Dubbo Neighbourhood Centre Ltd
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au

Outside of School Hours Care (OSHC): Before & After School and Vacation Care

Family Handbook 2027



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CONNECTING COMMUNITY SERVICES
Dubbo Neighbourhood Centre Ltd.

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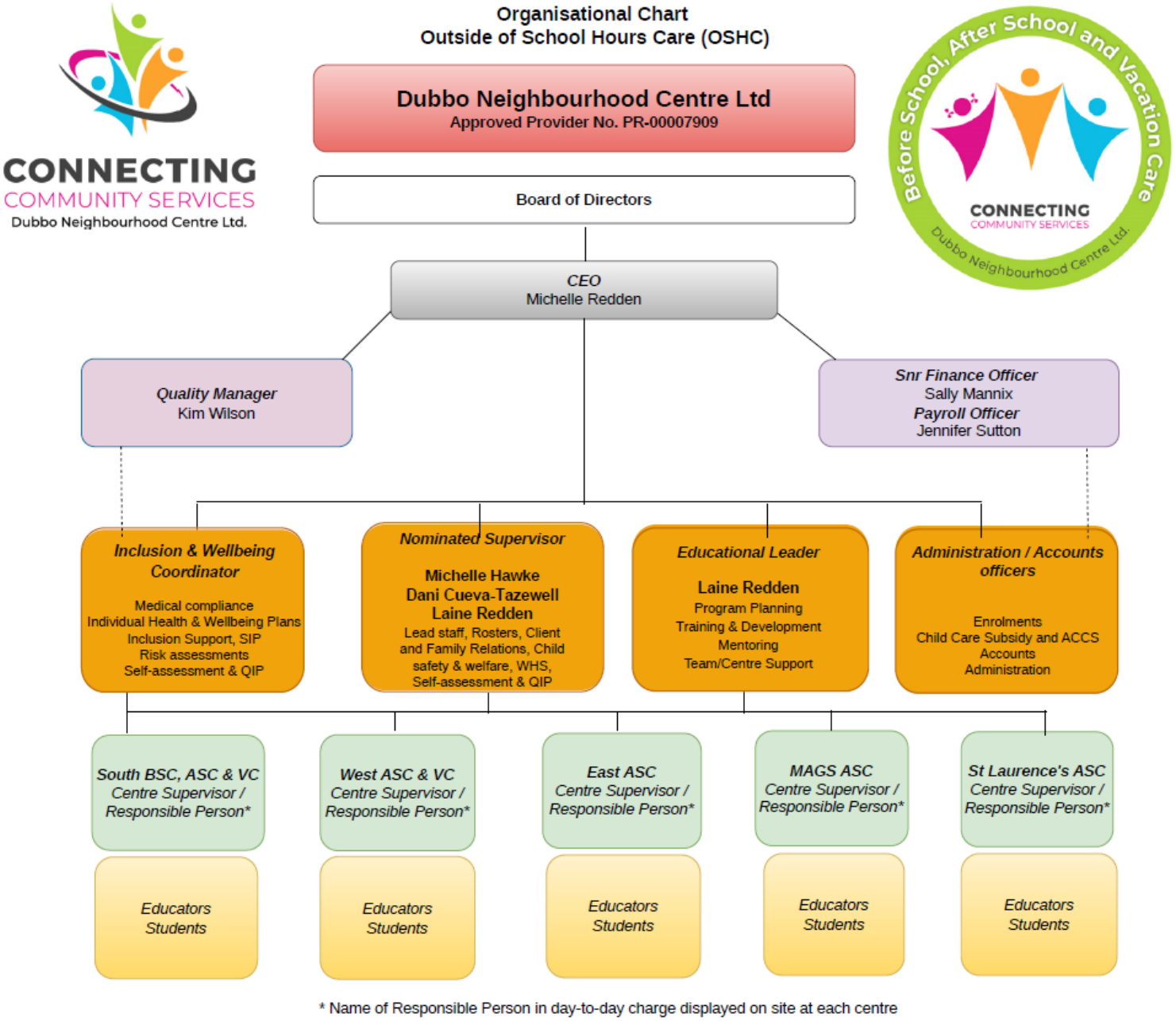
Organisational Chart – OSHC



ASC = After School Care
BSC = Before School Care
VC = Vacation Care

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Introduction

Welcome to the Dubbo Neighbourhood Centre's Outside of School Hours Care (OSHC): Before School, After School and Vacation Care Services. Care is available for school aged children from kindergarten to Year 6 at Services throughout Dubbo. After School Care for preschool age children is only available for children enrolled at *Macquarie Anglican Grammar School (MAGS)* Pre-Kindergarten program.

We acknowledge that with longer working days, meeting work and family commitments can be quite a challenge for working parents in Dubbo. We aim to supply quality, affordable after school care so that children attending our program can relax and enjoy their time with us, and parents can have peace of mind knowing that their children are well cared for. Children are provided with a range of enjoyable activities to choose from in a fun and friendly environment.

Before School Care

Before School Care is available for families who need care before school commences. Our experienced educators will provide your children with a homely environment ensuring a relaxed start to their day. Parents can take comfort knowing their child will be provided with a healthy breakfast and structured activity program based on the children's interests.
Before School Care operates from 6:00am, Monday to Friday during the school term. We transport students using DNC transport between 8.10am - 9.00am to their school from before school care.
Before School Care operates at:

- South Dubbo Before School Care – Dubbo South Public School, Fitzroy Street, Dubbo

After School Care

After School Care gives peace of mind for parents who are unable to pick their children up from school. Our professional educators will provide extensive programs of creative and recreational experiences. Children are provided with a healthy afternoon snack.
After School Care runs from end of school bell time to 6:00pm Monday to Friday during the school term.

Vacation Care / Holiday Club

Our Vacation Care Program offers a wide variety of exciting and educational activities to keep the children entertained. Our qualified educators provide structured programs that take into account the skills, interests and needs of the children and offer a variety of arts, crafts, indoor and outdoor play as well as special excursions outside of the centre.

Vacation Care is a supervised childcare program which runs from 7:30am-6:00pm Monday to Friday during the school holidays.

Vacation Care usually runs at two Services: South Dubbo and West Dubbo.

Centre Locations

- **South Dubbo Before, After School Care and Vacation Care** –Dubbo South Public School, Fitzroy Street, South Dubbo
- **West Dubbo After School and Vacation Care** – Dubbo West Public School, Cnr of East and North Streets (access via North St), West Dubbo
- **East Dubbo After School Care** – Buninyong Public School, Myall Street, East Dubbo
- **Macquarie Anglican Grammar School (MAGS) After School Care** – 11 Currawong Road, West Dubbo
- **St Laurence's After School Care** – St Laurence's Primary School, Corner of Fitzroy and Tamworth Street, South Dubbo

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Our Philosophy

The Dubbo Neighbourhood Centre, Outside School Hours Care Services (OSHC) aim:

- To provide a positive environment for a safe and enjoyable OSHC program that caters for a diversity of cultures, ages and interests, with a semi-structured range of child-focused activities aimed to foster child learning and development.
- To respect and encourage the involvement of children, families, staff and educators in the continual improvement of our service.

We believe:

- Every child matters and has the right to feel safe, valued, respected and heard.
- Children should be encouraged to express their ideas, opinions and choices, fostering a sense of belonging and supporting learning through play.
- Children should be valued as capable and competent contributors to our service, community and their own learning.
- In fostering a child-safe culture that upholds children's rights and empowers children to speak up and participate in decisions affecting them.
- In creating an environment where children are able to learn, develop and grow at their own pace in ways which support their goals and interests.
- In respecting and celebrating the diversity of our community and we are committed to creating a culturally safe environment for Aboriginal and Torres Strait Islander children, families and all members of our diverse community.
- Children should be supported to explore their interests, environment and community.
- In providing a child-focused and flexible program that encourages imagination, creativity, independence and meaningful play experiences.
- In promoting children's awareness of and connection to their wider community.
- In fostering and encouraging safe, respectful and meaningful interactions between, children, staff, parents, volunteers and all who engage with the service.

As Educators we:

- Provide a safe, welcoming and enjoyable environment while acting as positive role models.
- Support and encourage every child's wellbeing, learning and social development.
- Build genuine partnerships with families and share information about children's experiences and achievements.
- Provide opportunities for every child to play, learn and develop at their own pace.
- Engage in ongoing professional learning that enhances our practice and supports children throughout middle childhood.
- Nurture respectful relationships to optimise experiences and outcomes for all children and families.

Our Goals

- To provide a high-quality community-based service where all children experience a safe, inclusive and culturally responsive environment that promotes belonging, wellbeing and participation.
- To provide a service that enables parents and guardians to pursue work, study, training and other activities with confidence in their child's wellbeing.
- To promote the social, emotional, creative and physical development of children through a stimulating program that offers diverse experiences, structured and unstructured activities and play opportunities.
- To ensure the safety and wellbeing of children, families, educators and staff while attending our service.
- To provide adequate and appropriate spaces for active and quiet indoor and outdoor recreation, and space for rest and relaxation.
- To continue providing a positive environment that caters for a diversity of cultures, ages and interests through a semi-structured range of child-focused experiences.
- To provide equitable care and opportunity for all children of varying physical, emotional, neurological and developmental ranges.

At Dubbo Neighbourhood Centre, Outside School Hours Care Services, we strive to create a child-safe, welcoming and inclusive environment where every child feels valued, respected and supported. We work in partnership with families and the community to foster children's wellbeing, learning, development and sense of belonging.

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Fee Schedule (2027)

Fees are charged per session for each child attending the service. The service can be used on a routine/permanent or casual basis.

Before School Care session fees			
Service	**School Terms: Days / Hours**	**Routine Fee**	**Casual Fee**
South Before School Care	Monday to Friday: 6:00am-9:00am (3:00 hrs)	$42.80	$47.40
After School Care session fees			
Service	**School Terms: Days / Hours**	**Routine Fee**	**Casual Fee**
South Dubbo After School Care	Monday to Friday: 3:15pm-6:15pm (3:00 hrs)	$39.50	$42.50
West After School Care	Monday to Friday: 3:15pm-6:15pm (3:00 hrs)		
East Dubbo After School Care	Monday to Friday: 2:30pm-6:00pm (3:30 hrs)		
St Laurence's After School Care	Monday to Friday: 2:30pm-6:00pm (3:30 hrs)		
MAGS After School Care	Monday to Friday: 2:30pm-6:00pm (3:30 hrs)		

Vacation Care session fees		
Vacation care 7:30am – 6:00pm (10:30 hours)	VC - Early Bird (bookings made with more than 14 days notice from the commencement of the VC period)	$84.00 per child/day (VC fee rates from December 2026)
	VC – standard fee (bookings made within 14 days or less before care)	$88.00 per child/day (VC fee rates from December 2026)
Vacation care change of booking fee	Any changes to vacation care booking dates will incur a $20 fee (per family) each time a booking change is requested.	

Additional Fees and Charges	
Enrolment fee (non-refundable)	This is an annual enrolment registration fee payable upon submission of the enrolment form or re-enrolment form:

Early bird enrolment fee: Enrol on or before **1/12/2026** using the **online** enrolment link.	Standard enrolment fee
$30 for 1 child	$41.20 for 1 child
$35 for 2 children	$46.35 for 2 children
$40 for 3+ children	$51.50 for 3+ children

Casual care late notification of cancellation charge.	If you cancel a casual care booking with less than 24 hours' notice or fail to notify that your child will be absent, you will be charged the full session fee.
Late collection/pick up fee	$25 per 15 minutes (minimum charge of $25). (after 6pm East, MAGS & St Laurence's ASC; after 6.15pm South and West ASC)
Location fee / Failure to notify of absence fee (ASC only)	$15 per occurrence if you fail to notify the service that your child will be absent and phone calls need to be made to locate your child.
Debt recovery cost	Failure to pay fees on time may result in recovery costs including administration fees, debt recovery fees, solicitor fees and disbursements incurred by DNC being added to the overdue account.
Drink bottle: $12.00 Hat: $15.00	If your child forgets to bring their water bottle or hat, one will be supplied and the cost will be added to your account.
Resources fees are included in the daily fee and will not be changed in addition each term. Any excursion or special outings fees if applicable such as during vacation care will be advised in advance.	

Fees and charges above are before any eligible Child Care Subsidy (CCS) reductions.
Please refer to the section on Child Care Subsidy (CSS) in this manual for further information.
All fees are to be paid within 7 days. Further payment terms and conditions outlined in this manual.

Policies

You will find a copy of our Service policies and procedures in the Service and office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or extraordinary circumstances. We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures meet family's needs and adhere to required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Enrolment

Outside of Schools Hours Care (OSHC) is available to school aged children from kindergarten to Year 6 at our services throughout Dubbo. All children must be enrolled with the Dubbo Neighbourhood Centre before they can attend. All information in the enrolment form must be provided before enrolment is complete. Parents must inform the service of any changes to their enrolment information.

Enrolment – Preschool age children

Care for preschool age children is available upon enrolment acceptance at MAGS After School Care for children enrolled at Prep (Pre-Kindergarten) at Macquarie Anglican Grammar School (MAGS). Preschool-aged children enrolled in Prep may be accepted at MAGS After School Care where the service determines that the child can participate safely and positively in the mixed-age care environment and that their individual support needs can be met within the service's staffing, resources, facilities and regulatory requirements. Children are generally expected to be able to manage their toileting needs independently or with minimal assistance appropriate to their age and circumstances. Where additional toileting support or other assistance is required, the service will work with families to assess the child's needs and determine whether those needs can be safely and appropriately met within the service's available staffing, resources and supervision arrangements. Where the service determines that it cannot safely and appropriately meet a child's support needs within its available staffing, resources, facilities and supervision arrangements, the service may decline or defer enrolment, or limit the number of days of care offered. The service will discuss the reasons for any such decision with the family.

Confidentiality

All information on the enrolment form will be kept confidential and will be used for the purposes of education and care for your child, maintaining effective contact with children's parents/carers, and managing emergencies or illness safely. No information will be shared with any third party except with the owner's permission or as required by legislation. It is the responsibility of parents/carers to ensure this information is confirmed each term, and to inform the service of any change in contact or other details.

Fees Policy

Our service has a clear and transparent fees policy.

- Our Fee Schedule is included on our website, in the Family Handbook and Enrolment Form.
- Our fee schedule is reviewed annually or more frequently if required. Fees are subject to change, with a minimum of 14 days noticed provided to families.
- **A Statement of fees is emailed weekly with the Balance Owing due within 7 days of the end of the statement period.** The primary carer/account holder can access their statement via their Xplor Home app/website login at any time.
- Fees are charged for every session that a child is enrolled/booked in at the OSHC service.
- Fees payable by families vary depending on the amount of Child Care Subsidy (CCS) each family receives
- CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement).

- Families are required to pay the difference between the fee charged and the Child Care Subsidy amount- the 'gap fee'. In the event of a dispute between Centrelink and the family, or ineligibility for the Child Care Subsidy, or the failure of the Australian Government to make the subsidy payment, full fees are payable until such time the subsidy is received.
- Fees must be paid by families using electronic means, including direct debit, Direct Deposit/EFT, or Eftpos at the office (not at the service). Cash cannot be taken.
- Fees are charged for every session that a child is enrolled/booked in at the OSHC service: Each session of before school care, after school care, and per day for vacation care (regardless of the actual attendance hours in any session/day). This includes staff development days/pupil free days, sick days, and family holidays but excludes periods where the service is closed (e.g ASC/BSC during school holidays and public holidays). If the service has to temporarily close due to a pandemic or other local emergency, the service will seek government advice and make an informed decision if or not the gap fee may be waived at the time and depending on the situation.
- Families must notify the Service if their child is unable to attend a particular session.
- Casual days may be offered to families if available within the OSHC Service's license and subject to availability. The Enrolment Form has the option to tick routine care or casual care.

Payment of Fees

Methods of payment options are Direct Debit (Xpay, setup through Xplor), Direct Deposit, or EFTPOS. If you choose to use direct debit (Xpay), it must be set up for each service your child/ren attends. One Xpay set up does not cover all services used by your Family as each service is billed separately. **Under the Family Assistance Law cash cannot be accepted as payment must be made electronically**. Payments cannot be taken on site at the services. Contact Dubbo Neighbourhood Centre office between the hours of 9:00am – 5:00pm (Monday – Thursday) or 9:00am – 2:00pm (Fridays) for assistance.

Direct Deposit details

Account Name: Dubbo Neighbourhood Centre
Account No: 2800 2117
BSB: 062 534
Please leave your child's full name and service attending as reference E.g. John Glen Smith, South VC.

Overdue accounts

Fees are to be paid within **7 days** of the end of the statement period.

Families will be notified in writing if their account falls in arrears.

Where the family is experiencing financial hardship, a payment plan may be entered into at the discretion of the centre. The centre may specify the requirement for the payment plan to be done by direct debit.

Where full payment of the overdue account is not received or where the agreed payment plan is not adhered to, the service reserves the right to exclude the child/children by suspending care for the child or withdrawing the child's enrolment. At least five days notice will be provided before excluding a child from care. The child/children will not be able to attend the centre until the account is paid in accordance with the fee policy and the service has advised the enrolment/booking has been reinstated.

Where accounts are overdue the service reserves the right not to accept re-enrolments and bookings, including enrolment into care for next year and vacation care. The Service may also decline vacation care bookings, re-enrolments, or future enrolments where a family has repeatedly failed to pay fees within the required payment terms, even where the account has subsequently been paid. Priority for limited places, including vacation care places, may be given to families who have consistently complied with the Service's payment terms.

Failure to pay fees on time may result in recovery costs including administration fees, debt recovery fees, solicitor fees and disbursements incurred by DNC being added to the overdue account. Any debt collection costs incurred recovering overdue fees are the responsibility of the parent/carer concerned.

Overpayment of Account and Refunds

If an account goes into credit, that credit will remain in the customer's account to be set against subsequent fee statements. If an account is in credit when a child leaves the service, after all fees and payments have been reconciled, the account holder is to contact the service by emailing bookkeeper@dnc.org.au to provide their details for a refund of the credit amount. It is the responsibility of the primary carer to check their statement balance. An account in credit will state 'Credit Balance' as opposed to 'Balance Owing'. Statements with a credit balance will continue to be sent out weekly for up to one month post the child ending care.

Location fee / Failure to notify of absence fee

If you fail to notify the service that your child will be absent and phone calls need to be made to locate your child, a $15.00 charge will be added to your account. Notification is accepted in person, via phone call, via Xplor, email or text message.

Late collection fees

Parents or carers who collect their children after 6:00pm will incur a late fee of $25 per 15 minutes.
Parents and carers should advise the centre of any late arrival to collect children.
If a parent continues to collect their child after 6pm, the Supervisor will need to discuss alternative options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

Child Care Subsidy (CCS)

Dubbo Neighbourhood Centre (DNC) is a Child Care Subsidy (CCS) approved Provider. The Child Care subsidy is available for families that meet the criteria and the subsidy is paid directly to us as the child care provider to reduce the fees you pay.

Families are able to apply for the Child Care Subsidy (CCS) through Centrelink. To claim the subsidy, families must first make a claim with Centrelink and test their eligibility for CCS. After entering into the Complying Written Arrangement (CWA)/Enrolment Form, families will then need to confirm their child's government CCS enrolment through MyGov/Centrelink.

Families are responsible for notifying Centrelink of any changes in their circumstances. Our organisation takes no liability for loss of rebates when a child care subsidy claim has not been made or a CWA has not been accepted or MyGov confirmation has not been actioned by parent/guardian.

- **Step 1 -** The **parent/carer makes a claim for Child Care Subsidy** with Centrelink https://www.servicesaustralia.gov.au/centrelink-online-account-help-claim-child-care-subsidy
- **Step 2 -** The provider (DNC) and parent/carer agree to an arrangement for care of a child **(Enrolment Form/CWA).** The Complying Written Arrangement (CWA) is the planned arrangement for care, this is included as part of the enrolment form.
- **Step 3 -** The provider (DNC) submits the CCS enrolment notice and the parent/carer is sent an email with instructions on how to confirm the enrolment.
- **Step 4 –** The parent/carer approves the CWA agreement via Xplor Home app and the **parent/carer confirms the CCS enrolment via MyGov Centrelink**

Xplor Home

Xplor is our software provider and digital platform. Upon enrolment with our service, Xplor will send you an email to set up your login details. Xplor Home is a free app that should be downloaded onto your smart phone for convenient access to accounts, bookings, signing in/out children, child learning observations, and service notifications and messages. We recommend you allow push-notifications on the XplorHome app. You may also view details from your online login at https://home.myxplor.com/

Bookings and attendance

There are different types of child care booking options to suit family needs. On the enrolment form you will need to nominate if you wish to book in your child for **Routine/permanent care**, or **Casual Care**, or both **Routine care and casual care**.

- **Routine/permanent care** means your child has set day/s each week. You are charged the session fee for routine care days regardless of attendance.
- **Casual care** means bookings are made on an ad-hoc basis when care is needed. We cannot always guarantee booking availability if you choose casual care.

Bookings: Before School Care and After School Care (BSC/ASC)

- **Casual booking** requests may be made by using the Xplor app or emailing oosh@dnc.org.au before the planned attendance, and will be subject to availability.
- **Routine/permanent bookings** are booked in on a reoccurring basis for the required days at the time of enrolment. To change a routine booking, you will need to notify in writing of the days/weeks you require with more than 7 days' notice, emailing oosh@dnc.org.au. Bookings made within 7 days' notice will be treated as Casual bookings during the school term.

Families will be notified of changes to permanent booking arrangements via the Complying Written Arrangement through Xplor Home app and in MyGov Centrelink. Families are required to check bookings in the XplorHome app to ensure information is correct.

Cancellations: Before School Care and After School Care

- All absences and late cancellations will be charged the daily session fee and are to be paid in full (CCS subsidy will only apply up until the last actual attendance day).
- You may cancel **casual bookings** up to **24 hours prior** to the child's actual attendance without being charged. If you do not provide 24 hours, the booking will be treated as an absence, and you will be charged the daily casual session fee.
- Cancellations to **routine bookings** can be made upon request by notifying the service in writing of the changes you require. Please provide a minimum of **7 days notice** to cancel your routine bookings. If less than 7 days notice is provided, and your child does not attend, the booking will be recorded as an absence, and you will be charged the daily session fee.
- Children who do not attend on a day that have been booked will be recorded as absent (not cancelled), when the stated notice has not been provided. This includes if your child can't attend due to being sick. Fees will still apply for days recorded as absent.

Child Care Subsidy (CCS) generally won't be paid for any absences before your child physically attends their **first day** of care or after the **last day** your child physically attends care. **You'll need to pay full fees for those booked days with absences.** Therefore, if the care arrangement will be ending, to receive CCS you should arrange for your child to attend their last day of care where possible.

For more information please refer to:
https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care

Vacation Care bookings

- All vacation care bookings will be charged regardless of the child's attendance, unless a **minimum of 7 days cancellation notice** is provided in writing to oosh@dnc.org.au. This includes if your child can't attend due to being sick.
- **All changes to bookings** for Vacation Care will incur a $20.00 fee per family for each change. Each change must be provided in writing.

Absences from Childcare

Families are required to notify the service as early as possible if children will be absent from the service or late. Notification should be made by families using Xplor, however you may also notify of absences by emailing oosh@dnc.org.au (or by phoning our office if you are unable to email or use Xplor for some reason). If you fail to notify the service that your child will be absent from After School Care and phone calls need to be made to locate your child, a Location fee / Failure to notify of absence fee will be charged.

Child Care Subsidy Allowable Absences

The Child Care Subsidy (CCS) may still be paid when you're charged for child care when your child is absent. Families can get up to **42 allowable absence days** per child each financial year. Families can use their 42 allowable absence days for any reason, you don't need to provide evidence. Families can use their allowable absences for short term travel overseas, however, families stop being eligible for CCS after 6 weeks overseas.

In shared care arrangements, the allowable absences count is allocated to the child, not to each individual parent.

The number of absent days is cumulative across all approved providers, including centre-based day care (long day care, occasional care, preschools), family day care, in home care, and outside of school hours care services.

Families can view their child's absence count through their Centrelink online account via myGov and also on the account statements emailed by our organisation.

Note you will be charged and need to pay full fees for bookings with absences over 42 days in the financial year.

If you wish to change care arrangements, such as from routine permanent to casual days, please email oosh@dnc.org.au.

https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care

Child Care Subsidy - Additional Absences (with evidence)

Families may be able to get additional absences after they have used all their 42 allowable absence days, in certain circumstances where **evidence** is provided, such as where a medical certificate has been provided. Refer to the additional absence reason and evidence table below.

Families should monitor the absences throughout the year, and in the event that more than 42 absence days are used, obtain and supply a medical certificate for any absences where your child is ill after the 42 absent days. Please email medical certificates (or other evidence as per below table if applicable) to oosh@dnc.org.au to apply for additional absences.

Note you will be charged and need to pay full fees for all bookings with absences over 42 days in the financial year if you have not supplied a medical certificate (or other CCS accepted evidence) for these days. This applies to both CCS and ACCS eligible children.

https://www.education.gov.au/early-childhood/child-care-subsidy/absences

Additional absence reason	Evidence required
The child or a member of their immediate household (including the partner of the person caring for the child) is ill	A medical certificate, or Evidence of a positive COVID-19 test result from a government agency or pathology service
The child is attending preschool	Evidence is not required You must be reasonably satisfied the reason has been met
Alternative arrangements have been made for the child on a pupil-free day	Evidence is not required You must be reasonably satisfied the reason has been met
The child has not been immunised against an infectious disease and the absence occurs during an immunisation grace period (63 days after the day that the child did not meet the immunisation requirements)	A medical certificate stating that exposure to the infectious disease would pose a health risk to the child
The child is spending time with a person other than their usual carer as required by a court order or parenting plan	A copy of the relevant court order or parenting plan
The child cannot attend because of a period of emergency, for up to 28 days after the period of emergency	Evidence is not required You must be reasonably satisfied the reason has been met
The child's carer chooses not to send the child due to a period of emergency, for up to 7 days after the period of emergency	Evidence is not required You must be reasonably satisfied the reason has been met

Financial Difficulties

If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider. Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink if they are in temporary financial hardship. ACCS provides extra assistance for up to 13 weeks.

Arrivals and Departures

For safety and security reasons ALL children must be signed in on arrival and signed out on departure using Xplor by an authorised person. The Centre iPad displays a QR code for parents/guardians to scan and complete the sign-in/out using their Xplor account, or a paper sign-out record is to be used by the parent or an authorised collection contact in cases where there is a valid reason why the electronic system cannot be used.

No child will be allowed to leave our Service with a person who is not stated as an authorised person on the enrolment form, unless prior arrangements are made with the service and advice has been given in writing. Photo identification will be required for any person collecting children not known to educators. Please ensure that your contacts are aware that photo identification will be required. No child is permitted to travel home or to another activity on their own.

Upon arrival at Before School Care or Vacation Care, please escort your child to an educator and sign-in your child at the sign-in desk. Under no circumstances are children to be left in an area not being supervised by an educator. Always acknowledge your arrival and departure by encouraging your child to say hello and goodbye.

Safe Arrivals for children who travel to after school care from another school via public/school bus service:

- Upon enrolment we will advise of the bus service between your child's school and the service
- The XplorHome app Booking tab will show the bus name and expected arrival time
- You will need to obtain a bus pass for your child if they do not already have one https://www.buslinesgroup.com.au/Dubbo/

- You will need to communicate with the school about your child's school departure arrangements so the school can help ensure your children gets on the correct bus to after school care.
- You will need to explain/show your child the correct bus stop to get off at, how you do this may depend on your child's age and developmental stage:
    - you are encouraged to come to an orientation to be shown around the OSHC Service and be shown the bus stop
    - Bus Buddy – contact our office and the school to put in place
    - You may wish to organise 'personalised school bus bag tags' (google this phrase), customising e.g. 'Zebra Bus to South OSHC'
- Our Educators will be wearing a high vis vest and collect children from the bus stop, they will greet each child by name and sign-in them using the Xplor app to ensure the correct children have been collected.
- We undertake risk assessments and have procedures in place in the event a booked in child doesn't get off the bus / arrive at the OSHC service.
- It is important that families notify the OSHC Service if their child is going to be absent on a particular day or session.
- You will need to communicate any changes in routine and activities that may affect your child's safe arrival or departure.

NSW Public School Development Days / Pupil Free Day

Where Dubbo Neighbourhood Centre offers care on Public School Development Days / Pupil Free Days this will be shown on the vacation care booking form, hours will be between 7:30am and 6:00pm.

Inclusion Support

The Inclusion Support Program provides support for eligible services to address inclusion barriers and build their capacity to include children with additional needs; providing them an opportunity to learn and develop alongside their typically developing peers.

> *While there is no national definition of 'additional needs', there are children who may need or require special considerations or adaptations to participate fully in ECEC services (although not all children with additional needs will require support).*
>
> *Additional needs may arise for children who:*
> - *have a disability or developmental delay*
> - *are presenting with challenging behaviours*
> - *have a serious medical or health condition, including mental health*
> - *are presenting with trauma-related behaviours.*
>
> Extract from: *Department of Education, Inclusion Support Program Guidelines, Version 2.5, July 2023.*

Inclusion Support funding helps subsidise the employment of an additional educator. The program guidelines states funding is not for one-to-one support for a specific child.

For the service to apply for inclusion support funding we must ask parents/carers to share personal information about their child's additional needs to our service, and to consent for us to disclose the information to the Inclusion Agency, Inclusion Development Fund Manager and the Department of Education, to use for the purpose of administering Inclusion Development Fund support.

The service may contact families requesting documentary evidence, dated within 12 months, that confirms the child has additional and ongoing high support needs This may include children with a diagnosed disability (including developmental delay), or a current and ongoing assessment for disability, or other additional needs. Documentary evidence may include (but is not limited to):

- The child's health care card stating the disability code (CD)
- Evidence to show the child is a current National Disability Insurance Scheme (NDIS) participant under Section 28 of the NDIS Act 2013
- Diagnosis by a qualified medical practitioner or registered psychologist
- A report or supporting documentation signed by an allied health professional, registered nurse or nurse practitioner, Maternal and Child Health nurse, social worker/family counsellor of the current and ongoing assessment of a child
- Supporting documentation, such as a diagnostic report, signed by a qualified medical/health practitioner, registered psychologist, or social worker.

Program content

The supervisor & educators in consultation with the children will plan a safe, child-focused, varied and stimulating program that meets the developmental needs of the attending children. Our daily program content will allow for choice, and will be on display at the centre. We encourage child and family input into program ideas. Programming is guided by ACECQA National Quality Guidelines and 'My Time, Our Place' (MTOP) for school age children and the Early Years Learning Framework (EYLF) for preschool age and under.

Meals and Snacks

Breakfast (BSC) and Afternoon Tea (from 3:30pm depending on service) are available each day. The menu follows the Australian Dietary Guidelines and can be viewed at each centre. Occasionally, educators may give children treats as part of an activity. Parents are required to fully brief staff on any food allergies or nutritional requirements that their children have. During Vacation Care, it is the responsibility of the family to provide a nutritional morning tea, lunch and afternoon tea (unless specified in the program that a meal will be provided). We ask that families do not bring or drop-in fast food to the service.

Food and Nutrition

We aim to encourage the consumption of nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits through examples and education. Parents will be encouraged to share family and multicultural values and ideals to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout any food preparation. Educators will ensure that gloves are worn during food preparation, that food has been stored properly and purchased from reputable outlets and that all food-handling utensils are clean and sterile.

Food and Nutrition Procedures

- Any food provided by the centre will be prepared in a hygienic manner.
- Where children are involved in food preparation, they will always be supervised and hygienic conditions maintained.
- Food provided by the service requiring refrigeration will be stored in the refrigerator.
- Children should be seated while eating or drinking.
- Eating and snack times are seen as a social event where children and educators can relax, talk about their day and experience a variety of foods. Educators will demonstrate healthy and hygienic eating habits while with the children.
- The menu will be on display for families and children.
- Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents .The denial of food will never be used as a punishment.
- Children's cooking activities will be encouraged to develop life skills. At all times, safe and hygienic practices will be followed.

- Educators will ensure that drinking water is available to the children at all times.
- Educators will teach children about nutrition through planned and unplanned experiences with opportunities for discussion about taste, texture, colour, cultural origin and preparing foods that encourage healthy food choices.
- Food brought into the centre from an outside source to be shared amongst the children will need to be accompanied by a list of ingredients (eg Birthday cake – homemade or store bought).
- All food and drink provided by families should be prepared taking into consideration the National Dietary Guidelines for Children and Adolescents in Australia. Foods that are not recommended to be brought into the centre generally fall into 3 categories:
  - Foods high in fat that contain few other nutrients
  - Foods high in sugar or those likely to cause tooth decay
  - Foods high in salt
- Vacation Care: Over a full day of care morning tea, lunch and afternoon tea are to be provided by the parent/caregiver. All food and drinks transported to the centre should be kept within safe temperatures (less than 5 degrees Celsius).
- All our services are NUT FREE – nuts are not permitted to be brought into the centre.

Medical Information

In line with Regulations, all medical information must be provided on the enrolment form and children with a medical condition will be unable to attend unless all medical information and medication is current.

Where a child has a diagnosed medical condition, before attending the service:

- Families will be provided with a copy of our *Medical Condition Policy* and *Administration of Medication Policy*.
- Families will be required to provide a current Medical Management Plan by the child's medical practitioner.
- Families will be asked to assist service staff in creating a *Medical Risk Management Plan and Communication Plan* for their child and they will be emailed the plan.
- All medication **must** be supplied to the service in its original chemist labelled packaging. Regular tablet medication **must** be supplied in a chemist **webster-pak**.
- Medication for a child who has asthma must be supplied to the service on or before the first day they attend. This asthma medication to be used at the service will need to stay at the service and not remain in your child's bag or be taken home daily.

Supervision / Educator to Child Ratios

Children are supervised at all times by adult educators. The ratios are always at least:

- 1 educator to every 15 children whilst at the centre (school aged children).
- 1 educator to every 10 children for preschool age and under (mixed ages centres: MAGS).
- 1 educator to every 10 children whilst on excursions.
- 1 educator to every 5 children whilst attending the swimming pool.

Our staff ratios are to meet or exceed requirements from the *Education and Care Services National Law (National Law)*, *Education and Care Services National Regulations (National Regulations)*, and *National Quality Standard (NQS).*

Behaviour

Dubbo Neighbourhood Centre aims to provide an environment that is safe, secure and enjoyable for all children to participate. Misbehavior will be managed according to the Behaviour Expectations Policy. Permanent expulsion from attendance may result if severe misbehaviour occurs regularly or if a child's misbehaviour has created an untenable situation for others attending the program.

Parents are expected to assist staff in encouraging children to take direction and cooperate with staff in the interest of safety and group harmony. Misuse of equipment, swearing, spitting, hitting or unruly behaviour is unacceptable and a behaviour management system will be implemented.

Behaviour Expectations Policy

At Out of School Hours Care, all staff model and support children in positive behaviours in accordance with our behaviour management policy.

We expect children to:

- Abide by and respect all rules set out by the School and OSHC Service
- Speak politely and use appropriate language
- Never use swear words, rude words, signs or hurtful remarks
- Take care of our equipment
- Take care of other children and treat them as they wish to be treated
- Adhere to the centre rules (as displayed and instructed)
- Treat staff with respect and kindness
- If you attend After School Care go directly to After School Centre or meeting spot from class dismissal

If children do not meet expectations the following may occur:

- The supervisor will talk with you regarding your child/children's behaviour
- If the child's behaviour continues, the supervisor will call the parent to collect the child.
- Parents will be asked to talk over any issues with children and list ways to improve. The centre may need to develop a behaviour management plan for your child.
- If poor behaviour continues and the above strategies have not worked, the issue will be taken to the management for consultation. Suspension or expulsion from the centre may be considered.
- Where a child deliberately breaks a resource families will be invoiced to pay for the replacement of the resource.

Reflection time

All behaviours are seen as part of learning to interact and behave in a socially acceptable manner. It may be necessary for children who are behaving inappropriately to be directed to another activity or be asked to sit and reflect on their behaviour for a short period of time (reflective of child's age/development).

Immediate Suspension

If a child causes bodily harm to other children, centre staff or volunteers whilst in care, the child will be suspended. Parents /guardians will be notified to collect immediately and requested to have a meeting to discuss a behavioural plan for the child. At times parent/guardians may be requested to make alternative care arrangements if ongoing harm of others occurs.

Disputes

Where there is a dispute between children, the staff members will endeavor to bring about reconciliation. If it continues the parent/guardian will be asked to assist with solutions. In the case of disputes, we follow DNC Grievance Policy.

Health and Safety

It is important that all educators and children work and play in a safe manner. All hazards, accidents or incidents are dealt with according to the WH&S policies and procedures. No one is to work or play in a manner that may cause harm to themselves or someone else. Dubbo Neighbourhood Centre operates a smoke and vape-free environment. An educator with a current first aid certificate and approved qualifications in the management of Asthma and Anaphylaxis is on duty at all times.

Rest Time and sleep

Our OSHC Service will cater for the needs of individual children who may require a rest after a busy school day or children arriving early at before school care who may also wish to rest and have quiet time before the school day begins. Our Out of School Hours Care Service will ensure that all children have appropriate opportunities to rest and relax in accordance with their individual needs. Our Service has a duty of care, to ensure we respect and cater for each child's specific needs. If your child has any specific rest or sleep needs whilst attending our OSHC Service, please note this in the enrolment form and notify our service if these needs change.

Clothing and Footwear

It is required that children wear suitable clothing and footwear for the organised activities. Enclosed footwear is to be worn in accordance with the sun-safe policy. Sleeveless clothes are not permitted. Children are to wear a hat for all outdoor play.

Emergencies

Educators are trained in dealing with emergencies such as fire, intruders and other hazards. Evacuation and Lockdown drills are conducted at least every three months. At least one educator on duty will have a current First Aid certificate.

Illness and medication

Children that are not well should stay at home, especially if their illness is of an infectious nature. If a child becomes ill while in our care, we will inform the parents so they can be collected immediately. An Educator will attempt to keep the child comfortable in the meantime. Medicine will not be administered unless a parent/guardian completes a Medication Administration Authorisation Form.

Our Commitment to Child Safety (Child Protection)

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with child safety legislation and the Reportable Conduct Scheme to build our capacity to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening and induction process to ensure they display the right qualities to provide high quality supervision and care to child in addition to holding a verified Working With Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.

Sun Protection and Education

Dubbo Neighbourhood Centre aims to ensure that all children attending our centres will be protected from harmful sunrays. All educators are to model appropriate sun protection behaviour and enforce the sun protection policy. Children and staff will wear hats and sun safe clothing for all outdoor experiences year round. Parents are requested to provide a hat for their child, if a child is without a hat our service can provide a hat with the cost to be charged to the account holder.

Photographs, social media, promotion

As part of the enrolment process, we ask for permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community as part of our documented observation and programming process. Our service only uses service issued devices to take and store photos/videos. A separate permission request is included on the enrolment form for children's photos/videos to be used as part of promotion and publicity for the centre such as the service website, service flyers, family handbook, advertisements and social media.

Custody

Any parenting orders or custody arrangements must be noted on the enrolment form and any changes in custody arrangements or problems associated with custody must be notified in writing and discussed with the service. Any information given will be confidential.

Complaints

The Dubbo Neighbourhood Centre takes all complaints seriously. The complaint procedure is outlined below and the Compliant and Grievance Policy for families is located at each service in the Policies and Procedures Manual. Families are encouraged to give feedback and bring complaints to the attention of Centre Supervisor (Responsible Person). The Centre Supervisor may be approached in the first instance, and thereafter the Nominated Supervisor can be contacted on **02 6883 2300** or email sent to oosh@dnc.org.au.

COMPLAINTS AND GRIEVANCE PROCEDURES – STEPS

It is recognised instances could arise where a client, child, family, employee, or contractor or other person may seek to raise a complaint or formal grievance. The complaint may be reported verbally or in writing to initiate the complaint and grievance process.

Step 1 Raise the complaint with the relevant contact person.
E.g. the OSHC centre **Responsible Person on shift**, or
Finance Officer for financial related matters

If the person lodging the concern feels the complaint is with their main contact person and are not comfortable discussing the matter, or the grievance is of a more serious nature, then they should approach the next level, e.g the Nominated Supervisor. The Nominated Supervisor and Complaint contact details are displayed at each service.

Step 2 If unresolved, the matter is referred to the **Nominated Supervisor**;

Step 3 If unresolved, the parties are to refer the matter to the **CEO**;

Step 4 If unresolved, the parties are to refer the matter to the **Board**;

Step 5 If unresolved, the matter may be referred to a third party to mediate, or if the complainant is not satisfied with the outcome they should consult with an external body for further advice such as the Regulatory Authority.

NSW Early Learning Commission (Regulatory Authority): Complaints

The NSW Government advises if you have a concern about an early childhood education and care service or outside of school care hours service, please raise it with the service in the first instance. If you cannot resolve the issue directly with the service, you can then contact the NSW Early Learning Commission to make a complaint. If you are concerned there is a risk to the health, safety or wellbeing of a child, contact the Department on 1800 619 113.
https://education.nsw.gov.au/your-feedback/making-a-complaint-about-other-education-services

Child Care Subsidy (CCS) fraud tip-off

The Australian Government Department of Education provides a CCS fraud tip-off form that can be used by parents/carers, providers or their employees to raise concerns about illegal or fraudulent practices relating to the management of CCS subsidies. CCS tip-off form
https://www.education.gov.au/early-childhood/compliance-and-enforcement/report-ccs-fraud#toc-how-can-i-submit-a-tip-off-

Transport

It is the responsibility of parents/guardians to arrange with local bus companies to have their children transported to the centre from their school if required. The educators at the centre will meet children at the bus stop and walk them to the centre.

Our service provides transportation from Before School Care to school. For regular transportation, including transporting your child to school, written authorisation will be required once every 12 months unless circumstances change. Authorisation for regular transportation is completed at enrolment. Any other forms of transportation will require individual written authorisation.

The safety of children enrolled in our service is paramount and we take every reasonable precaution to protect children from any hazard that could cause injury or harm. We undertake comprehensive risk assessments and ensure supervision is adequate at all times. Educator to child ratios are strictly adhered to at all times. Risk assessments are available on request.

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, using recyclable materials for art/craft resources, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

We are often on the lookout for recyclable items for various activities. Ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated. Please talk to Educators about how you may contribute.

Health and Hygiene

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

Sick child - when should I not send my child to the Service?
Our Service cares for children before or after a busy and demanding day for the bodies and minds of our children at school and during vacation care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy: Preventing infectious diseases in early childhood education and care services.* Our policies and procedures for the *Control of Infectious Diseases* are available for all families to view.

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell. If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child.

If your child becomes ill whilst at school and goes home, please ensure our Service is aware.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns. Please check with the Service as to whether or not you will need a certificate before your child returns.

Immunisation
When enrolling your child at our Service you will be asked to provide your child's Immunisation Status.

COVID-19 and Influenza
Our service is committed to following NSW and Australia Government Health safety guidance.

- **Stay home if unwell**: If staff or children are unwell or have tested positive to influenza or COVID-19, stay at home until you are well and symptom free.
- **Face masks**: Masks are an effective way of minimising the transmission of respiratory diseases. The wearing of masks is a personal decision for educators. Parents who wish for their child to wear a face mask are to contact the service. At times the service may require or encourage masks if there is high transmissions or in line with risk management strategies.
- **Vaccinations**: Educators and other staff at our OSHC Service are highly recommended to keep up to date with all immunisations including yearly influenza vaccinations. These include recommended vaccinations outlined in the Australian Immunisation Handbook and the Staying healthy: Preventing infectious diseases in early childhood education and care services. Adults aged 18–64 years who do not have severe immunocompromise are recommended to receive a single primary dose of COVID-19 vaccine, and can consider a further dose every 12 months based on individual preference and a risk-benefit assessment (subject to change based on government advice).
- From time to time, the service may implement additional risk management precautions.

Infectious Diseases and exclusion periods
The National Health and Medical Research Council provides information regarding exclusion periods for children in care services. Please follow the exclusion information and inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any notifiable diseases/illness (confidentiality is always maintained).

Notifiable diseases

State or territory	Action required
New South Wales	Notify your local public health unit if a child or staff member at your service has one of the following diseases or has come into contact with a person who has one of the following diseases: • diphtheria • gastroenteritis (if 2 or more people are affected and you suspect an outbreak) • Hib (*Haemophilus influenzae* type b) • measles • meningococcal disease • mumps • poliomyelitis • rubella (German measles) • tetanus • whooping cough (pertussis)

https://www.nhmrc.gov.au/about-us/publications/staying-healthy-guidelines

Exclusion for common or concerning conditions:

These are 20 of the more common or concerning conditions seen in care services.
For the full list of exclusion based on conditions, see the *Staying Healthy* guidelines.

CONDITION	EXCLUSION OF DIAGNOSED PERSON
Chickenpox (varicella)	Exclude until all blisters have dried – this is usually at least 5 days after the rash first appeared in non-immunised children, and less in vaccinated children See the guidelines for contact exclusions
Conjunctivitis or eye discharge	Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed non-infectious conjunctivitis)
Ear infection	Not excluded unless they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
Fever	Exclude until the temperature remains normal, unless the fever has a known non-infectious cause If the child has gone home from the service with a fever but their temperature is normal the next morning, they can return to the service If the child wakes in the morning with a fever, they should stay home until their temperature remains normal If a doctor later diagnoses the cause of the child's fever, follow the exclusion guidance for that disease
Gastroenteritis ('gastro') • *Campylobacter* infection • Cryptosporidiosis • Giardia infection (giardiasis) • Rotavirus infection • *Salmonella* infection (salmonellosis) • *Shigella* infection (shigellosis)	Exclude until there has not been any diarrhoea or vomiting for at least 24 hours Staff members with these symptoms should not handle food until they have not vomited or had diarrhoea for at least 48 hours (they can be assigned to other duties after at least 24 hours, or stay away from the service for at least 48 hours) Check if your state or territory has different requirements for gastroenteritis
• Norovirus infection	Exclude until there has not been any diarrhoea or vomiting for at least 48 hours
Hand, foot and mouth disease	Exclude until all blisters have dried
Head lice	Not excluded, as long as effective treatment begins before the next attendance at the service The child does not need to be sent home immediately if head lice are detected
Hib (*Haemophilus influenzae* type b)	Exclude until the person has received treatment for at least 4 days
Measles	Exclude for at least 4 days after the rash appeared See the guidelines for contact exclusions
Meningitis (viral)	Exclude until person is well
Meningococcal infection	Exclude until the person has completed antibiotic treatment
Mumps	Exclude for at least 9 days or until swelling goes down (whichever is sooner)
Pneumococcal disease	Exclude until person has received antibiotic treatment for at least 24 hours and feels well
Rash	Not excluded unless combined with other concerning symptoms (fever, tiredness, pain, poor feeding)
Respiratory conditions and infections • Bronchitis and bronchiolitis • Common cold • COVID-19 (also refer to state or territory advice) • Croup • Flu (influenza) • Human metapneumovirus • Pneumonia • RSV (respiratory syncytial virus)	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), exclude them only if: • the respiratory symptoms are severe, **or** • the respiratory symptoms are getting worse (more frequent or severe), **or** • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) Otherwise do not exclude. A person can often have an ongoing cough after they have recovered from a respiratory infection. If their other symptoms have gone and they are feeling well, they can return to the service

Shingles (zoster infection)	Exclude children until blisters have dried and crusted Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered) See the guidelines for contact exclusions
Skin-related infections • Cold sores (herpes simplex)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission If the person cannot maintain these practices (for example, because they are too young), exclude until the sores are dry Cover sores with a dressing, if possible
• Fungal infections of the skin or scalp (ringworm, tinea, athlete's foot) • Impetigo (school sores) • Scabies and other mites causing skin disease	Exclude until the day after starting treatment For impetigo, cover any sores on exposed skin with a watertight dressing
• Warts	Not excluded
Strep throat	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well
Whooping cough (pertussis)	Exclude until at least 5 days after starting antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics See the guidelines for contact exclusions
Worms	Not excluded

https://www.nhmrc.gov.au/about-us/publications/staying-healthy-guidelines/posters-information-sheet

Dubbo Neighbourhood Centre Ltd
31-33 Church Street (PO Box 1021)
DUBBO NSW 2830
P: 02 6883 2300 or 1800 319 551
E: oosh@dnc.org.au W: www.ccsd.org.au

CONNECTING COMMUNITY SERVICES
Dubbo Neighbourhood Centre Ltd.

Centre Contacts

Dubbo Neighbourhood Centre

Phone: 1800 319 551 OR 02 6883 2300

Web: www.ccsd.org.au Email: oosh@dnc.org.au

Nominated Supervisors:
Michelle Hawke
Laine Redden
Dani Cueva-Tazewell

Service Centre Responsible Persons are displayed daily at each service.

<table>
<tr><td colspan="2">South Dubbo After School and Vacation Care
Before & After School Care, and Vacation Care.
Dubbo South Public School – School Hall
Fitzroy Street, Dubbo
Mobile: 0448 303 364</td></tr>
<tr><td>West Dubbo After School and Vacation Care
Dubbo West Public School - School Hall
Cnr of East and North Streets, Dubbo
(access via North Street)
Mobile: 0409 608 737</td><td>East Dubbo After School Care
Buninyong Public School - School Hall
Myall Street, Dubbo
Mobile: 0448 298 938</td></tr>
<tr><td>St Laurence’s After School Care
St Laurence’s Primary School - School Hall
Fitzroy Street, Dubbo
Mobile: 0409 818 341</td><td>MAGS After School Care
Macquarie Anglican Grammar School – B Block
Currawong Road, Dubbo
Mobile: 0490 550 512</td></tr>
<tr><td colspan="2">Service mobile phones are only operated during care service hours.
Please contact the service mobile directly if during service operating hours (up to 6pm) and the matter concerns your child’s attendance that day.

Please email or call the office outside of these hours and for all other enquiries and administration matters</td></tr>
</table>

Your feedback is always welcome.
If you have any comments or questions regarding the information in this handbook or if you would like to access any policies from our Policy & Procedure manual located at each centre, please feel free to contact our office. Thank you.