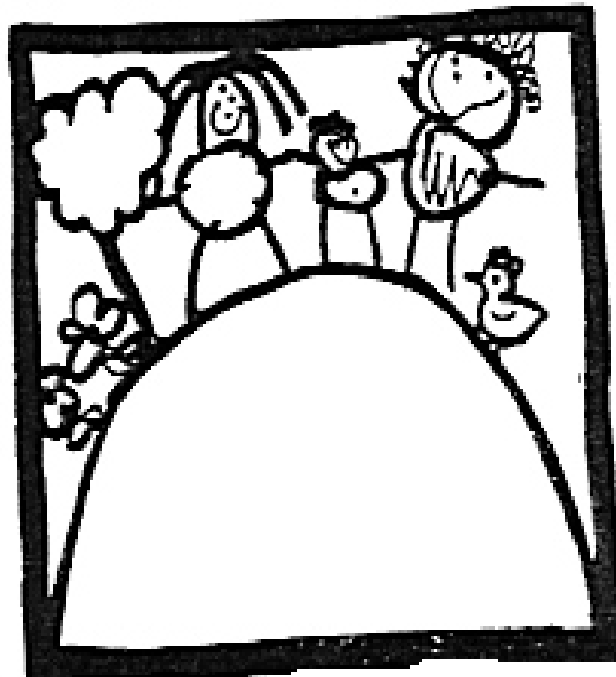


Mountain Community Children's Centre

Parents and Carers Handbook



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Welcome

A warm welcome from Mountain Community Children's Centre! We hope that your time with us is a happy and rewarding one, for both yourself and your child.

This handbook is designed to help you know about our Centre and how we operate. We have included our Philosophy and some key principles regarding our goals, policies and procedures to help your family settle into Mountain Community Children's Centre. Our complete set of Policies will be provided for your perusal during your orientation into our Centre; however, they are readily available at the office to read at your request.

Our aim is for the Centre to be a place where parents and carers feel confident to leave their children in a warm, caring, safe and relaxed environment. Our goal is to share in a partnership of care with each family to help their child develop to their highest potential in an environment that reflects respect for the unique qualities of each individual in our own and the wider community.

Families are more than welcome to visit the centre at any time, so please do not hesitate to do so.

PHILOSOPHY

At Mountain Community Children's Centre

- *We believe that every child has the right to be cared for in an atmosphere that provides a friendly, fun, safe, relaxed and nurturing environment. This environment should be designed within a developmentally appropriate profile for children that conveys respect and support for every unique individual.*
- *We believe that children learn through play and that families know their child best. Therefore, we strive to incorporate the observed interests and abilities of each child together with the input we gather from their family to develop an individualised play-based curriculum referring to the Early Years Learning Framework for Australia 2009. The programs we develop are designed to respond to the whole child, offering unlimited opportunities for social or individual spontaneity, repetition, imagination, problem solving and creativity. Families are encouraged to be actively involved in our programs to the level they feel comfortable to participate in. We will include where possible and relevant Early Childhood Theorists in the educational program and children's individual developmental records.*

- *We believe routines support the children's sense of belonging, needs and expectations as to what happens next. These positive transitions will encourage the children's sense of predictability which promotes their feelings of safety, security and support. We will encourage children to participate in small and large group experiences and discussions. This engages children and encourages them to listen and respect others, take turns and share ideas and experiences. We are also supporting the children's sense of belonging and security in our temporary location. We do this by encouraging patience, care and empathy towards their peers as they need to wait, take turns and be courteous in our temporary facilities.*
- *We believe to respect and celebrate the diversity of individuals within our local and wider community, it is necessary for educators and staff to work towards developing partnerships with parents, family members, community groups and organisations. We contribute to our local community during many social events. The centre is considered an important and vital part of the Mountain and surrounding districts community. We uphold this aim because we value the attributes that can be incorporated to further our ideals of excellence in care and learning.*
- *We believe that outdoor play is very important to the development of the children at the centre. We acknowledge that the children are constantly surrounded by the outdoor environment due to their rural upbringing therefore they often choose to spend a lot of time in this outdoor environment. We have a very large outdoor area; therefore, all children will participate in outdoor play together to enable effective supervision and maintain children's safety.*
- *We believe that effective communication and cooperative teamwork between early childhood educators, staff and professionals are vital components of a high-quality service. We also acknowledge that it is very important for educators and staff to remain up to date with the latest recommendations for early childhood education and learning techniques. In view of this conviction we support and encourage ongoing professional development for educators and staff within our Centre.*
- *We believe that to deliver a service that fully supports the individual needs of our families, it may be necessary at times to work with families to access appropriate professional expertise to help maintain the well-being of each child in our care.*

History of Service

Mountain Community Children's Centre first operated as a Community Based Preschool from 1983. To support the growing need for flexible care in the local community, the Committee incorporated the addition of an Occasional Care Centre which opened in 1997. As from 2004 the two services were combined as a Long Day Care Centre to enable families to access Federal Funding through Centrelink. Families may be eligible to receive Child Care Subsidy (CCS).

IMPORTANT: Child Care Subsidy

Please contact Centrelink before your child's first day with us. You need to let Centrelink know that your child will be accessing child care services. The next step will be to complete the child care assessment within your myGov account online. You will need to provide an estimate of your family's income and your hours of activity (work/study/volunteering etc.). Once we have entered your child's details into our system you will also need to confirm their enrolment with us through your myGov account. Please ensure that you complete these steps as otherwise you will be liable to pay full fees until Centrelink starts paying child care subsidy towards your child's fees.

Hours of Operation

Our Centre is licensed to operate between 7.30am and 5.30pm and care for 66 children each day, ranging from infants to preschool (0-6 year olds). Within Licensing we are also able to offer a limited number of occasional care and vacation care (OOSH) placements to meet the needs of our local community. To maintain specific group sizes according to each child's age, the children will be allocated to either our Joeys, Lizard or Snake Room in accordance with the cut-off age for each group. The Centre is operational for approximately 49 weeks per year closing for three weeks over the Christmas period, December-January, during which time no fees are payable. The centre is closed for Public Holidays and fees must be paid for these days, a make-up day may be offered in lieu of Public Holidays (see Fee Policy).

The Public Holidays are:

Australia Day (26 January)

Good Friday (Easter)

Easter Monday (Easter)

Anzac Day (25 April)

Queen's Birthday (June)

Labour Day (October)

Priority of Access / Waiting List - Enrolment

(see Priority of Access Policy)

Children registered on our waiting list are recorded according to the date of application. However, new enrolments to attend Mountain Community Children's Centre are determined based on the Commonwealth Priority of Access Guidelines for day care services.

1st - *a child at risk of serious abuse or neglect.

2nd - *a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.

3rd - *any other child. Within these main categories priority will also be given to the following children:

*Children in Aboriginal and Torres Strait Islander families.

*Children in families which include a disabled person.

*Children in families on lower incomes.

*Children in families with a non-English speaking background.

*Children in socially isolated families.

*Children of single parents.

Within our Centre's commitment to maintain these guidelines, families who do not meet these criteria may be asked to change enrolled days in the event of necessity. This Priority of Access is also outlined on our Enrolment Form. All children attending the Centre must have lodged their Enrolment Form prior to, or on their first day to ensure all the necessary information is contained in their file.

Fees/Make-Up Days (see Fee Policy)

The daily fee without Child Care Subsidy for the year 2019 (at time of printing) is \$92.50 per day for 0-3 year olds and \$82.50 per day for 3-6 year olds. As outlined above we urge you to contact Centrelink as soon as possible to determine your Child Care Subsidy eligibility and daily rate. Fees are payable for the days your child is enrolled and are directly debited from your nominated account either weekly, fortnightly or monthly as instructed.

Fees are still required for Public Holidays, but families may be able to attend a **make-up day** for days missed due to public holidays only. Make-up days are not guaranteed and are only offered subject to availability within the

staff: child ratios. Unused make-up days are non-refundable, not transferable and do not carry over into the next year.

Fees must still be paid if your child is absent. Children are eligible for 42 allowable absences per financial year. Once your child has reached the limit of allowable absences you will be required to pay full fees for any further days absent. That is, the child care subsidy will not be available for absent days over the 42-day limit. If your child attends this Centre as well as another centre, and uses allowable absences elsewhere, it is your responsibility to inform us so that we can log the Absences.

Two weeks written or verbal notice is required for a reduction in current enrolled days or the termination of your child's enrolment. Fees must be paid for these two weeks' notice.

Cancellation of occasional care bookings or extra days must be notified prior to 9.00am on the day of attendance or the applicable fee will be charged.

Your receipts are your proof of payment so please keep them in a safe place. If you would like to have the receipt explained or have assistance to read the receipt please don't hesitate to visit our office.

Bond

A bond is required upon enrolment. The bond is a payment that remains with your child while they are enrolled at the centre. This is calculated at full fees and includes the number of days your child attends for two weeks. For example if your child is enrolled for two days per week the bond would be \$330.00 (\$82.50 per day for 4 days of care over 2 weeks).

Late Collection of Children Fee (See Late Pick Up Policy)

If a child remains at the centre after closing time (5.30 pm) a late fee of \$30.00 may be charged for the first 15 minutes, then \$2.00 per minute thereafter. This amount is to be included with the following week's fees (see Arrivals and Departures for procedure for uncollected children).

Membership Fee

You are invited to join our association upon enrolling your child. Our association joining fee of \$2.00 which is payable on enrolment. There is an annual membership fee of \$2.00 which entitles you to be a current member. This is a requirement of Department of Fair Trading to be registered as an incorporated association. This safeguards all parents' liability. As a financial member you are entitled to vote at committee meetings.

Maintenance Fee

A charge of \$90.00 (at time of printing) per family per year is levied to assist with maintenance and improvements within the centre. Only under certain circumstances, this levy may be waived (see Fee Policy).

Staffing

Our Centre operates with a Management Committee (see further information below on Management Committee) who oversee the Licensee requirements in the running of the Centre. Primary Contact and Administration Staff are employed to maintain the day to day operation of the Service.

All of our staff has knowledge, training and experience in Early Childhood Education and Care. Staff work together as a team and are committed to making your child's day happy, safe and educationally stimulating. Our staff offer a wide range of qualifications and experience and are encouraged to maintain professional development to keep an up-to-date focus on current practise.

Management Committee

The Mountain Community Children's Centre Management Committee is operated by parents and interested community members who oversee the Licensee requirements in the running of the Centre which is a non-profit organization. As outlined in the History of Service, the Centre receives Federal Funding through the Family Assistance Office. Support for children with additional needs is assisted by KU Inclusion Support and the Department of Education. DEC also provides transition to school support. All other costs are covered by fees, donations and fundraising.

Our Centre's Management Committee makes decisions regarding financial management, staffing, maintenance and development of the Centre. The Management Committee meets at Mangrove Mountain Memorial Club at **7pm on the third Monday** of each Month. In addition to the overall operation of the Centre, the Management Committee adopts the finalised Policies that have been developed throughout our Quality Improvement Process. You are encouraged to attend these meetings. The Committee consists of executive positions such as President, Treasurer for example and a number of community members. The Annual General Meeting is held in March each year, when all positions are declared vacant and new nominations are accepted.

Family Involvement

Your involvement at the Centre is appreciated and we encourage you and your child to take part in as many activities as are practical to your lifestyle. We invite you to become involved at our Centre at a level at which you feel comfortable. This may be by joining our Management Committee, participating in our staff/national quality standards, helping on a parent roster, spending time in the room with your child, presenting an activity to the children, attending parent evenings or offering ideas for activities that you would like to see staff implement into the program.

Parents and carers are who would like to participate in the general maintenance of the Centre should make themselves known to staff.

Students / Volunteers

Sometimes students from Universities, TAFE Colleges, School Work Experience, Job Start Programs or other relevant training organisations may complete time at the Centre to train and develop their skills. We welcome family / community input, if you would like to be a volunteer at the Centre please talk to staff.

Staff Who Work at this Centre

Nominated Supervisor:

Louisa Foxford (Early Childhood Teacher)

Administration:

Hannah Jahn (Master of Business Administration)

Room Staff:

Early Childhood Teacher / Educational Leader

Kathy Rawsthorne (Bachelor of Teaching)

Children's Services Employees

Belinda Stark (Diploma)

Mary Todd (Diploma)

Rhiannon Hines (Diploma)

Kristy Hirons (Diploma)

Kristie Rahkola (Certificate III in Children's Services)

Judy Brown (Certificate III in Children's Services)

Alix Mear (Trainee)

Children's Services Employees – Casual

Naomi Shaw (Bachelor of Teaching)

Emily Carter (currently studying Bachelor of Teaching)

Jessie McBeath (currently studying Bachelor of Teaching)

Sarah Hall (Diploma)

Nerida Stollery (Diploma)

Mutsumi Hood (Diploma)

Samantha Atkins (Certificate III in Children's Services)

Orientation and Settling in

When enrolling, please come in and visit our Centre with your child so that you can learn about the Centre's routines and layout. Talk to your child about coming to the Centre and what it will be like. We suggest this because children often feel safer in a more predictable situation.

Separating from parents and settling is not always easy and is different for every child. Some children are happy to leave their parents as soon as they see the play activities and materials but others may be more reluctant. To assist your child upon arrival, it is a Centre expectation that your child arrives ready for the day, that is, in a clean nappy and dressed in appropriate clothing. Your child may take a few weeks to feel comfortable without you. If coming to our Centre isn't really a choice for your child, don't present it as a choice by asking your child if he/she wants to come. Say "We're going to Day-Care now", or something like that. It makes you seem surer of yourself –and your child is more likely to respond positively if *you* seem confident all will be well.

Take time to show your child where to put their things, meet the staff, and familiarise with the environment.

We ask that you support the Centre in helping your child settle in by **saying goodbye and telling them that you will be back later to pick them up**. Calling it off for the day is not likely to make it easier another time, a better idea is to leave fairly quickly. Remember we are only a phone call away, so please ring us if you want to check how your child is settling. If your child becomes too upset staff will keep you informed of how they are going and it might take a couple of early finishes until your child is settled to spend a full day.

What to Bring with your Child

Each child has a locker in their room to store their belongings. All clothes and belongings must be clearly labelled with your child's name to avoid being misplaced. There is a lost property section in each room, please remember to check for missing items. Please do not allow your child to bring toys to the centre unless as a security for rest time. Toys are easily lost, broken or mistaken for someone else's. Please restrict toys to the soft cuddly kind for rest only.

Old, simple clothes are best: Simple clothing that is practical for running, climbing and easy for the child to button and unzip will assist your child to fully participate in our active play and promotion of self help skills. Additionally, the children are quite likely to be involved with messy play, therefore older clothing that is not too “special” is advisable. Please ensure all clothing supports our “protective sun-safe” approach to play which includes t-shirts with sleeves (no singlet tops). (See Clothing Policy)

Spare clothing: Please be sure to send in spare clothing eg. T-shirt, pants, shorts, socks and underwear in the event that your child needs to change through the day.

Sun Hat: A broad brim or legionnaire style hat (please send along rain, hail or shine).

Meals: All meals are to be provided from home. Water will be readily available throughout the day and the children will be offered a choice of milk or water at morning tea and or lunch.

Morning Tea: A piece of fruit. Please clearly label and put in the appropriate container. Each room has a fruit basket to place labelled fruit into.

Lunch in a lunch box, is to be placed into the room refrigerator upon arrival. **Food supplied needs to be in line with our Food and Nutrition Policy.**

Afternoon Tea: Generally a yoghurt or other food type in line with our Food and Nutrition Policy. Please clearly label and place into container.

For Rest Time (information later in booklet) your child needs a fitted cot sheet as a minimum, plus top sheet, blanket or quilt and pillow according to your child’s preference and the prevailing weather. A soft toy or other comfort object may be included if your child uses these. All this should be put into the sheet bag you will receive upon enrolment clearly labelled.

Nappies / pull-ups: If required bring enough nappies to meet your child toilet needs through the day (usually 4-6).

For infants / younger children in Joeys Room liaise with staff on what to bring, but they will need an adequate number of disposable or cloth nappies,

a couple of changes of clothing, and a dummy or other comfort object if used. Cot sheets and bedding as above. Plenty of suitable food if weaning.

Please prepare and clearly label bottles / formula at home to be placed in the fridge upon arrival. The “Child Settling Information” sheet is an invaluable aid to ensure we understand what has worked well with *your* child, or you may prefer to write your own detailed notes.

Birthdays / Celebrations

Birthdays are a special time for every child, so please let us celebrate with you. Families are welcome to bring along a birthday cake, however, in line with our Birthday Cake – Food From Home Policy, we request you provide a list of the ingredients or the purchased package of any cakes or food brought in to share. To help reduce the risk of airborne illness when the candles are blown out, the cake will either be covered with plastic wrap if the candles are placed on the cake or the candles will be placed separate to the cake. Cup cakes can also be brought along as a candle can be placed in the individual cake.

Allergies and Special Needs

When you enrol your child there will be provision on the enrolment form to let staff know if your child has any allergies or special needs. Please talk to staff if your child has any additional requirements and we can work together with you to ensure your child’s individual needs are met.

Arrival & Departure

All children must be signed in and out each day using the electronic kiosks on the sign in bench. If any issues arise with the kiosk, please see a staff member immediately to assist you. Signing in (and out) is important as it is our record of attendance and is a government requirement within the guidelines of funding, it is also an important record for any emergency evacuations. Please bring children to a staff member after signing them in to ensure staff are aware of their presence, also let staff know when leaving in the afternoon. There are to be no children on the premises prior to 7.30am and after 5.30pm.

Collection of Children

Please let us know if another authorised person will be collecting your child that afternoon. We are not permitted to allow your child to leave the centre with someone who does not have authorisation (as provided on the enrolment form) or who is unknown to us. Therefore nominated collectors may be required to produce a driver's license (or other identification) before we are able to let your child leave the Centre. You must provide to the centre proof of signatures of the person's nominated with Authority to Collect your child.

Uncollected Children

In the event that no communication from you is forthcoming staff will attempt to contact you / your emergency contact for your child to be collected. If staff cannot contact you or your emergency contacts within one hour of the Centre closing, your child may be taken to Gosford Police Station and wait whilst the Department of Community Services is contacted.

Notices/Communication

Important information is displayed on our noticeboard. Please read our notices regularly to keep up to date with what is happening. Newsletters are emailed monthly. Staff are always available for a quick chat, however, you are welcome to make an appointment should you require further discussion. Please contact the office for any comment you may have or any maintenance issues you would like addressed.

Observations and Developmental Records

The means by which we plan our individualised play curriculum is through our observations of your child. Additionally, legislation requires us to maintain an up-to-date developmental record regarding your child across all areas of development. Therefore, on your enrolment form you will be asked to sign a statement acknowledging your awareness of such observations be they written, audio, photographic or video.

Your child's developmental records are held in strict confidence. Staff will regularly share information with you regarding your child's development, however, you are welcome to make an appointment at any time to discuss any issues you may have regarding your child.

Programs

Our programs are provided for differing age groups and transition from one stage to the next is individually structured. Children's home, language, culture and religious differences will be accepted and provision for the same will be included within the program.

Children's creativity and self expression are encouraged through a wide variety of indoor and outdoor activities, music and movement groups, language and story groups, dramatic play, drama, arts and crafts, finger plays and songs.

Physical development is strengthened through a wide variety of indoor and outdoor activities including manipulative play, block play, water and sand play, balancing beams, running, skipping, hopping, catching and throwing, painting, play dough, threading, cutting and pasting.

Language development is encouraged through staff modelling interaction between children and the staff as well as story time, songs finger plays, games, poems and drama.

Music and movement activities encourage physical, social, emotional and intellectual and fun areas of the child's development.

All children need to feel valued as individuals and capable of achieving their full potential. We welcome parent's interest and suggestions and encourage you to ask any questions.

Rest Time

All children are encouraged to rest during the day. It is not a condition that your child must sleep, it is simply a time to rest, relax and renew energy. Each child will have their own bed. Please provide clearly marked items as suggested in *What to Bring With Your Child*.

Positive Guidance of Children's Behaviour

Our Positive Guidance of Children's Behaviour is in line with National Quality Standards.

Centre staff use a positive approach to redirecting inappropriate behaviour and encourage the children to direct their own conduct and develop an appreciation of other people's needs, rights and feelings.

Often what adults may perceive as being "naughty" is developmentally appropriate behaviour for young children who are learning about themselves in their environment. However, if you have any concerns regarding your child's behaviour please talk to the staff in your child's room so that we can work together on any recommendations or strategies.

Excursions / Special Visitors and Events

To support program activities the children at the centre will be invited on excursions at times during the year. Children will not leave the centre without formal excursion notification and parent permission as required by Licensing. In most cases the parents are also welcome to attend excursions and are asked to assist with the care on these occasions.

Additionally, the Centre will often invite special visitors to promote cultural events or learning. Families will be provided with information and requested to sign permission notes for attendance and payment prior to these events.

Parent Grievances (see Grievance / Complaints Policy)

If you have any cause for concern, please feel free to talk to the staff in your child's room. If you require further information please see the Certified Supervisor. The parent grievance policy is also available from the office for your perusal.

Children Who Appear Unwell / Infectious Diseases

(see Table of Medical Conditions and Exclusions)

Please do not bring your child to the Centre if they are unwell. If your child becomes unwell while at our Centre we will contact you. Although staff may be familiar with some symptoms, we are unable to diagnose conditions.

Therefore, if we are concerned that your child is not well enough to participate in activities or your child records a temperature above 37.5°C (taken under the arm) or 38.5°C (by Thermoscan), we will contact you or your emergency contact to collect your child and/or seek further medical advice. In the event of rashes etc. families may be asked to provide a doctors certificate to support that their child is well, not contagious before being allowed to return to the Centre (see Table of Medical Conditions and Exclusions at the back of this book).

Whilst adhering to each individual's privacy at all times, families are notified if there is an outbreak of a contagious condition or disease at the centre, usually by a sign placed on the notice board.

Medication (see Medication Policy)

Staff can only give your child medication if it has been authorised by the parent/guardian on the appropriate medication form.

All medication must be brought to the Centre in the labelled package given to you by the chemist. It must be given to a member of staff who will check the medication details you complete on the form for your child's name, dosage and the time the medication is to be given etc. The medication will then be placed in the appropriate location, eg. Locked refrigeration pack or locked cupboard. Under no circumstances is medication to be left in your child's bag / locker.

Non-prescribed medication will only be administered if in its original dispensary packaging clearly stating appropriate age dosage.

Accidents/First Aid (see Accident & Administration of First Aid Policy)

If your child has a minor accident during their day staff will administer first aid and complete the Accident Form to record the injury and treatment. You will be asked to sign the completed Accident Form when you come to collect your child and will be given the original copy for your records. If your child has an accident that requires further medication attention, though that accident is not deemed as life threatening, staff will contact you / your emergency contact to collect your child and seek further medical attention. You will be provided with the Accident Form as stated above.

If there is an accident that staff assesses as life threatening or requires urgent medication attention, staff will call an ambulance to take your child to hospital. You / your emergency contact will be notified as soon as the ambulance is called and asked to meet the Certified Supervisor or staff member at the hospital.

Immunisation (see Immunisation & Infectious Diseases Policy)

Immunisation protects children against certain infectious diseases. It is a legal requirement for children to be fully immunised or on a recognised catch up schedule before they can be enrolled in child care (exemptions apply for children unable to receive immunisations due to a medical condition). We will require a current immunisation history statement to confirm your child's immunisation is up to date. You will need to provide an updated immunisation history statement after your child has had additional immunisations so that we can keep it for our records.

Smoke Free Zone

Our Centre is a smoke free zone. Smoking is not allowed within any area of our premises. Please do not smoke in the car parks.

Fire and Emergency Procedures

Our Centre practices regular fire/emergency drills. Please read the evacuation drill displayed within the Centre. In the event of an emergency evacuation you / your emergency contacts will be notified to collect your child.

Conclusion

We aim to develop a partnership with you in the care of your child/children to ensure that we provide the best possible environment suited to the individual needs of your family. If you have any questions regarding our Centre please ask a member of staff who will be happy to assist you.

POLICY LIST

QUALITY AREA 1

Planning & Evaluation Children's Experiences
Transition to School

QUALITY AREA 2

Accident & Administration of First Aid
Animals in the Environment
Arrival & Departure
Bathroom Cleaning Check
Bathroom Cleaning Routine
Bed / Cot Cleaning Routine
Birthday Cake & Food From Home
Bottle Warming Procedure
Car Park Arrival Directions
Child Protection
Cleaning
Contact with Blood, Body Fluids & Spillages
Cot Room
Daily Outdoor Safety Checklist
Dental Hygiene
Emergency – Evacuation Somersby
Excursion / Incursion
Food Safety
Health, Hygiene & Infection Control
Immunisation & Infectious Diseases
Incident, Injury, Trauma & Illness Record
Interactions with Children
Maintenance of Building and Equipment
Medical Conditions
Medication
Medication Record
Nappy Change Procedure
Nose Wiping Procedure
Nutrition / Food / Beverages / Dietary Requirements
Play Dough Procedure
Power Failure & Somersby Site – List of Contacts
Providing a Child Safe Environment
Reheating Food Procedure
Rest & Sleep
Road Safety
Smoke Free Environment
Storage & Use of Hazardous Products
Sun Protection
Supervision
Toilet Training Procedure

QUALITY AREA 3

Environmental Sustainability
Indoor & Outdoor Environment
Sandpit Maintenance

QUALITY AREA 4

Casual Staff
Determining Responsible Person
Educators / Staff Immunisation
Grievance / Complaints Policy Educators / Educators & Staff
Staff Code of Conduct
Staff Leave
Staff Member whose Child Attends the Centre
Start of Day Procedure
End of Day Procedure

QUALITY AREA 5

Clothing
Interactions with Children
Positive Guidance of Children's Behaviour
Supporting Children's Individual Needs

QUALITY AREA 6

Communication
Confidential / Privacy
Enrolment & Orientation
Ethical Conduct
Fee
Gender Equity
Inclusion
Late Pick Up
Multicultural
Priority of Access
Visitors (student) / Volunteers Policy

QUALITY AREA 7

Acceptance & Refusal of Authorisations
Governance & Management of Service