will need to discuss alternative options with them, and suitable arrangements made or the child's place at the Centre may be suspended or cancelled.

### **Emergency Evacuation Policy**

The Centre has an emergency evacuation and lockdown procedures, which are displayed on the door for all to see. A routine emergency evacuation will be carried out every session at least once a term.

### **First Aid Policy**

The Centre has a First Aid Policy that is available for parents and staff to view.

Parents will be informed of any accidents and will be asked to sign the incident / injury / trauma / illness form. A copy will be offered to the parent or carer and the original stored with the enrolment form

Parents/Carers will be contacted if staff believe a child needs further medical treatment. Should staff be unable to contact parents/carers, it will be at the discretion of the staff whether an ambulance is called to take the child to hospital.

### **Sun Protection Policy**

The Normanhurst West OOSH staff strictly enforce a "No Hat, No Sun Play" Policy. The Centre staff WILL insist on all children being appropriately protected against the sun, especially during the summer months. Parents should inform their children of the need to protect their skin against the sun by wearing hats and using sunscreen. If a child forgets their hat, they will be instructed to wear sunscreen and remain in the shade. Children will apply sun cream as they leave for school in the mornings and before outdoor play in the afternoons. If your child has sensitive skin, please advise staff and supply an appropriate sun protection cream.

### **Complaints and Compliments**

We believe that parents have an important role in the Centre and we value their comments.

We aim to ensure that parents feel free to communicate any concerns they have in relation to the Centre, staff, management, programs or policies, without any negative consequences. Our

priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, we request that families first talk to either the Coordinator at the Centre or address your feedback in writing to the OOSH Convenor of the Management Committee.

At Normanhurst West OOSH, Parents are not permitted to approach other children (who are not their own) whilst at the Centre, about concerns or issues including behaviour. We request that all concerns are raised directly with the Normanhurst West OOSH Staff so that they are able to deal with the concern in line with the appropriate guidelines.

**Policies, Procedures and Guidelines:**

A series of policies, guidelines and procedures for the service have been developed. These policies, procedures and guidelines are reviewed on a regular basis to ensure that they are kept up to date with community expectations. We hope that you will take the opportunity to comment on these if you are asked or if you feel that some aspect is inappropriate.

A copy of this document is available at the Centre for parents to view.

## **Legislation for Out of School Hours Care**

On 1 January 2012, the National Quality Framework (NQF) was established, applying to most long day care, family day care, preschool (or kindergarten) and outside schools hours care services in Australia; consisting of key requirements that will be phased in between 2012 and 2020, including staff qualifications, educator-to-child ratios and other key staffing arrangements.

**National Quality Framework (NQF):**

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 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.

The National Quality Standard aims to promote:

- The safety, health and wellbeing of children
- A focus on achieving outcomes for children through high-quality educational programs
- Families' understanding of what distinguishes a quality service.

#### **National Quality Rating and Assessment Process:**

Approved 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.

***Normanhurst West last underwent the Assessment and Rating in February 2017.***

For further information, please visit: [www.acecqa.gov.au](http://www.acecqa.gov.au)

### **Privacy and Confidentiality**

All information provided to the Centre staff will be kept confidential as per the Privacy Act and only provided to those necessary for the provision and administration of the Centre, or when required to do so under law.