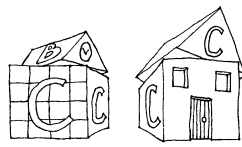


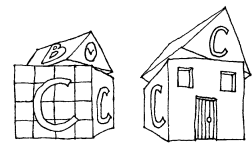
BEECHWORTH COMMUNITY

CHILD CARE CENTRE



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CHILD CARE CENTRE

Centre Information Booklet

Latrobe Campus

Albert Road

Beechworth Community Child Care Centre Inc.

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Beechworth VIC 3747

Ph. 03 5728 2378 Fax: 03 5728 2233 Mob: 0438282378

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Family Assistance Centre Reference Number:

555 005 689K

BEECHWORTH COMMUNITY CHILD CARE CENTRE INC.

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Last updated 12/08/08

About the Centre

Welcome..... to Beechworth Community Child Care Centre (BCCCC).

This booklet is designed to give you an overview of our Centre and to assist in the settling in of both you and your child at this important time. It contains very relevant and important information about the running of the BCCCC and our policies by which we operate. Please read through this information carefully and thoroughly to ensure that you understand Centre operations. I encourage you to seek further clarification on any issue to ensure you are fully prepared to uphold Centre policy and procedure.

We extend a warm invitation for you to visit our Centre at any time to see the children at play, observe and discuss their various routines and, to view the developmental programs provided.

It is our hope that the Centre becomes an extension of the home environment, where both you and your child feel safe, secure and supported. During your family's time with us, we look forward to working in partnership with you in providing quality care and learning opportunities for your child.

Centre Management

The Beechworth Community Child Care Centre is a non-profit service managed by a voluntary Committee of Management on behalf of the members of the organisation. All parents who use the Centre are eligible to become members of the association. Members of the general community can apply for and be granted membership subject to the discretion of the Committee.

The role of the Committee is to develop policy and to manage the Centre according to the rules of organisation and its policies within the regulatory framework of State and Commonwealth agencies.

The main aim is to provide a quality care service which incorporates the benefits of educational and developmentally based programs for young children, as well as meeting the community need for long day care, in surroundings that encourage parent and community input and cooperation.

Membership Fees

The subscription fee for membership of the association for each family is \$5.50 per year.

Equal Opportunity

Beechworth Community Child Care Centre promotes equal opportunity within the childcare setting amongst staff, students, volunteers and families. This means that both male and female carers will be carrying out all responsibilities related to the operation of this Centre.

Our Philosophy

- We respect each child as an individual having unique abilities, interests, experiences and needs.
- We believe that all children have unique rates of development and that their learning is fostered and extended by play, through modelling the example of others, and through first-hand experience. Our staff offer developmentally appropriate learning experiences in an environment which is stimulating, happy and secure.
- We believe that each child should be viewed as a whole person so we plan for all aspects of development - social, emotional, cognitive, creative, linguistic and physical.
- We believe that it is the right of all children to experience high quality care regardless of gender, religious belief, family background and cultural identity.
- We acknowledge parents as a child's primary caregivers and we respect their right to privacy and confidentiality. Our aim is to provide the most effective service provision for all families and to encourage their involvement at all levels of the service.

Accreditation

Our centre participates in the **National Child Care Quality Improvement and Accreditation System**. We have developed a well-considered integrated and professional approach to the provision of quality care for young children. The centre is currently accredited as a provider of high quality care and has gained the maximum accreditation period.

We are accredited with **Lady Gowrie Children's Centre for the Start Right Eat Right Program**. We follow the Start Right Eat Right principles of planning menus, provide 50% of children's daily recommended food intake and the provision of nutritional information to families

General Information

Operating Times

- **Hours** 7.30am to 6pm
Monday to Friday
- **Public Holidays**
The Centre does not open on most State Government approved Public Holidays.
- **Annual Closure**
The Centre closes for 2-3 weeks over the Christmas/New Year period.

Types of Care

- **Full Time Care:** is care booked from Monday to Friday inclusive.
- **Part Time Care:** is offered on a full day or sessional basis.
- **Occasional Care:** is available at session or daily rates when vacancies permit.

<u>Session times</u>	Morning session:	7.30am to 12.45pm
	Afternoon session:	12.45pm to 6pm

- **NB - Session times strictly apply. Fees will be payable for any care of children outside of their booked session times. We may be in breach of government regulations if children remain in our care outside of their booked session times.**

Additional care on a casual basis may be requested by families with permanent bookings and will be provided if vacancies are available.

Enrolment

Families wishing to use the Centre are advised to phone or call in to discuss their needs with the Co-ordinator and to complete the necessary documentation. Regulations require that each child have a completed enrolment form before being left in care.

Immunisation records must be completed and updated as necessary.

All changes to enrolment details must be updated as they occur.

Admissions will be determined based on the Commonwealth Priority of Access Guidelines.

A refundable enrolment deposit of \$100 is payable within two weeks of commencement.

Occasional Care must be paid for on the day of care unless prior arrangements have been made with the Co-ordinator.

It is very important that parents read this information book to ensure understanding of policies and procedures. If there are any questions or concerns these should be raised with the Co-ordinator prior to the commencement of care.

Fees

As of 01/09/08

- **Full Time Care**
Per Week \$259.50

- **Part Time Care**
Daily \$62.50 per day
Sessional \$37 per session
Session to 2 \$47.50

- **Occasional Care**
Per Hour \$12

The level of fees payable by families is dependent on the level of Child Care Benefit determined through assessment of joint family income by Centrelink. You can also telephone the Family Assistance Office (Centrelink) to register your child with BCCCC.

The Committee of Management requests, by policy, that families pay fees on a regular basis, that is, weekly or fortnightly, and if possible in advance.

**** Full fees are payable for all care days booked on a permanent basis regardless of attendance.**

Full Child Care Assistance is still paid when a child does not attend through sickness, family holidays and other casual absences. These "allowable absences" are monitored and must be recorded in the attendance book. There is a limit of 42 days per year allowed for each child. Some absences are exempt from inclusion in this total. For more information please see the Co-ordinator.

PARTNERSHIPS WITH OTHER CHILDRENS SERVICES

To assist families, Beechworth Community Child Care Centre work in partnership with Beechworth Kindergarten, Beechworth Montessori Children's Group and Beechworth Neighbourhood Centre.

CHILD CARE / KINDERGARTEN FEE DEAL:

We have organised a fee deal with Beechworth Kindergarten and Beechworth Montessori Children's Group. The childcare centre will pay the kindergarten fee of \$140 for 3 year olds and \$190 for 4 year olds per term to the Beechworth Kindergarten and Beechworth Montessori Children's Centre if the child is permanently booked in the childcare centre for the full day that they attend Kindergarten. If the children attend additional days at kindergarten to those outlined above this will be at the cost to the parent and an arrangement will need to be discussed with the child care centre. For Beechworth Montessori Children's Centre, the fees above the \$190 will be incurred by the parent and the school will need to invoice accordingly. These hours are recommended by the Department of Education and Early Childhood Education (DEECD)

BEECHWORTH NEIGHBOURHOOD CENTRE:

If you looking to gain skills to assist with employment opportunities Beechworth Neighbourhood Centre (BNC) will pay for the child care at Beechworth Community Child Care Centre for courses marked as ACFE funded.

EDUCATION, LEARNING AND IMPROVEMENT FUND:

In 2005 the Committee of Management decided to establish an Education, Learning and Improvement Fund (ELI Fund). The aim of this fund is to ensure that the Beechworth Community Child Care Centre (BCCCC) is able to maintain, replace and develop the equipment and facilities used by the children and staff.

To operate the ELI Fund the Committee has decided to collect the sum of \$1.00 per family per week. This fee will be added to the weekly childcare fee. In this way the burden of contributing to the ELI Fund will be spread throughout the year. Money from fundraising activities will also be directed to the ELI fund.

With the support of the ELI Fund, staff at the Centre will regularly review existing equipment and plan improvements. The Committee of Management welcomes any suggestions you may have for improvements to equipment and facilities.

It will be added to your invoice as a miscellaneous fee.

Attendance

Sign In and Sign Out Book

Parents must always sign their children onto the attendance sheets, which is located on the desk in the foyer.

Details required are the full name of each child (a separate line for each sibling), arrival time, parent's signature, expected departure time, the name of the person collecting the child, and an emergency contact number relevant for that day.

On collecting the child the parent (or their nominated representative) must sign the child out and indicate the actual time.

If for some reason parents who normally accompany their child to and from the Centre arrange for another person to perform this task, the Co-ordinator or an appropriate staff member must be notified personally by the parent or in writing.

Under no circumstance will a child be permitted to leave the Centre with an unfamiliar person, or in cases of divorce/separation, a spouse who does not have custody of the child. In terms of custodial agreements it is the responsibility of the custodian to provide any relevant information to the Centre Co-ordinator regarding custody conditions. Such details must also be recorded on the child's enrolment form.

****** Persons under the age of 18, including siblings, are not permitted to collect a child from the Centre. If under special circumstances, a sibling is required to collect a child from the BCCCC, prior written consent must be given by the parent and in consultation with and, at the Coordinator's discretion.

Illness and Medication

We aim to keep the Centre free of infections so please do not bring your child when he or she is ill or has a contagious ailment.

For information about dispensing of medications please refer to the "Health and Safety" section.

Changes to Bookings

One **full week's** notice is required if there is any change to your permanent booking (including cancellation). Full fees for the booking are applicable until the end of the period of notice.

Absences

Please phone the Centre before 9 am if your child will not be attending on a normal booked day because of illness or changes in family circumstances. One week's notice is requested for absence due to holidays.

Full fees are still payable for any absences including holidays.

ROUTINES:

Meals

Our catering officer prepares all the children's meals and snacks on the premises. When planning the weekly menus we endeavour to provide a balance of foods incorporating a variety of seasonal fruits and vegetables, and to provide products that are nutritious and healthy.

Children are offered lunch and snacks each day as well as milk and water drinks. Babies are offered food appropriate to their stage of development with "new" foods being introduced in consultation with parents.

We are Accredited with Lady Gowrie Children's Centre for the Start Right Eat Right Program. We have policy of NO NUTS or NUT PRODUCTS to be brought into the centre

Breakfast

We believe that it is desirable for all children to have breakfast before arrival at the Centre. However, if circumstances do not make this possible children can eat their breakfast after arrival. We do have cereal and bread for toast and basic spreads.

Allergies

Any allergies or intolerance to foods that are noted on the enrolment form are recorded on a special board in the kitchen as well as being recorded on the appropriate room's staff noticeboard. It is your responsibility to notify Centre staff of any changes to your child's diet. Please see Nutrition policy in policy folder at front desk.

Sleep

Sleeping facilities are provided for all children during the day. Babies are able to sleep according to their individual routines; most toddlers and some preschool children have a sleep or rest time after lunch. Those children who do not sleep are encouraged to participate in quiet activities.

Nappies

The Centre uses disposable nappies. If you do not want your child in disposable nappies, or your child can only wear a particular brand of nappy, then alternative nappies must be supplied by you.

Your child will need to arrive and depart in your own cloth or disposable nappy.

(See also What to Bring...)

Breast-Fed Babies

Parents are encouraged to bring their child to the Centre on a casual basis or for short periods prior to the commencement of a permanent booking. This assists the child to become familiar with the Centre's routines and staff members.

The Co-ordinator, staff in the room and parents will discuss the child's feeding habits, which may include

- fully breast fed
- combination of breast/bottle/formula
- use of a cup
- introduction of solids
- special diets

We wish to do all that we can to support successful breast-feeding and realise that flexibility is necessary for all concerned. However, mothers of breast-fed babies must be available at all times to feed or settle a distressed baby if staff are unable to pacify him or her.

Any decision to contact a mother will be made after consultation between staff and the Co-ordinator.

Orientation

For many children, attendance at childcare may be their first experience of separation from their parents. Most children do experience some anxiety at leaving their parents for the first time so it is important that both staff and parents work together to enable a successful adjustment. We encourage parents to bring their child to the centre prior to the actual commencement of care for a short period. This assists the child to become familiar with the Centre's routines and staff members. Parents are free to arrange as many visits as they feel their child may require. This depends on both the child and the family circumstances (eg. the age of the child, previous attendance at child care etc). Further information can be obtained from the Coordinator about how to assist you and your family with the transition into BCCCC.

WHAT TO BRING:

All items need to be named to prevent loss or confusion.

All Ages

Each child needs to bring a bag (not plastic) with a handle that will hang on a hook

1. Two full changes of clothing each day, including socks and underwear.
2. On rainy days - raincoat, hats, and gumboots
- slippers for inside
3. On sunny days - a suitable sunhat
4. On cool or cold days - a warm coat, jacket or jumper
- a warm hat
5. Any security objects such as teddy, dummy or blanket
6. A named drink bottle for access to water during the day.

3 months to 2 years

- a nappy (cloth or disposable) to wear home (please include pins and pilchers/plastics for cloth nappies)
- own named bottles
- any special cup or drink containers eg sipper Cup

2-3 years

If in nappies

- * a nappy (cloth or disposable) to wear home

If toilet training not complete

- * several pairs of trainer pants and clothing (including socks and spare shoes).

Please do not send food such as biscuits, sweets or chips as nutritious meals and snacks are provided.

Toys

We encourage children to play with toys that promote sharing and cooperation, so it is preferable that personal toys remain at home. However, there may be certain times when a child may wish to bring a special toy or game to share with the other children. Such items must be named as staff have a primary responsibility to actively supervise the children still in their care rather than to search for lost possessions. We cannot take responsibility for the loss or damage to personal property.

Health and Safety

The health and safety of all children is always a matter of concern for both parents and staff.

Illness - Rights and Responsibilities

Every parent has the right to exercise choice in the type of health care they will seek for child if illness occurs. We fully support this right and will at all times endeavour to respect the wishes of parents in this regard, and offer what assistance is practicable, in line with the advice and wishes of parents and health care providers.

However, there are illnesses which do, by regulation, require exclusion of children from the Centre for certain periods. In some instances it may also be necessary to obtain a medical certificate from a qualified medical practitioner before a child returns to the Centre.

Parents are advised not to bring their child to the Centre if:

- (i) the child suffered from vomiting, diarrhoea or fever within the last 24 hours**
- (ii) the child has an unusual rash.**
- (iii) the child has any symptoms of any form of contagious illness.**

Parents are required to notify the Co-ordinator of the onset of any infectious illness (eg mumps, measles etc) in order that other users of the Centre may be notified.

The Co-ordinator is required to place a notice in the front of the Centre when informed of any infectious illness at the Centre.

In certain circumstances, the Co-ordinator is required to inform relevant government departments of the presence of infection in the Centre.

We believe that sick children recover best in the comfort of their own home. Please do not put the health of other children or the staff at risk.

Collection of Sick Children

Any child who is observed to be unwell whilst at the Centre must be collected by the parents/caregivers or their emergency contacts.

The Centre has no separate facilities to care for sick children so we ask that sick children be collected as promptly as possible to minimise the child's distress and the disruption to the program for the other children in care.

Administering Medication

Staff will administer medication to children if requested by parents under the following guidelines:

- (i) all non prescription medications and prescription medications must be in the original container with the child's name and dosage clearly stated;**
- (ii) parents must fill in and sign the medication book (one in each room) including all the required information;**

(iii) parents are responsible for ensuring that staff are informed that medication is to be given.

(iv) all medication is to be given to a staff member and **must not be left in a child's bag.**

Immunisation

Parents are responsible for ensuring each child's record of immunisation is kept up to date.

Under some circumstances the Centre may be required (by regulation) to exclude any children who are not immunised during an outbreak of that disease.

Hygiene

Certain hygiene principles are followed within the Centre to help reduce the spread of infections. Staff and children are required to wash their hands

- before preparing, serving or eating food;
- after each nappy change or toileting;
- after wiping noses.

Nappy change mats are disinfected after each nappy change. Disposable gloves are worn for changing all soiled nappies and clothes.

Regulations require that each child's bed linen be washed once per week and after soiling.

Accidents

The Centre management does its utmost to provide a safe environment for children and staff and to minimise the incidence of accidents resulting in injury.

If accidents occur, staff respond immediately in accordance with their First Aid training.

All staff have current First Aid certificates.

All incidents, whether or not there is an injury, are recorded in the Accident Book.

Parents are requested to sign this report when they collect their child.

Emergency Evacuation

Although specifically aimed at the evacuation process in the event of fire, this procedure will be followed in the event of any occurrence that endangers staff or children.

This procedure is detailed in the foyer and in each room.

In the case of a Bushfire emergency and an evacuation is necessary, transport to the towns evacuation centre will be by bus or by private cars, as safely as possible.

COMMUNICATION SYSTEMS:

Verbal Communication

It is important for parents to inform staff on a day-to-day basis if there have been any changes in their child's home life or routines.

Staff will inform parents of any relevant information on a day-to-day basis as part of their routine.

Non-Verbal Communication

Centre Newsletter

We endeavour to put out a newsletter each month. These include lots of relevant information about upcoming events, the children's program and issues relevant to management and regulations. It is important that parents take the time to read it.

Notices

At times, notices are placed either on the front door, on the foyer noticeboards or on room communication boards.

These notices are to keep parents informed about current events.

Policy Manual

All current policies and procedures are available in a folder to be read at the Centre. Currently the Centre has written policies and procedures for:

- Emergency Evacuation;
- Bottle Preparation;
- Nutrition Policy
- Donated food Policy
- Health & illness;
- Hygiene practices for children and staff;
- Behaviour Management
- Employment of Qualified Staff
- Keeping the centre clean;
- Reporting suspected child abuse;
- Implementing a cross cultural & anti-bias curriculum;
- Guidance of children's behaviour;
- Sun protection;
- Dealing with distressed children;
- Administering medication;
- Children's safety;
- Fees payment;
- Grievance procedures (for staff & parents)
- Delivery & collection of children;
- Disciplinary procedures for staff;

- Staff access to records, attendance at staff meetings;
- Staff health & safety;

Grievances

There are various steps that may be taken if a family has a grievance in relation to the Centre and its operations.

Initially, an appointment should be made with the Co-ordinator to discuss the issue. Every attempt will be made to resolve the problem co-operatively and quickly.

If the grievance is not resolved through discussion, the problem can be expressed in writing and forwarded to the Committee of Management via the President. The Committee's policy sub-committee will meet to discuss the issue and attempt to resolve the grievance.

If resolution is not possible, the appropriate authorities will be contacted. In most cases this would be the Department of Education and Early Childhood Development.

All issues will be treated confidentially.

Parents may choose to contact the Children's Services Adviser in Wodonga (phone 02 6055 7777).

Police Record Checks & Child Safety

All staff, students and volunteers in every early childhood setting, including BCCCC, must undergo a Victorian Police Records Check (VPRC) and a Working with Children Check (WCC). New and casual staff must present with a current police check not more than 6 months old and all permanent staff must present with a current check not more than 12 months old. No person is to undertake employment or volunteer work at BCCCC until either the Coordinator or relevant Committee of Management member has sighted a current and original VPRC and WCC. These checks are confidential as they contain personal information protected by the Privacy Act.

To ensure that your child remains safe at all times whilst in the care of any Early Childhood Educator at any level, each staff member, volunteer or student must communicate at all times their whereabouts in the building and playground and is always accompanied nearby by another employee when toileting and dressing/undressing a child. Children are encouraged to be as independent with these routines as possible to ensure respect for them at all times. However, children still require the physical assistance and comfort of a caring adult they trust in the absence of their parent/guardian, and we recognise this as a crucial developmental need in young children. Children will only be assisted if they allow a carer to do so.

Child Care Benefit Fee Assistance

Child Care Benefit (CCB) is a payment to help families who use child care. Child care benefit can be claimed in different ways depending on the type of child care you use. It is not available through the tax system. CCB is paid by the Family Assistance Office (FAO), which is located in all Medicare offices, Centrelink Customer Service Centres and ATO access sites. The % of CCB a family may receive is calculated by the FAO on a scale related to your total assets and income. It is administered according to the number of hours of care utilised by each child per week, not on the total weekly fee. It is up to you to notify the FAO of any changes that may affect the % of CCB you receive and to keep all details up to date. It is also your responsibility to let the FAO and us know if you have multiple children in care (e.g. children in several services such as child care, family day care, vacation care, OSHC). You may be eligible to receive the highest multiple child CCB % rate during these periods. You also need to let us know when another sibling ceases to use another service; otherwise you will be required to pay for any CCB administered to you while you were not eligible. All services records are regularly checked to make any of these corrections.

To register your child for CCB with our Centre you must contact the FAO and quote our Centre reference number which is: 555 005 689K. The phone number is 13 61 50, or visit an office near you. The website address is www.familyassist.gov.au. See the Centre Coordinator if you need more details.

Privacy Information Statement

We respect and value your privacy and will always act in a way that will promote and uphold this belief. Thus, our Centre, as a service provider requiring to obtain and store information about families and individuals, has set up systems in place to ensure this information is protected at all times.

Our Privacy Statement has been devised in consultation with current laws governed by the Information Privacy Act (Vic) and the Health Records Act (Vic). It refers to the collection, storage, use and disclosure of personal information about any individual.

The specific information we are required to obtain and store for the operation of this Centre and the care of children, families and staff, are directed by The Children's Services Regulations 1998, Children's Services Act 1996, Incorporations Act 1981 and other related laws. DHS, FAO and various other government bodies enforce these laws and regulations, regularly auditing the Centre's records.

What Information is needed?

- Any information related to the direct care and education of a child or family.
- Any information that will enable the Centre to be managed as required.
- Any information required for administration purposes.
- Information that will enable the Centre to promote health and safety of all individuals within the service.
- Information related to court orders, custody, access and government intervention.
- Information required for employment, contract work, enrolments, volunteer/student placements.
- Information required for government or other agency funding bodies.

When is information to be disclosed and to whom?

- Any government funding body requesting details with relation to Child Care Benefit or any other government fee relief system or support.
- On request by the Department of Human Services, Family Assistance Office, Centrelink, the Department of Justice and Fair Trading (Consumer Affairs), the Australian Taxation Office, and any other government agencies.
- Any individual or organization to which an individual authorises the Centre in writing to disclose information to.
- Employment related organizations in relation to entitlements such as superannuation, taxation, wages, work cover and, insurance.
- Health authorities in relation to excludable illnesses, emergency medical treatment, Food Safety Act and, occupational health and safety issues.

Information will be disclosed in consultation with, and at the discretion of, the Centre Coordinator and where applicable, appropriate members of the Committee of Management.

Specific information required by law that is not provided to the Centre may jeopardise a child or families enrolment at the Centre, the distribution of fee assistance through various funding agencies, the employment of an employee, an individual's access to the service, the Committee of Management's specific roles of operations and, the Centre's administration.

Information obtained and stored at this centre is only used for the direct purpose for which it was collected. All information, regardless of how it is recorded, will be securely stored with access to only those directly related to its specific use. The Centre Coordinator closely monitors child and family enrolment details, payment details and other personal information and files, together with employee information so as to protect the privacy of each individual. Staff and Committee members do not have free access to these records and only have permission to access personal data in consultation with and at the discretion of

the Coordinator. The information retrieved must have direct relation to the health, safety, well-being, care and education of the children in their care.

Access to information will be denied at the discretion of the Coordinator and staff. Please do not ask questions about another child, family, student or staff member in regard to information that may be protected under the Privacy Act. This information could include: parent/staff/student/volunteer names, occupations, addresses and phone numbers; a child's bookings; dates of birth; account enquiries; medical and health details; court orders, access and intervention; days absent or reasons for absences; a staff members reason for absence; do not look through information recorded in the sign in book or incident and medication books; do not look at information in the booking folder, even when making bookings for your own child (this includes refraining from looking over staff members shoulder to have a look at days available in the booking folder); any information you see, hear, read, observe etc. about the Centre which does not have the specific purpose of being communicated to the community must remain within the Centre.

Freedom of Information

An individual has legal access to information about himself or herself that is recorded or stored at any service or organization. Individuals may request to access this information following the procedures as set out by the Centre at a time convenient to both the Service and the individual and in accordance with appropriate governing laws. Access to another individuals information, whether written or verbal will be denied.