



# GLENORIE OUT OF SCHOOL HOURS CARE

## FAMILY HANDBOOK 2021

**Centre Location**

Glenorie OOSH Centre is located in the grounds of Glenorie Public School, Old Northern road, Glenorie 2157. The building is located on the right hand side of the School, next to the Glenorie Community Centre.

**Postal Address**

C/- Glenorie Public School  
1731 Old Northern Rd  
GLENORIE, 2157

**OOSH Phone Number**

(02) 9652 0074  
(Answering machine regularly monitored)

**OOSH Email Address**

[glenorieoosh@bigpond.com](mailto:glenorieoosh@bigpond.com)

**Glenorie Public School Phone Number**

(02) 9652 1237  
(Emergency only)

**Hours of Operation**

Before School Care  
7.00am – 9.00am

After School Care  
3.30pm – 6.30pm

Vacation Care  
7.00am – 6.30pm

# *Philosophy*

Glenorie OOSH strives to provide a reliable and affordable Out of School Hours Care whilst maintaining the highest quality standards of service that is accessible to all members of the Community.

We believe in providing a safe, welcoming, caring and stimulating environment that displays neither bias nor prejudice and encourages children, staff and families to share their individual traditions, stories and family backgrounds.

We recognise the importance of Parents, Families and the Community to ensure children develop a strong sense of identity and respect for others. We encourage children and parents to be actively involved in the planning, implementation, and evaluation of the Program.

Glenorie OOSH is committed to providing a, fun, challenging and active program that provides interactions to foster social, emotional, physical, and cognitive development.

Our Centre implements the My Time, Our Place Framework to ensure that School aged children have the opportunity to engage in meaningful play that is a reflection of their interests and choices. We believe in children having the opportunity to learn through play-based activities and support their well-being, learning and development.

The Program offers safe challenges, opportunities for decision making and leadership, and individual and group activities designed to foster positive self-esteem and confidence, whilst encouraging independence and autonomy. Structured activities and child directed play provide opportunities for children to explore, experiment and engage with each other and the wider community through a range of media and communication technologies.

We believe in providing a healthy, nutritious, and diverse menu that encourages the children to enjoy the social experience of sharing a meal whilst taking responsibility for their own health and well-being.

As Educators we provide the opportunity for children to resource their own learning through connecting with people, places, technologies, and natural/processed materials.

We believe in practice and advocate for the principles outlined in the United Nations Convention on the Rights of the Child, the Early Childhood Code of Ethics, Children's Services Regulation and the My Time Our Place Framework.

**Introduction:**

Glenorie Out of School Hours Care (OOSH) cater for 40 children in each session. Glenorie OOSH (a not for profit organisation) has been established to provide quality care for children aged between 5 and 12 (who attend school) before and after school. Whilst the majority of children who attend are from Glenorie Public School, we also cater for children who attend local schools. This handbook provides information to families on all issues relating to the care of your children. If any parents, children, teachers, or members of the community have any suggestions or require any further information please do not hesitate to contact the OOSH.

We offer a range of activities including:

Art and Crafts  
Indoor and Outdoor Play  
Sports Games  
Problem Solving  
Cooking  
Reading and Stories  
Drama  
Free Play

**Hours of Operation**

Before School Care:	7:00am-9:00am
After School Care:	3:30pm-6:30pm
Vacation Care	7.00am-6:30pm

The OOSH operates between these hours Monday to Friday and is closed on Public Holidays.

**Staffing**

The recommended staff to child ratio guidelines from the Department of Community Services for children aged between 5 and 12 is 1:15.

The centre is licensed to cater for 40 children Before School, After School and during Vacation Care.

The centre is staffed by both permanent and casual staff, who range from those qualified in childcare/education and those studying similar qualifications, as well as staff who have a great passion for working with children.

The director's role is responsible for the day-to-day running of the service. Duties include programming and planning, administration, and staffing responsibilities.

Our casual members of staff are valuable to the service as they each bring a great deal of practical experience and talents to share with the children. Certificates for training in First Aid, Child Protection, Asthma and Anaphylaxis are held by permanent staff and we aim for every casual staff member to be qualified to the fullest of their capacity.

We do this in a range of opportunities such as:

- ❖ Providing staff with ongoing opportunity for professional development.
- ❖ Providing staff with opportunities to be involved in the preparation of the services program.
- ❖ Placing value on our staff as individuals and their unique skills and abilities acknowledged and utilised.

**Management**

A Sub-Committee, directly manages Glenorie OOSH and the office bearers are as follows:

- President
- P&C OOSH Executive
- Treasurer

The P&C also meet each month to discuss any issues for the OOSH and school after this meeting, and they hold an annual general meeting each February, where the office bearers of the Management Committee are elected.

During the monthly meetings, management views Nominated Supervisor and Treasurer reports as well as discussing changes, improvements and purchases which will be made in order to bring the centre in line with all Work Health and Safety laws as well as aiming to meet the NQF Quality Assurance.

Reviewed and updated October 2020

These meetings are an opportunity to contribute to the smooth running of your centre and all parents and guardians are welcome and encouraged to attend meetings or to provide feedback.

### **Glenorie OOSH Policies and Procedures**

Management is constantly reviewing, renewing, and creating policies for Glenorie OOSH.

If you are interested in viewing our Policies and Procedures folder to evaluate and provide feedback, it is available at the parent area at all times, however they cannot leave the premises.

### **Fee Structure**

**Permanent Bookings:** Fees are payable weekly via our direct debit system; an account will be emailed to you. All sessions must be paid for, regardless of attendance. In the case where you have provided 1 weeks' notice, you will not be charged. Any changes in terminating a permanent position must be given in writing and with one weeks' notice. The direct debiting is invoiced to families each Friday and then payments are direct debited on the Wednesday, giving families the weekend to organise their accounts if necessary.

**Casual Bookings:** For any cancellations please provide 24 hours notice. Please email the centre for any casual bookings.

If payment is not made, Glenorie OOSH have the right to cancel your child's place in the centre, until payment is made.

*PLEASE SEE GLENORIE OOSH FEES POLICY FOR MORE INFORMATION.*

#### **Permanent Bookings**

Morning Session: TBA

Afternoon Session: TBA

#### **Casual Bookings:**

Morning Session: TBA

#### **Vacation Care Bookings**

TBA

### **Late Pick up Fee**

A Late Fee of \$5.00 per child per minute will be charged after 6:30pm

The time of collection will be recorded accurately on the sign out sheet and also recorded by staff. The clock located on the parent's table will be the reference point.

*If you know that you will be late, please notify staff on 9652 0074*

If a child has not been collected from Glenorie OOSH by 6.40pm with no notification, staff will attempt to contact all of the emergency numbers on the child's enrolment form. If the child is not collected by 7:00pm, staff will contact the local police. Your child will remain in their care until a parent or guardian is found.

### **Child Care Subsidy**

The Child Care Subsidy is a Commonwealth funded program that assists eligible families to meet the cost of work-related childcare expenses for dependent children less than thirteen years of age.

The centre is approved to offer Child Care Subsidy (CCS) to eligible families; therefore we are able to pass on Child Care Subsidy to families as a reduction in your fees. You need to apply to Centrelink via MyGov, once that is done, let the centre know your CRN's and Date of Birth for who is claiming. There will still be some additional work needed by parents via MyGov to approve anything the centre submits.

It is recommended that all parents obtain these numbers in order to make tax time easier, when you are claiming the childcare tax rebate. **Families cannot be offered CCS until assessments are completed via MyGov.**

### **Lost Property**

Please label your child's belongings as we do not take responsibility for any lost items. All items left at OOSH will be placed in the Lost Property Container located at the front door and from time to time taken over and placed in the School's Lost Property.

### **Enrolment Procedures**

The Glenorie OOSH enrolment form is to be filled in for each child prior to attendance. Please ensure all medical information is given. All information given will be kept confidential. If any children require medication, please indicate details on the enrolment form as well as following the procedure outline in the "Medication" section of this booklet.

### **Arrival and Departure of Children**

When you arrive please sign your child in on our iPad located at the parent's area and ensure a staff member is aware that your child has arrived. Similarly, on departure please ensure that your child is signed out and a staff member is aware that you are collecting your child.

If your child is to be collected by anyone other than yourself, he/she must be named on the enrolment form as having authorisation to collect your child or an email from the parent nominating them to collect their child on the day.

Glenorie OOSH is not permitted to allow your child to leave the centre with anyone under the age of 16 years, nor with someone who is not authorised to collect the child. You will be contacted if these requirements are not met.

If an adult attempts to pick up your child who is unknown to the staff, they will be asked to produce photo identification.

Under no circumstances can a child leave the centre without a parent or authorised person. Once staff have signed the child in at 3.30pm, the child remains the OOSH's responsibility until an authorised person collects them. This also means children cannot leave the centre to catch a bus or walk home, alone.

If written consent is provided, children participating in extra-curricular activities which take place on school grounds, a staff member will ensure the child gets safely to the activity on time and collected where necessary.

### **Non-Attendance – All Bookings**

Parents must notify the Centre if a child is not attending or if the child has been taken home from school during the day. If 1 weeks' written notice has not been given, the full amount will be charged to your account.

### **Programming**

All activities are planned and based on the My Time Our Place Framework. It also includes:

- Children's different interests and personalities; age groups; safety; equal opportunity and access to activities; cultural diversity; and children with special needs.
- Program input from children and families is actively encouraged through Emails, Program Diary and Group Discussions.

### **Routine**

Our Weekly Program is displayed at the Parent Sign In Desk for viewing.

Our Mornings are a relaxed atmosphere where the children involve themselves with reading, drawing, board games and free play.

With weather permitting the Cola is also used.

The Afternoons are slightly more structured with the Staff taking roll call at 3.30pm and explaining to the children what activities will be available. From 4.00pm the children are involved in Outdoor and Indoor activities before quiet activities are encouraged from 5:30pm till close. Children have the opportunity to complete their Homework each afternoon at 4:00pm to 4:30 pm.

### **Menu**

Our Menu is based on the Australian Guide to healthy eating. We encourage nutritious foods for the children and change our Menu weekly to accommodate the children's feedback. It is displayed in the Parents Area.

Breakfast is served from 7:00am-8:00am and includes pancakes, muffins, cereal, toast and Milk or Water to drink.

Afternoon Tea is served from 4:00pm-4:30pm and includes a healthy snack sized meal, fresh fruit or vegetable platter and Water or Milk to drink. A late snack may also be served.

**\*\*Our Centre aims to be Nut Free, so we ask please do not send any nut products to OOSH. Due to allergies no outside food is to be brought into the centre without prior permission from the Nominated Supervisor or Director**

**If your child has any food allergies or special dietary requirements, please inform the Nominated Supervisor in writing.**

### **Administration of Medication**

Parents/ guardians must give details on the enrolment form as well sign our medication form. The form contains the following information:

- Child's name
- Medication Name
- Amount of medication
- Time of medication

Medication must be given to Responsible Person and be clearly labelled with the child's name. The medication must be in the original packaging with instructions for the medication and expiry date: otherwise it will not be administered.

Although Asthma sprays are the responsibility of the child, the staff must be informed if the child has a 'puffer' and is required to use it. An Asthma action plan needs to be filled out by your doctor, similarly if your child has Anaphylaxis.

Medication will be kept out of reach of children. All medical information will be kept confidential.

### **Illness**

If your child becomes ill at the Centre, you will be contacted so that your child can be collected as soon as possible.

If parents/ guardians cannot be contacted, those persons listed on the enrolment form as emergency contacts will be telephoned.

If medical or hospital attention is required, it will be sought without delay.

Immunisation must be declared on the enrolment form.

If your child becomes ill with an infectious disease, they will not be allowed to attend the centre for the time frames listed on the recommended exclusion period chart by the Australian Government & National Health and Medical Research Council.

If your child is ill with a cold or flu, please keep them at home.

### **Sun Protection**

At Glenorie OOSH, we follow the 'no hat, no play in the shade' policy, as well as ensuring that children are provided with sunscreen and a hat when they are outdoors. This policy applies predominantly in Terms 1, 3 & 4 and no exemption will be made.

### **Behaviour Management**

Glenorie OOSH's Behaviour Management Policy is based on guidance, redirection and positive reinforcement. Basic Rules are established based on safety, respect for others and involves the children's input. Educators will act as positive role models and encourage and reward acceptable behaviour. Glenorie OOSH have in place a Behaviour Management Plan along with a Rewards Program. In extreme cases, the Centre reserves the right to exclude the child from the service in order to protect other children and educators.

### **Photographs and Videos**

Photographs are taken at Glenorie OOSH for us to showcase the centre and families can see what the children do here. These photographs are displayed throughout OOSH and may also be used in documents which are sent home to families attending Glenorie OOSH. Please complete enrolment form stating whether you allow or do not allow your child's photograph taken.

### **Emergency and Evacuation Procedures**

\*\*Please see attachment

### **Television, Movies and DVD's**

We encourage the children to participate in reading, playing games and to use their imagination.

The children do not watch programmed television in the mornings or afternoons and only view DVD's rated G or PG and approved by the staff. There are often prescribed movie afternoons, and movies are also often viewed at the centre on rainy days. There are always other activities for the children to choose when the TV is on. Occasionally DVD's with a 'G' rating or 'PG' rating may be used as part of the program of activities. Please complete enrolment form stating whether you allow or do not allow your child to watch these rated DVD's. Children are briefed on the content of the film before it begins and are given the option of whether they wish to view the material.

### **Grievances and Complaints**

We will support parents', children's', and the wider community's right to provide feedback and will work with families to resolve any grievance. This can be informal or formal. If an individual has a complaint or comment about the service, they will be encouraged to talk to the Nominated Supervisor, who will arrange a time to discuss their concern and come to a resolution to address the issue.

There is also a Complaint Form located at the Parents Area for the person to complete and can either place in the Parent Feedback Box or hand to the staff. If the complaint is not handled to the individual's satisfaction at this level, they can discuss the issue with the Chairperson or Liaison person of the Management, in writing.

The Management will discuss the issue with the Nominated Supervisor and develop a strategy for resolving the problem, this would be discussed further with the person raising the complaint or if necessary a meeting will be organised with the Nominated Supervisor and the individual to resolve the problem.

The Nominated Supervisor or Management will inform the individual of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the Committee or Nominated Supervisor will write personally to the individual. If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as an unbiased third party.

### **Information regarding Families**

Glenorie OOSH encourages families to have input into the operation of the service. Improvements to our program are often derived from feedback.

Comments or suggestions on the service can be made in the following ways:

- Speak to the Nominated Supervisor
- Use the suggestion box which is located at the Parent Area
- Attend P&C Committee meetings

Suggestions will be implemented if considered appropriate and feasible.

If you would like to speak to the Nominated Supervisor privately, please feel free to contact and arrange a time to meet for a confidential meeting.

### **Conclusion**

We encourage you to get to know our staff and familiarise yourself with the Policies and Procedures of the Centre. If there are any points that you are unclear about, or any comments that you wish to make, please do not hesitate to contact the Nominated Supervisor or Management Committee.

We hope that you and your child/ren find the Centre to be a happy and safe environment.



# Emergency Management and Evacuation Policy

Glenorie



## NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
	2.2.2	Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

QA6	6.2.3	Community engagement - The service builds relationships and engages with its local community.
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## National Regulations

Regs	168(2)(e)	Policies and procedures in relation to emergency and evacuation
	97	Emergency and evacuation procedures
	98	Telephone or other communication equipment

## MTOP

LO3	Children become strong in their social and emotional wellbeing.
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## Aim

In the event that the service needs to be evacuated, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service. The safety and wellbeing of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

## Related Policies

Bushfire Policy

Emergency Service Contact Policy

Lockdown Policy

Incident, Injury and Trauma and Illness Policy

Administration of Authorised Medication Policy

Death of a Child Policy

Medical Conditions Policy

## Implementation

The Approved Provider or Nominated Supervisor is responsible for:

- conducting a risk assessment to identify potential emergencies that could affect the service and use this to prepare emergency and evacuation procedures. eg an evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc.
- implementing measures to reduce the risk of injury during potential emergencies. For example, storing heavy items on the floor or bottom shelves, ensuring hazardous material is stored in a stable and secure way

Reviewed and updated October 2020

- developing and implementing an Emergency Management Plan based on all identified risks and which includes appropriate responses including evacuation, lockdown, lockout and shelter-in-place, and drill and training schedules. If appropriate, local emergency services (eg fire, police, ambulance), local government, community leaders and other relevant agencies will be consulted for advice about issues like evacuation routes, assembly points and accessibility for adults or children with special needs.

Our **Emergency Management Plan** will be developed by the Approved Provider or Nominated Supervisor and will include:

- Emergency contact details for people who have specific roles or responsibilities
- Contact details for local emergency services
- A description of how we will alert people to an emergency eg siren/bell
- Evacuation procedures (see Appendix A)
- How we will assist any child or person with special needs
- An evacuation diagram based on service floor plans showing the location of fire equipment, emergency exits and assembly points
- Processes for advising neighbouring businesses/residences about emergencies
- Processes to ensure staff are trained in our emergency procedures
- Processes we will follow after an incident
- Procedures we will follow to test the Plan and familiarise children and staff with the Plan.

The **Evacuation Diagram** will include:

- an A4 size diagram of the floor or area
  - a title eg Evacuation Plan
  - the “You are here” location
  - designated exits in green
  - communication equipment and where installed in red
  - hose reels, hydrants, extinguishers in red.
  - designated shelter-in-place location and assembly area.
  - date plan validated.
  - location of assembly areas
  - a legend
- Ensuring relevant information from the Emergency Management Plan is displayed prominently at our service to ensure it can be easily identified and is accessible to all educators, staff, visitors, volunteers and families. Relevant information includes:
    - Emergency service telephone numbers which will be displayed near telephones
    - evacuation procedures and diagrams which will be displayed near each exit
  - Ensuring that visitors and relief staff are aware of the emergency response procedures
  - Implementing the Emergency Management Plan including:
    - **Disseminating information** about the Plan and the procedures relating to emergency management and evacuation to staff, children, visitors and families. Families will receive written notification from the service. We will use informal games and discussions to familiarise children with our evacuation and emergency procedures as well as regular rehearsals

- **Scheduling training** for all educators, staff and volunteers eg how to use fire extinguishers, fire blankets and other emergency equipment. Training may include evacuation drills, identifying assembly points and the location of emergency equipment, first aid arrangements and how to turn off the electricity and gas supplies. All new educators and staff will receive training during their induction and refresher training for all educators and staff will take place at least annually.
  - **Testing** the Plan every quarter
  - **Reviewing** the Plan annually.
- Keeping records of all emergencies
  - Keeping records of meetings and emergency drills.

## Communication during Emergency

The Nominated Supervisor will ensure there is access to reliable communication channels in the event of an emergency by maintaining access to a telephone (such as fixed-line telephone, mobile phone, satellite phone, 2-way radio, video conferencing equipment) at all times.

The main telephone is located at Glenorie OOSH office. If there is a complete loss of electricity and the telephones are not available, a mobile phone will be available and ready to use at all times to ensure educators can make emergency contact.

The Nominated Supervisor will listen to local radio stations (eg local ABC station) during emergencies to access current information about the situation.

## Emergency Communication Plan

The Nominated Supervisor will regularly remind families via conversations, email and newsletters that the Service maintains a Register of emergency telephone numbers for families and we must have current contact information. The Register is located in the following location OOSH office.

## Emergency Kit

The Nominated Supervisor will ensure an Emergency Kit includes:

- current emergency contact details for each child
- employee and next of kin contact details
- emergency service telephone numbers (see sa.gov.au for national numbers)
- working torch and spare batteries
- fully stocked first aid kit
- administration of medication records and medical management plans
- mobile phone with sufficient credit and charger
- drinking water
- woollen blankets/towels
- gloves
- smoke mask/goggles
- portable radio and torches - battery-powered, solar or wind-up
- spare batteries
- whistle
- pen and paper
- insurance policy
- alcohol based hand sanitiser

Reviewed and updated October 2020

- sunscreen
- insect repellent

The Nominated Supervisor will ensure the Kit contains a list of items that must be added at the last minute in an emergency. Items will include:

- attendance registers for children, staff and volunteers
- medications for staff and children
- financial and business records eg computer backups if these not done externally

The Nominated Supervisor will include the requirement to check batteries, food, water, sunscreen and insect repellent in the diary note for quarterly emergency rehearsals, and replace these items if necessary.

## Emergency and Evacuation Procedures and Drills

The service will add to each child's sense of security, predictability and safety, and ensure all educators and staff are familiar with our emergency evacuation procedures, by conducting rehearsal evacuation drills **every three months**. The Nominated Supervisor will develop a schedule for conducting drills for the different types of emergencies identified in the Emergency Management Plan and will diarise to ensure these are completed. The drills will:

- take place at various times of the day and week (rather than always on a Tuesday at 10 am for example) to ensure all children and staff members get the opportunity to rehearse. All persons present at the service during the evacuation drill must participate
- be documented and assessed against specific outcomes using the Checklist at Appendix B. We will appoint an observer to evaluate our drills using the checklist at Appendix B
- be immediately followed by a debriefing session if possible to identify any improvements that may be made. Any training needs will be identified and action taken to implement the relevant training.

## Sources

**Education and Care Services National Regulations 2011**

**National Quality Standard**

**Work Health and Safety Act 2011**

**Work Health and Safety Regulations 2017**

**Fact Sheet Emergency Plans – Safe Work Australia**

[Guide to Developing an Emergency Management Plan](#) VIC

## Review

The policy will be reviewed annually or when there are changes to the service which may affect the EMP such as renovations or changes to the number of staff or children. The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

**Last reviewed: September 2020**

**Date for next review: September 2021**



# Glenorie OOSH Evacuation Procedure

In the event of an evacuation emergency situation e.g. fire, gas leak etc.  
Notify the Director immediately!



**Evacuation Signal = 3 consecutive blows from whistle of any staff member**

**Evacuation Area A = basketball courts**

**Evacuation Area B = grassed area (next to play equipment)**

## **Director (NS)**

1. Call 000 (Fire Brigade) lock all doors and windows
2. Report to school principal and notify of any children at activities
3. Report to the Fire Officer in charge
4. Reassure and calm children
5. Liaise with parents

## **Second in charge (RP)**

1. Collect roll, contact numbers and mobile phone
2. Gather children and lead them to the Evacuation Area.
3. Call roll for children and staff- notify Director of all staff and children accounted for
4. Stay with children and reassure them
5. Liaise with parents

## **All staff/ Any**

1. Collect First Aid kit
2. Check toilets and play areas for any children, walk them over to Evacuation Area
3. Reassure and calm children
4. Apply First Aid if needed

## **In the event of staff absents the following will apply;**

- **Director absent** = Second in charge to replace Director role.
- **Second in charge absent** = casual staff to replace Second in charge role.
- **All staff** = will be allocated the role of **Director** and **Second in charge** if both are absent.

*When the emergency service arrives the Director will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.*

*No one should re-enter the building until the officer in charge has said it is safe to do so.*



# Glenorie OOSH Lockdown Procedure

In the event of adverse weather, dangerous persons and animals.  
notify the Director immediately!



**Lockdown Signal = One Long Blast of Whistle**

## **Director (NS)**

- 1) Get all children seated in computer room or office and close doors
- 2) Lock main front doors
- 3) Call police 000 & school principal, notify if children are missing or at activities
- 4) Calm children and wait for all clear

## **Second in charge (RP)**

- 1) Go around and do a silent roll call
- 2) Notify Director of all children accounted for or not
- 3) Calm children and wait for all clear

## **All staff/ Any**

- 1) Gather children inside as quickly as possible
- 2) Calm children and wait for all clear

## **In the event of staff absents the following will apply;**

- **Director absent** = Second in charge to replace Director role.
- **Second in charge absent** = casual staff to replace Second in charge role.
- **All staff** = will be allocated the role of Director and **Second in charge** if both are absent.

*When the emergency service arrives the Director will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.*

*No one should leave the building until the officer in charge has said it is safe to do so.*