



ADAMSTOWN OOSH Inc.

Family Handbook 2026

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Contents

Our Philosophy	4
About Our Centre	5
Adamstown School Hours of Operation	5
Schools Serviced	5
Childcare Fees	6
Setting Fees:.....	7
Casual Bookings:	7
Cancellation of Bookings:	7
Late Pick Up Fees:	7
Finder's Fee:.....	7
Annual Administration Fee:	8
Fee Payment:	8
<i>Notification Of Absence</i>	9
<i>Overdue Fees</i>	9
<i>Special Consideration</i>	10
Child Care Subsidy	10
Meals	11
Additional Dietary Requirements	11
Centre Goals for 2026	11
Adamstown OOSH Centre Procedures	12
Priority of Access and Offers of Placement	12
Signing Children In/Out.....	12
Illness and Infectious Diseases & Accidents/Incidents	13
Extreme Weather	13
Sun Safe Service	13
When to Contact Educators	14
Grievances	14
Student Wellbeing	15
Behaviour Expectations for Students at Adamstown OOSH	15
Behaviour Guidance	16
Other Information	17
Centre Assessment/Administration	17

Personal Items.....	17
Homework.....	17
Smoke Free Zone.....	17
Inclusion Support Subsidy	17
Community Adversity.....	17
Parent Communication	18
Confidentiality	18
Feedback Procedure	18
Adamstown OOSH Management Committee.....	18

Our Philosophy

Adamstown OOSH provides high quality care before school, after school and during school holidays to the Adamstown and surrounding communities. We are committed to the wellbeing and development needs of each child by providing a warm, caring, and safe environment, tailored to suit individual needs. We endeavour for each child to feel safe and have a strong sense of belonging in our care by providing a wide range of opportunities to engage all children, providing a safe, healthy, inclusive, and fun environment where children can foster and maintain friendships with each other and our Educators.

We aim to create a comfortable atmosphere that offers acceptance and support to families, and we acknowledge that children thrive when families, Educators, and the community work together in partnership to support one another. We prioritise developing strong and reciprocal relationships between children, Educators, and families to ensure that all stakeholders feel valued and included. We strive for clear communication between Educators, children, and their families to ensure that the needs of all children are being met.

Our program is guided by the “My Time, Our Place” curriculum which enhances and nurtures each child's development. Our Educators respond to the emotional, social, physical, visual, and cognitive developmental needs of each child to create a fun, interesting and stimulating program that incorporates children's interests, culture, and world events. Educators encourage individual interests and foster independence and autonomy through play. Our service also strives to strengthen community connections by offering additional opportunities to engage in learning experiences through a range of community partnerships and project. A range of program opportunities are provided to support children to learn about themselves and others, and connect to their environment, enabling them to care for the land and contribute to their world in meaningful ways.

Families, children, Educators, and the community are encouraged to contribute feedback to our service to shape our programs as we aim to connect the children to their peers and the world around them.

At Adamstown OOSH we aim to be a valued, trusted, and respected part of our community and contribute to our families lives in a meaningful way.

UNITED NATIONS CONVENTION OF THE RIGHTS OF THE CHILD

*“Children have the right to relax, play and to join in a
wide range of leisure activities.” Article 31*

About Our Centre

Adamstown OOSH is a not-for-profit community organisation. Adamstown OOSH is an incorporated entity managed by a volunteer parent committee. The centre is managed by a team of qualified staff that have comprehensive experience and training in the childcare and educational field. Our centre operates with a staff to child ratio of 1:15 when at the centre and 1:8 when on excursions. All staff are screened through the Working with Children's Check from the New South Wales Office of the Children's Guardian.

In April 2024, the centre was involved in an Assessment and Rating process by the Department of Education and the Education and Care Directorate. During this process, a Department of Education officer observed the service and assessed it against the seven National Quality Areas. This process resulted in the service receiving a rating of "Meeting National Quality Standard" overall, and "Exceeding National Quality Standard" in two National Quality Areas (Relationships with Children and Collaborative Partnerships with Families and Communities). Since then, we have continued to work hard and refine our practices with the aim of reaching our goal of receiving an "exceeding" rating at our next Assessment and Rating period.

[Adamstown School Hours of Operation](#)

Before School: 7am – 8.30am

After School: 3pm - 6pm

During the early release period at the commencement of kindergarten OOSH provides care for students from 2:30pm.

Vacation Care and Pupil Free Days: 7am – 6pm

[Schools Serviced](#)

During School Term: Adamstown Public School during school term

Vacation Care: All local schools

Childcare Fees

Adamstown OOSH aims to provide a quality service that is affordable for all families. Fee levels will be set by Management each year on completion of the annual budget and according to the centre's income. Fees can be paid weekly, fortnightly or monthly but must be kept up to date and paid in advance for the following week. Casual or emergency care will be applied to your next weekly invoice.

All parents/carers are encouraged to pay fees by electronic funds transfer

Bank Account Details for Electronic Payment:

For direct fee deposits our Newcastle Permanent Building Society number is:

BSB: 650 000

Account No: 571 414 602

Please remember to put your child/children's names for the identifier for the deposit.

Fees are currently set at:

Session Type	Permanent	Casual
Before school care	\$20.00	\$24.00
After School Care	\$27.00	\$30.00

Vacation Care Session Type	Daily Price
Day Camp	\$70.00
Incursion	\$75.00
Excursion Tier 1	\$85.00
Excursion tier 2	\$95.00

Additional Fees	Fee price
Annual enrolment fee Paid upon enrolment or re-enrolment each year per family	\$60
Finder's fee This is charged in addition to your session fee if we were not advised of your child's absence prior to 2pm on the day of care	\$5
Late collection fee \$10 is charged at the commencement of each 5-minute period after 6pm	Calculated on the time displayed on the tablet located on the parent desk upon arrival
Clothing This fee is charged if your child's clothing becomes unwearable and they borrow spare clothing. (this won't be charged if the clothes are washed and returned in the same week)	\$5 per item
Replacement underwear fee This fee is charged if your child has a toilet accident, and we provide them a new pair of underwear	\$2 per pair

Setting Fees:

Fees are to be set on an annual basis by Adamstown OOSH Management, based on the annual budget and ensuring that the required income will be received to run the service efficiently.

Fees will be reviewed each term based on attendance and the centre's ability to meet the running costs. Families will be given at least 2 weeks' notice of any changes in the fees.

Casual Bookings:

Please contact the Centre to check availability as limited casual places are available each day and bookings can only be accepted if a place is available. Cancellation fees will apply if the centre is not notified in advance of non-attendance on the day.

Cancellation of Bookings:

Two (2) weeks prior notice in writing or email is to be given for any cancellation of permanent bookings. If two weeks written notice of a cancellation is not given fees will be charged as usual. Please take note of the difference between a one-off absence and a total cancellation of a booking. If two weeks written notice of a cancellation is not given, fees will be charged as per the usual fee structure.

Late Pick Up Fees:

\$10 at the commencement of **each 5-minute period** after 6pm as applicable for After School Care and Vacation Care. Late pick up fees are set by Management and are not covered by CCS.

Calculation of late fees will be based on the time displayed on the designated digital clock mounted on the sign in/out desk. This time will be used on the sign out sheet and late fees will be applied to the next invoice.

Wherever possible parents should advise the centre when they will be late to collect their child/children. If a parent continues to collect their child/children after 6pm, the Coordinator will need to discuss other options with them and suitable arrangements made or the child/children's place in the centre may be cancelled.

Finder's Fee:

This is a \$5 fee applied to family accounts in the event of an absence where the service has not been notified and staff need to phone to locate the child/ren. The service should be notified by phone or email of an absence prior 2pm of the booked session.

Annual Administration Fee:

An enrolment fee of \$60.00 (inc. GST) per family is to be paid annually upon initial enrolment and then reenrolment for the following year.

Fee Payment:

Fees can be paid weekly, fortnightly, monthly but must be kept up to date and paid in advance for the following week. Casual or emergency care will be applied to your next weekly invoice.

All parents/carers are encouraged to pay fees by electronic funds transfer. If you are unable to pay by this method, cash/cheque payments can be handed to staff. Please use the envelopes provided and clearly mark your child's name, the amount paid and the date. All payments made will be recorded on your next invoice.

Fees are to be paid for permanent bookings where a child is absent due to illness. Where a child is ill for a period of time, a Doctor's Certificate can be produced to decrease fee payment for the permanent booking. Child Care Subsidy regulations allow 42 paid absences each financial year for each child in care. Please note that if the 42 allowable absences are exceeded, your CCS will be affected. Fees will be charged on all days OOSH is operational, including teacher's industrial action days. Fees will not be charged for public holidays.

Adamstown OOSH will offer care (full day) for all staff development days where enrolments for the day are in excess of 12 students.

Two (2) weeks prior notice in writing or email is to be given to the Coordinator for any cancellation of permanent bookings.

Bank Account Details for Electronic Payment:

For direct fee deposits our Newcastle Permanent Building Society number is:

BSB: 650 000

Account No: 571 414 602

Please remember to put your child/children's names for the identifier for the deposit.

We encourage you to supply your email address to the Coordinator and all fee statements will be emailed to you. Please see the Coordinator to make alternative arrangements.

The receipt of each payment will show on your next weekly invoice.

All records will be kept confidential and stored appropriately. Parents may access particulars of their fees accounts at any time and information given in writing upon request.

Notification Of Absence

To assist in the smooth running of the centre please remember to notify the centre if your child is absent **before 2pm on the day of the booking**. Fees are still payable for all permanent bookings and cannot be swapped or cancelled as a one off.

A **Finder's Fee** of \$5 may be charged to your account if no notification of absence has been given. If Educators are required to check with the school office for attendance and call families/carers to locate the whereabouts of the absent child/ren, the finder's fee may be applied at the discretion of the Coordinator. Finder's fees are set by Management and is not covered by CCS

Casual bookings – notification of a casual booking absence is required **before 2pm on the day of the booking** or the casual fee will be charged.

Vacation Care - There is a no cancellation policy for Vacation care, no refunds and no swapping of days after the last day of term. This is to ensure the financial viability of the service and ensure that we can keep our costs down for all families.

Overdue Fees

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Coordinator, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues for financial support when required.

If previous arrangements have not been made regarding overdue fees the centre will:

2 weeks overdue: A reminder letter or email regarding overdue fees will be handed to the parent/carer by the coordinator at which time they will be invited to discuss any problems they may be having with payment of their fees.

4 weeks overdue: A letter or email will be sent informing them that their child/ren's place may be cancelled if suitable arrangements cannot be made within seven days to pay the fees.

6 weeks overdue: If no arrangements have been made to pay the fees or the agreement made has not been kept, the Management Committee is to be informed and a secure postage letter will be sent stating the account is to be handed over to our debt collection agency with the Committee's decision on further action.

Any overdue fees must be paid in full prior to the end of each term. Failure to bring the family account back in advance within this time frame will result in suspension of care until the account is settled.

The Management Committee reserves the right to deal with unpaid fees at their discretion. Should an account be in arrears on a continuing basis, care may be terminated for the remainder of the school year. Terminated families will be able to re-apply for care subject to availability.

Special Consideration

Should a family experience any hardship, you may apply to the Management Committee for special consideration. Special consideration may be granted to a family at the discretion of the Management Team on a case-by-case basis. Please email ooshcoordinator@gmail.com for further information.

Child Care Subsidy

Child Care Subsidy (CCS) is a payment from the Australian Government that subsidises the cost of childcare. Adamstown OOSH Inc. is approved to offer Child Care Subsidy (CCS) to eligible families.

To receive the benefit, you must:

- Register with Centrelink and be issued with a Customer Reference Number (CRN) for both yourself and your child

The CCS entitlement is income tested and can be paid directly to childcare services or to families to reduce the fees that eligible families pay.

You can apply for the CCS online or in person through Centrelink. To apply online, visit the Department of Human Services website.

Eligibility for the Child Care Subsidy

To be eligible for CCS you (as a parent or guardian) must meet these requirements:

- ✓ Your child must be attending an approved child care or registered child care provider
- ✓ You or your partner must meet the residency and child's immunisation requirements
- ✓ You must be the person responsible for paying the childcare fees

Meals

Adamstown OOSH provides breakfast and afternoon tea every day during the school term, and afternoon tea every day during Vacation Care. Our menus vary with the are created with consideration given to the children's interests, feedback and dietary requirements. Families are encouraged to submit ideas for our menus via comms centre on Xplor, in person, over the phone or email. Weekly menus are on display at the centre and a copy is provided in the weekly newsletter. Copies can also be provided to families upon request.

Additional Dietary Requirements

Adamstown OOSH is an Allergy Aware Centre. OOSH staff will endeavour to provide assistance and support to any child with additional dietary requirements. Parents must all necessary information and documentation regarding a child's dietary requirement with their enrolment form. Where food requirements cannot be met by Adamstown OOSH, parents and staff will develop strategies that will ensure the child receives appropriate snacks. Adamstown OOSH will also endeavour to meet religious beliefs regarding food for individual children.



Centre Goals for 2026

- We endeavour to provide children with increased opportunity to take on responsibility within the centre through Term projects and leadership opportunities.
- The programmed activities will focus on extending children's life skills and building resilience, such as cooking, gardening, social activities/challenges, STEM activities.
- To become an environmentally conscious centre by reducing our paper usage and composting green waste.
- Involve children and staff in sustainable practices e.g. paper recycling in conjunction with the school, recycled materials for administration purposes e.g. ink cartridges and paper, saving water, protecting our environment, growing vegetables for use in our afternoon tea menu
- To continue to improve and aim for high level outcomes across the (on-going) National Quality Framework assessment process.

Adamstown OOSH Centre Procedures

Priority of Access and Offers of Placement

While there is no government-mandated priority of access, the Service will consider prioritising children in line with the following priorities:

- Priority 1 – A child at risk of serious abuse or neglect
- Priority 2 – Already enrolled children at the service and their siblings
- Priority 3 – A child of a single parent who satisfies, or of parents who both satisfy, the CCS Activity Test through paid work or study.
- Priority 4 – any other child

As well as the above, the Service policy is that children must be enrolled in primary school in order to be eligible to attend the Service. Children of preschool age will not be accepted into the program, except for the January Vacation care period immediately prior to them commencing primary school year. Other children, e.g. older siblings attending secondary school in Year Seven (7), may only attend for the Summer Vacation Care period immediately after finishing Year Six (6) and subject to management committee approval and available places. See the **Priority of Access Policy** for more information.

Signing Children In/Out

Children attending Before School Care need to be signed in by a parent/guardian on arrival. Children are then signed out and are transitioned to school after 8.30am when a school teacher is on duty. Authorisations from parents are required when a child needs to attend other activities while in OOSH staff care and permission slips are available from the centre. Authorised personnel for collection of children must be added as a "Hub Guest" on the HOME app by the primary carer. Authorised personnel must sign the child/ren in and out using their unique mobile number and pin on the Xplor tablet.

Signing children in and out by parents/guardians is a legal requirement. This is a government requirement to be eligible for Child Care Subsidy and under Child Protection Law. It also supports our staff to ensure that the safety and wellbeing of children can be maintained at all times.

Illness and Infectious Diseases & Accidents/Incidents

The health and safety of our children and staff is our highest priority, and as a result, our service is guided by the health authorities in relation to any exclusion periods for children with illness/infectious diseases.

Families are required to provide the Centre with a copy of each child's **Immunisation History Statement on enrolment**. A copy can be accessed through Medicare online Services or by calling the Immunisation Register on 1800 653 809. We respect each family's decision regarding the vaccination of their children. However, in accordance with NSW Health regulations, an exclusion period may be enforced for unvaccinated children in the event of a vaccine-preventable illness or disease occurring at the service.

In the event that a child is injured while at the centre or during an excursion, staff will administer appropriate First Aid and contact parents or emergency contacts as deemed necessary. An incident report will be completed as soon as is practically possible. If the injury or illness is of a serious nature, parents/caregivers, emergency contacts, and Emergency Services will be notified immediately.

Extreme Weather

In the case of extreme weather, the children will be kept indoors in the school hall. Consideration will be given to adverse weather events when preparing the Vacation Care program, and where extreme weather may occur, alternative activities will be provided where possible.

Sun Safe Service

Adamstown OOSH is a certified SunSmart service, as determined by the Cancer Council. The UV levels are checked and recorded each day, and when the UV level is 3 or above, all children and staff are required to wear a SunSmart hat (broad brimmed) whenever they are outside. A minimum SPF 50+, broad spectrum, water-resistant sunscreen will be made available in the centre and staff and children will be applied when the UV is 3 or more.

The centre will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic. All sun protection practices will be maintained while walking to and from school and on any excursions.

When to Contact Educators

- When your child is not going to be attending the service
- Someone different is picking up your child
- Custody/access arrangement have changed
- You have changed your place of employment and contact details
- Emergency contacts have changed
- You need to terminate the booking
- You need to change permanent bookings
- You have difficulty paying your account
- Your child is having trouble at the Centre
- Your child is diagnosed with an allergy or a specific medical condition not detailed in the Enrolment form
- Your child is experiencing a change at home or school that may affect their behaviour at OOSH

Grievances

Any grievances can be directed to the Coordinator or the Management Committee. If the situation cannot be resolved, the grievance should be put in writing to ooshcoordinator@gmail.com and will be passed to the Management Committee at Adamstown OOSH. Any complaints or grievances will be treated confidentially. For more information, please refer to our **Complaints Handling Policy** for more information.

All parents/caregivers are invited to attend Committee meetings. Please speak to the Coordinator for details.

Student Wellbeing

The centres Policies and Procedures are available upon request and are located in the parent desk. Please see the Coordinator if you would like to view these documents.

Adamstown OOSH aims to provide a safe, supportive and caring environment where all students are free from bullying, harassment and intimidation. Students, with staff guidance, are encouraged to be involved in the development of positive strategies to ensure the wellbeing of all persons using the centre. These strategies will encourage students to develop the qualities of self-discipline, responsibility and respectful, courteous behaviour.

At Adamstown OOSH we believe:

- In **RESPECT** for ourselves, other people, their belongings and the environment
- Individuals should take **RESPONSIBILITY** for their own behaviour

Behaviour Expectations for Students at Adamstown OOSH

- We always use safe hands, feet, and words.
- Show respect at all times for staff and helpers, including following OOSH rules, speaking courteously and co-operating with instructions and activities.
- For our safety, we always stay where an Educator can see us.
- Care for property belonging to themselves, the school and others.

Below is a list of the general rules that children are to follow while at OOSH: -

- We don't run inside so that we keep safe
- We cooperate with others
- Ball play is for outside
- We always stay inside the Adamstown OOSH boundaries
- We help clean up after activities
- We care for others
- We obey school rules
- We respect other's belongings
- We respect our OOSH equipment
- We dispose of waste responsibly
- We use manners
- We treat others the way we would like to be treated
- We listen to the Adamstown OOSH staff
- We stay calm and listen to staff in case of emergency
- **We always have fun!**

Our rules foster a caring, safe, inclusive and well managed environment. The children are actively involved in the decision-making processes of the centre. Centre rules are discussed with students on a regular basis.

Behaviour Guidance

Staff will address all behavioural issues through consultation with the child and will support the children to problem solve for better solutions for the future. Staff will use a range of behaviour support strategies including role modelling, redirection, positive reinforcement and reward programs. Staff will ensure parents are promptly informed of any behavioural concerns when collecting their child both verbally, and in extreme cases, with a behaviour notice form.

Where a child demonstrates consistent unacceptable behaviour, staff, in consultation with parents and other professionals, will assess, plan and implement an individual behaviour support plan to meet the child's needs and abilities.

Should unacceptable behaviour continue, and individual strategies are not working, the Coordinator will inform the management committee. The management, in consultation with the staff, will discuss the issue to determine an appropriate resolution. Exclusion periods may apply and are at the discretion of the management committee. For more information, please refer to our **Behaviour Guidance Policy**.



Other Information

Centre Assessment/Administration

All outside school hours' care (OSHC) services in NSW are regulated by the NSW Government under the National Quality Framework, as outlined by the Education and Care Services National Law and National Regulations. This commits the Service to ongoing self-assessment with a focus on providing the best possible environment for children in care. More information can be found at <http://www.acecqa.gov.au>

Personal Items

Staff may ask children to hand in certain toys/games should they be at risk of being damaged etc. Adamstown OOSH will make all reasonable attempts to help keep children's belongings safe, but takes no responsibility for belongings which are lost or stolen during Outside School Hours Care or Vacation Care programs. **Mobile phones are not permitted at the centre.** If for any reason your child requires a mobile phone at the centre, please discuss this with the Coordinator.

Homework

A quiet space will be provided to encourage children to do their homework if they would like to. Staff will not force or make homework time compulsory for any child. The focus of the program is recreation /leisure in a safe, fun and supervised environment.

Smoke Free Zone

Smoking or using e-cigarettes/vapes is not allowed in the Centre or its surrounding buildings, grounds and facilities. Any persons that are smoking or using e-cigarettes/vapes on the premises will be asked to leave.

Inclusion Support Subsidy

Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with the inclusion of children with additional needs. For further information regarding ISS please speak with the centre Coordinator.

Community Adversity

We strive to demonstrate respect for all families and staff regardless of background, physical capability or cultural diversity. This is encouraged by fostering high self-esteem and a positive self-concept in all children by exploring similarities rather than differences.

The program will provide positive experiences for the children based on equity, supporting the development of meaningful and reciprocal relationships between all children and staff. We aim to create an atmosphere where all children feel comfortable, secure and happy.

Parent Communication

Our centre recognises the importance of parent involvement within the program. We understand that for many working parents, time is limited, and therefore we aim to provide a variety of opportunities for parents/caregivers to participate according to their availability. The Annual General Meeting (AGM) is held to elect committee members as part of the requirements of a not-for-profit organisation. The Centre cannot operate without all positions filled. Parents and families can get involved by completing surveys, attending parent committee meetings and the AGM, social functions, share their input into weekly programs/menus, policies and procedures and fundraising. Parents will receive weekly newsletters outlining current centre information. If you would like any further information, you can contact the Coordinator via email or phone.

Confidentiality

Adamstown OOSH acknowledges and follows confidentiality guidelines as outlined in legislative requirements by the Department of Community Services Centre-Based and Mobile Child Care Services Regulation (No2) 1996, The Australian Early Childhood Association (AECA) Code of Ethics and the Privacy Act.

Feedback Procedure

A range of Centre Evaluation surveys for parents and children are distributed via email throughout the year. We value the feedback we receive from these surveys and always strive to improve our service to meet the needs of all children and families. We appreciate families taking time to complete the surveys as this keeps staff aware of our progress in producing a harmonious environment for children and parents.

Adamstown OOSH Management Committee

Adamstown OOSH is a not-for-profit organisation managed by a volunteer parent committee. Help shape the future of our Out of School Hours Care service!

Why Get Involved?

Our OOSH is a not-for-profit, community-run service that exists to support local families, rather than to generate profits. By joining our Management Committee, you will support a team to ensure high-quality, affordable care continues for our children.

Key benefits:

- Being part of a valued, family-focused service
- Minimal time commitment – two meetings per term
- Most operational responsibilities are handled by our qualified and skilled service Coordinators and Educators
- Help guide and support the service without a heavy workload
- Great way to meet other in the community and build new skills

Committee Positions and Responsibilities:

1. President

- Leads the committee and meetings

- Acts as the primary representative of the service
- Works closely with the Service Coordinators on key decisions
- 2. Vice President**
 - Supports the President and steps in when needed
 - Assists with leadership duties and special project
- 3. Treasurer**
 - Oversees financial matters and works with the coordinators and Service bookkeeper on budgets
 - Presents financial updates at meetings (prepared with support from our service bookkeeper)
- 4. Secretary**
 - Takes meeting minutes and handles basic correspondence
 - Helps keep records of decisions and actions
- 5. Staff Liaison**
 - Acts as a communication link between staff and the committee
 - Ensures staff perspectives are represented at meetings
- 6. General Members**
 - Contribute ideas, provide feedback, and assist with occasional tasks
 - No formal duties- simply be part of the conversation and support the team

How to Become a Member

Becoming a member is simple, and everyone is welcome!

- **Attend our Annual General Meeting (AGM)**
Held in December each year, the AGM is where new committee members are nominated and elected.
- **Pay a gold coin membership fee**
A small gold coin donation is collected at the conclusion of the AGM to formalise your membership

Whether you're nominating for a specific role or just want to be a general member, your contribution is valued and appreciated.

Interested?

Keep an eye out for our AGM date later this year – we'd love to see you there! For more information, please speak to one of our Service Coordinators