

Family Handbook

74 Kennedy St, Picnic Point NSW 2213

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Our Philosophy

Just like Indigenous Dream-Time stories are passed on from one generation to the next, here at Shine Bright we respect that each child and family has their own unique story to be told and shared. We believe that each child's story has a beginning, now and future and will leave a lasting impact on our world long after we are gone. We acknowledge the connections the centre has with the community past, present, and future and we recognise the Bediagal people of the Dharug Nation as the traditional custodians of this land on which we learn and play.

We believe that each child is unique and should grow and develop at their own pace. To foster this, all children are given opportunities to learn, explore and extend on their interests in a way that supports their individual personalities, needs and learning styles in accordance with the Early Years Learning Framework: Belonging, Being and Becoming. As per relevant theories on learning, we believe that play is the most beneficial way to support children's learning and development. We do this by acknowledging and celebrating children's play, learning and discoveries through reflection, documentation, and opportunities for extension of learning.

We value being an inclusion ready service which takes a whole centre approach to inclusion and implementing inclusive practices. Consistent and considered thought is given to environments, resources, and planning to ensure that we are ready and able to welcome children and families with a range of needs, abilities, interest, and backgrounds. We strive for equity, diversity, and inclusiveness for all. Our children, families and educators are treated with equal respect regardless of age, gender, religion, ethnic background.

Kinship and genuine relationships with family and community are required to care for and educate children. We strive to work in partnership with families and develop trusting relationships based on mutual respect, support, and open communication. We respect that each family is different with their own ideas and beliefs on how to raise children and we will provide our ongoing guidance and support as trusted educators to assist them in their role as parents.

We encourage families to be active participants in their children's lives and regularly seek family engagement to inform our programs, daily routines, excursions, special events and practices. We are proud that children and families at our service have a sense of connection to our "Shine Bright Community" and the wider community. This is supported by having relevant community members involved in the program to promote children's understanding of the world in which they live.

Care for country is highly regarded and all children should develop a personal sense of connection to the skies, waterways, and lands on which they live and learn. We teach the children to show care and respect for our environment and by doing this we are showing care and respect for each other. Promoting sustainable practices into the daily routines and embedding sustainable practices into the program is vital in supporting and caring for our environment for future generations.

As per the United Nations Convention on the Rights of the Child, we believe that every child has the right to play, be safe and make decisions about their lives. We also support and guide children to develop life skills, these include persistence, determination, self-control, social skills, self-confidence, and emotional regulation. Each child should have the opportunity to start learning to make positive choices that will support their own physical health and overall wellbeing. We also value that each child should be given opportunities to develop their ability to utilize technology in learning and play and recognise its value in our world.

We believe in the professional practice of our educators that adheres to the Code of Ethics for Early Childhood and Australian Professional Standards for Teachers. Our educators are encouraged to immerse themselves into their role and contribute their diverse skills, interests, knowledge and experience to the centre and the programs. We also believe that regular professional development opportunities should be provided to all educators to promote critical thinking and develop a deep knowledge of the industry with relevant skills and practices.

Date Reviewed: October 2021

Revise Date: October 2022

Reference: The Early Years Learning Framework, National Quality Framework, United Nations Convention on the Rights of the Child (1991), Declaration on the Rights of Indigenous Peoples (2007), Professional Standards for Teachers (AITSL, 2014) ECA Code of Ethics – Early Childhood Australia, KU Inclusion Support and communication between educators and families.

Introduction

Welcome to Shine Bright Early Learning Centre and thank you for choosing us to be a part of your Child's Early Education.

At Shine Bright we are committed to providing quality care and education for your Children in a safe, stimulating and nurturing learning environment.

Shine Bright is a family owned and operated, purpose built educational facility providing education and care catering for Children from 0 – 6 years and boasts 3 light filled learning environments. The learning environments are separated into three rooms – a 0-2 year old room, a 2-3 year old room and a preschool room for the 3-6 year old children.

The service operates Monday-Friday from 7:00am-6:00pm, 51 weeks of the year and is licenced for 45 Children per day. Shine Bright will be closed on NSW public holidays.

SHINE BRIGHT EARLY LEARNING CENTRE CONTACT INFORMATION

A: 74 Kennedy St,

Picnic Point NSW 2213

P: (02) 9774 3401

E: admin@shinebrightelc.com.au

W: www.shinebrightelc.com.au

Our Learning Environments & The Shine Bright Team

0-2 year old room – (Child: Educator Ratio = 1:4)

2-3 year old room-(Child: Educator Ratio = 1:5)

3-6 year old room – (Child: Educator Ratio= 1:10)

Enrolment Information

It is essential that we have up-to-date information in case of an emergency. It is important that you notify the office staff and your child's Educator of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

Ask the educator at any time if you would like to check any details on the enrolment form. It is essential that we have copies of your child's birth certificate and immunisation status. We are also required to have certified copies of any court orders relating to the child.

Our Educational Program:

The Shine Bright Educational Programs are developed in accordance with the Early Years Learning Framework.

Between the ages of 0-6 years old, it is a vital time for young children to learn and develop therefore The Early Years Learning Framework has been developed to ensure your child receives quality education programs in their early childhood setting.

The Framework's vision is for all children to experience play-based learning that is engaging and that will encourage skills that will be used for life.

Through our curriculum, we have a focus of Belonging, which is integral to a child's sense of self. It acknowledges belonging to a family, community and culture. It is the foundation of relationships and acceptance. Along with Belonging we have Being. Being is allowing the children to be in the present - to concentrate on the here and now. It's allowing them time to investigate, attach to people, environments and experiences. They are able to meet challenges with confidence that they have the time and support to work through and overcome any obstacles in their own time. Being sees the Educators develop and support an environment that is child focused, not for the convenience of routine or the Educators. Lastly, we have Becoming. Becoming acknowledges change and there is no time in one's life that has more rapid change than in the years of early childhood. Becoming recognises the skills that are necessary to thrive through change and how experiences and circumstances create skills, expectations, understandings and relationships. It allows flexibility for a child to learn and grow. On this foundation we observe each child for outcomes that we can support in the program. The 5 outcomes are:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

Each day your child is observed with relevant information documented. Along with the goals that are developed for each individual child, the observation is reflected on and followed up with extended experiences to support the child in expanding their knowledge, concepts and skills related to their interest. Families are given the opportunity to also reflect on the observations and add their input which Educators will then incorporate into the program.

Learning through Play:

At Shine Bright Early Learning Centre we believe in the importance of learning through play. We know that children learn effectively through play and this is supported by Educators who are diligent in their responsiveness to each child. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment which challenges, supports and nurtures a child's development.

According to the Early Years Learning Framework play provides opportunities for children to learn as they discover, create, improvise, and imagine.

'When children play with other children they create social groups, test out ideas, challenge each other's thinking and build new understandings. Play provides a supportive environment where children can ask questions, solve problems and engage in critical thinking. Play can expand children's thinking and enhance their desire to know and to learn. In these ways play can promote positive dispositions towards learning. Children's immersion in their play illustrates how play enables them to simply enjoy being'. (Belonging being becoming- The Early Years Learning Framework 2009)

Your child's progress and learning

Using the Early Years Learning Framework our Shine Bright educators will observe and document your child's learning so they can build on it and plan further experiences to promote individual development and they will do this by listening, watching, engaging in play and talking to your child.

Our Educators will keep in touch with you regularly to discuss your child's progress. They will use photos, samples of your child's work and documentation in regards to their individual development to show what your child is learning, how they are developing and what particular learning interests them. All of the following evidence of learning will be prepared into an individual online portfolio for each child. This portfolio is to be maintained and used as a direct tool for evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not be used as a means of comparison between peers or stereotypes. The portfolio will be used in parent/Educator meetings throughout the year and is always available for you to review at your convenience

Before your child starts school our preschool room educators will prepare a 'transition to school statement'. This will help ensure that your child's new school is well prepared to continue your child's learning.

School Preparation and School Readiness:

There is a school readiness program implemented within the preschool room. A reflection/ evaluation will be provided daily. All children in the 4-6 year old room are welcome to take part in the school preparation program. Activities will be set up and guided during the usual program time and at quiet time when some children will request a rest or sleep.

At Shine Bright we believe that the most important thing is social and emotional readiness when starting school. Our daily routines will encourage and support each child emotionally as they prepare to move on to kindergarten. Educators in the preschool room will communicate with the local schools and their kindergarten coordinators to ensure that all steps are being taken to encourage your children to be socially and emotionally ready to attend big school.

Our educators are happy to assist families and parents with any questions and queries that they may have in regards to their decision in sending their child to school.

Policies and Procedures & Quality Improvement Plan:

The Shine Bright Policies and Procedures are on the OWNA app and are available for families to view at any time. Policies and Procedures are reviewed on a 12 monthly basis. Families will be notified when Policies and Procedures are being reviewed and your input or suggestions are welcome. Policies may sometimes be reviewed more regularly depending on changes to the National Regulations or changes, improvements within the service; families will still be notified if this is the case. All staff and educators are familiar with the Service Policies and Procedures and it is important that they adhere to these policies and procedures to a high quality standard through their day to day practices.

Families are also welcome to view and offer suggestions or input to our service Quality Improvement Plan.

It is a requirement for approved services to have a Quality Improvement Plan (QIP) in place. The aim of the QIP is to help providers, educators and staff to self-assess their performance in delivering high quality education and care and to plan future improvements. The QIP helps providers, educators and staff to document their strengths and recognise areas in which require improvement.

The Shine Bright Quality Improvement Plan will be regularly reviewed, and all Educators and Staff will be encouraged to provide input and be familiar with it.

National Quality Standard and Service Ratings:

The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for early childhood education and care, and outside school hours care services in Australia.

Every service in Australia will be assessed to make sure it meets the quality standard. Health and safety is paramount all day and every day within Early Childhood environments therefore every service must comply with rigorous health and safety requirements.

To ensure children enjoy the best possible conditions in their early educational and developmental years, the NQS promotes continuous improvement in quality.

The National Quality Standard is linked to the Early Years Learning Framework which recognises that children learn from birth and outlines practices that support and promote children's learning. This can be viewed at:

http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf

Seven quality areas:

The NQS consists of seven quality areas, each containing standards and elements, that children's education and care services are assessed and rated against. The seven quality areas covered by the National Quality Standard are:

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management

See more at: <http://www.acecqa.gov.au/Quality-Areas>

Service ratings:

Every service receives a rating for each quality area and an overall rating. These ratings must be displayed by each service and are published on the ACECQA and the MyChild websites.

There are five rating levels within the national quality rating and assessment process:

- Excellent rating, awarded by ACECQA
- Exceeding National Quality Standard
- Meeting National Quality Standard
- Working Towards National Quality Standard
- Significant Improvement Required

See more at: <http://www.acecqa.gov.au/assessments-and-ratings>

Family Communication:

Families may communicate with Educators, Staff or Management via email or telephone. Should you require a discussion with an Educator in regards to your child please arrange a time for them to meet with you or contact you via telephone- this way management will be able to cover them to keep within the educator: child ratios.

Open Door Policy:

Shine Bright Early Learning Centre's Open Door Policy means that our families and parents are welcome to visit the service at any time of any day. There is no need to notify us that you are popping in, families and parents are welcome at any time. Your participation, suggestions and input into our routines and programs are always welcome.

Meals & Nutrition:

Here at Shine Bright we provide Morning Tea, Lunch, Afternoon Tea and a late afternoon tea snack for your Children.

The menu at Shine Bright is created with reference to the Australian Dietary Guidelines and the Infant Feeding Guidelines. (www.eatforhealth.gov.au)

We encourage the children's involvement in planting and growing our very own vegetables in our veggie patch which are used within the cooking and preparation of meals.

The importance of healthy eating and physical activity is embedded within our Educational Programs and Daily Routines.

We ask that families provide one piece of fruit on each day of your child's attendance. There will be a fruit bowl located in the sign in/out area for families and children to place their fruit. Fruit will be cut up and shared with the children for morning and afternoon tea.

The Shine Bright Menu will be displayed within our app.

Allergies:

Shine Bright Early Learning Centre is STRICTLY a NUT FREE service

Families will be notified of any other Allergies of Children enrolled at Shine Bright –

We ask that there is no food other than a piece of fruit be brought into the service. All meals, snacks and milk are provided

What to bring:

- Bag or Backpack

For independence, we work towards all children being able to recognise and open their own bag. Let them be involved in selecting the bag and taking ownership of it. Please ensure it is large enough to hold all their belongings.

- A Water bottle
- Sheets (cot size to fit centre beds & cots) Fitted & Flat
- A spare change of clothes-: Every now and then accidents occur or clothes become dirty for different reasons (craft time, meal times etc.) and it may be necessary for your child to get changed into a fresh set. Please include a complete change of clothes every day which can stay in your child's bag...just in case!
- Milk bottles & Formula (if required)
- A piece of fruit for the fruit bowl

What we provide:

- A wide brim hat for each child on enrolment
- Morning Tea, Lunch, Afternoon Tea and a Late afternoon tea snack
- Nappies
- Wipes
- Full Cream Milk
- Sunscreen
- High quality educational programs

Dressing your child for kindy:

It is helpful to your child if they are dressed in non- restrictive, serviceable, easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop & jump as well as being easy for the child to take off and put on by him/her. Unsuitable shoes are thongs and gumboots and we prefer that these are NOT worn to the Service. Lace up joggers or sandals are appropriate. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves, no mid-drift tops and hats that are broad brimmed are essential for effective sun safety.

Please try not to dress your children in their best clothing, although we encourage the children to use art aprons to protect their clothing, sometimes a little bit of paint or glue etc can still get onto their clothes. To prevent ruining good clothing please send your child in something that it won't be a problem if they become a little dirty.

Accounts and Fees:

Security Bond and Administration Fee:

Upon enrolment at Shine Bright Early Learning Centre we will require a \$100 Non-refundable Administration fee.

To secure your Child's position at the service we ask that a bond of TWO WEEKS of fees is paid. This security bond will be refunded 6 weeks after your child's last day of attendance. This is to ensure all CCS payments have cleared.

Ending Enrolment at Shine Bright:

Should you decide to end your Child's enrolment with us, we will require FOUR weeks' notice to be submitted in writing. Your security bond will then be arranged to be paid back to 4 to 6 weeks after your child's last day of attendance with us. This allows for CCS payments to clear. Between the months of November and February, there will be a requirement of SIX weeks written notice to be submitted.

If the correct notice is not provided, full fees will be charged until your anticipated notice period is complete.

Security Bonds will not be refunded until all accounts are up to date.

Daily Fees:

0-2 Years Room – \$130.00 per day

2-3 Years Room – \$125.00 per day

3-6 Years Room – \$125.00 per day

Fees are payable on a WEEKLY basis in advance and can be paid using Direct Debit.

- Fees are still payable when your child is absent from the service on a day which they are enrolled as well staff development days.
- We ask that your account is kept up to date at all times.
- Fees collected and any account credits can be used for session of care and other operational costs associated with providing care for your child.
- There is a charge for 1 pupil free day for staff development and preparation. This usually occurs at the end of the year.

Payment Options:

By EFT

Account Name: Anba Wanis Pty Ltd
Bank: National Australia Bank (NAB)
BSB: 082-342
Account Number: 320229672

By Cheque

Payable to: Anba Wanis Pty Ltd

Child Care Benefit and Childcare Rebate-CCS:

What is Child Care Subsidy?

Child Care Subsidy (CCS) is a payment from the Australian Government that helps families with the cost of child care. The Child Care Benefit is income tested and is usually paid directly to approved Child Care Services to reduce the fees that eligible families pay.

What is Child Care Rebate?

An additional payment to the Child Care Benefit is the Child Care Subsidy (CCS). The Rebate helps families cover the out-of-pocket costs of child care and it is not income tested. Even if your family income is too high for you to receive the Child Care Benefit, you may be eligible for the Child Care Rebate. Child Care Subsidy annual cap
It is the responsibility of families to apply for the Child Care Benefit and Child Care Subsidy online or in person through

Centrelink. To apply online, visit the Department of Human Services website.

(<https://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>)

Service Closing Time and Late Fees:

Please be aware that Shine Bright closes at 6:00pm. A late fee is incurred for children collected after 6.00pm. The fee is \$25 per child for the first 10 minutes or part thereof and \$2 per minute for anything over 10 minutes. This fee will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the service until all children are collected. If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child

Two Day Policy:

At Shine Bright we recommend that each child's enrolment is for a minimum of two days per week. This policy has been put into place to ensure that each child settles into the environment comfortably as well as gets the most out of our high quality educational programs.

Sign in/ Sign out:

As it is a legislative requirement, it is important that each child is signed in on arrival each day of attendance and is signed out on departure of the service. Signing in and out will require the time of arrival and departure and a signature of the person dropping off and picking up. Your CCS can be affected should you not sign your child in or out of the service. Most importantly, all children must be signed in and out as in an emergency all children's attendance will be accounted for.

Children will not be permitted to leave the service with someone who is not authorised to pick them up. A list of authorised people must be filled out on each child's enrolment form. Should someone that is not on the authorised pick up list need to pick up your child, you must notify us as soon as you can. We will require the full name and address of the person you would like to pick up your child and photo identification will be checked when they arrive to pick up your child.

Absences:

If you know that your child will be unable to attend on any day in which they are enrolled at Shine Bright, we ask that you let us know via email or telephone as soon as you can.

Please keep in mind: You will get CCS and CCR for 42 absence days per child each financial year. These can be for any reason and will not require proof. You can also get CCS for additional absence days (above the 42 days) for specific reasons only. There is no limit on these days but you may be required to provide documentation to support the absence.

You can also access your child's absence record on your online statement along with your child care attendance, CCS amounts paid statements. This is available on the Department of Human Services website.

Please be advised that full fees are still payable on days which your child is enrolled at the service and does not attend.

Confidentiality:

At Shine Bright we are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is maintained at all times. In order to plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file

Birthdays:

It is very exciting for a child to be having a birthday. The most appropriate way to celebrate it at the Service is to bring a cake. A simple butter/chocolate cake (nut free) is enough or small patty cakes. Just remember the cake has to be shared among all the children.

Family Photo:

We have in all rooms a Family Wall. This is a strong and valuable tool in our environment for your child to connect to, feel that they and their family are valued and that their family is as much a part of the Service, even if they are not always there. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

Sick and unwell children:

Attending an Early Childhood Education and Care Service can be busy and demanding day for the bodies and minds of our children. Our Service is not equipped to care for sick children; however we will do everything we can to comfort a child who has become sick whilst in our care. To try and prevent the spread of disease, please monitor your child's health and watch for:

- A runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, that child will be kept away from other children and given the opportunity to rest or play with a quiet washable activity whilst remaining within adult supervision.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken. Your child should not attend the Service if they have had Panadol or Nurofen within 24 hours prior to attending the service. It is extremely important that staff members are aware if a child has had either medication so we do not re-administer and potentially overdose. The other consideration is that medication of any type should not be added to a child's bottle. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease.

A Doctors certificate may be required prior to returning to the Service. If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns.

Infectious Diseases

The following information has been supplied by the National Health and Medical Research Council re: exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families know if something is going around and avoid an epidemic. (Confidentiality maintained of course).

Condition	Exclusion
Hand, foot and mouth Disease	Until all blisters have dried.
Corona Virus	Must isolate for 2 weeks
Hib	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes – cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Exclude until well.
Measles	Exclude for at least 4 days after onset of rash.
Meningitis (bacterial)	Exclude until well.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless the service is provided with written authorisation by a doctor. Medication can only be administered to a child by Educators from its original packaging. (Complete with pharmacy instruction sticker).

On arrival at the Service families must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags. Panadol will only be administered to your child if the consent has been signed on their enrolment form and if their temperature reaches 38 degrees or above. If this is the case, you or someone else who is nominated on the children list of authorised people to pick them up will be contacted and pick up will be required as soon as possible.

Allergies or Asthma

Please submit any allergies or asthma on the Enrolment Form and also bring it to the notice of our Director on enrolment or as it is diagnosed by your Doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 6 months.

Partnerships between Educators and Families:

At Shine Bright we believe in the importance of collaborative partnerships with families and that the Early Years Learning Framework outcomes are most likely to be achieved when early childhood educators work in partnership with families.

Our staff and Educators will strive to develop respectful and supportive relationships with families

The relationship with each family will be unique in many ways, but all partnerships between our Staff and Families will share some features, these include Mutual trust, Open & respectful communication, Empathy, Openness to others' views, values and perspectives, Shared decision making, Clarity about roles and responsibilities, Appreciation of each other's knowledge and experience, Willingness to negotiate and compromise, Commitment to resolve tensions and conflicts, Shared aims or goals—what is best for the child.

Our Educators will ensure that our Families are supported in their parenting role and that their values and beliefs are respected. Our Shine Bright Families will have opportunities to be involved in the service and contribute to service decisions.