About KU Children’s Services

Established in 1895, KU is one of Australia’s leading providers of high quality, not for profit early education.

KU enriches the lives of more than 14,500 children and families each year and currently operates over 140 services throughout New South Wales, Victoria, Queensland and the ACT, including preschools, long day care, out of school hours care, vacation care, occasional care, family programs and other early education programs and services.

KU provides support to its services through its Central Office, including dedicated People Services, Finance, IT&T, Property and Facilities Management, and Marketing teams. This support enables educators to spend more time directly engaged with the children.

KU also provides specialist early childhood education support to services through its Early Childhood Education teams, including Early Education Practice Managers, Education Support Managers, a Child Wellbeing Manager and a full Professional Learning and Development program.

KU is pleased to offer North Sydney Council our services in the management and operation of its three vacation care programs.

For more information on KU Children’s Services, visit www.ku.com.au

Legislation, NQF and Assessment and Rating

The National Quality Framework (NQF), which took effect from 1 January 2012, aims to raise quality and drive continuous improvement and consistency in early childhood education services and school age care through the implementation of:

- The Education and Care Services National Law and National Regulations
- The National Quality Standards for Early Childhood Education and Care and School Age Care
- A National Quality Assessment and Rating process

The overall objectives of the NQF are to:

- Improve educational and developmental outcomes for children
- Ensure the safety, health and wellbeing of children attending education and care services
- Promote continuous improvement in the provision of quality education and care
- Improve public knowledge and provide shared information about quality in education and care

For more information about the NQF visit www.acecqa.gov.au

Information about our service, upcoming program and NQF is communicated through our newsletters to families, centre noticeboard, this handbook and our Policy Folder.
Three North Sydney Vacation Care Programs Operating at:

North Sydney Community Centre
7 – 12 year olds
8:00am – 6:00pm
Rear Civic Park,
Miller Street, North Sydney
Phone during vacation period:
M 0428 696 743

Grandstand Centre
5 & 6 year olds only
8:00am – 6:00pm
North Sydney Oval,
Figtree Lane, North Sydney
Phone during vacation period:
M 0428 607 746

Forsyth Park Centre
5 – 12 year olds
8:00am – 6:00pm
Forsyth Park Community Centre,
Montpelier Street, Neutral Bay
Phone during vacation period:
M 0418 877 002

Please note: All centres are ‘nut free’ zones – no nut products allowed

Program Description

Constituting a combination of centre based days and excursions, the program for each vacation care period is developed in conjunction with staff, children and families. The program is developed through consultation with children in the prior program and based on feedback from families and staff within the influence of the National Framework - My Time Our Place. We recognise it is a holiday program, so we emphasise the recreational aspect while providing experiences which offer both education and enjoyment opportunities.

Centre based days provide children with opportunities to engage in a range of experiences, allowing children to learn a new skill or refine one already learnt, in areas such as the arts, sports, science, maths and literacy. It can also be an opportunity to just hang with friends in a social space.

Excursion days may involve a myriad of activities including: sports at the local park, bowling, movies, bushwalking and stage shows. Most excursion costs involve an additional fee – if a fee paying excursion is planned, there will always be an option to remain at one of the programs that has a centre day if parents do not wish to include the excursion.

We are sometimes able to offer Incursions by visitors and specialists, and we will notify you on the booking form if this is the case as an additional fee may also be required.

Program Coordinator
M 0419 298 348

Program Administrative Support
Jane Weir (Wed/Thu)
M 0409 831 632
Enrolment Information

Please note: Places are not confirmed until you have been notified in writing.

Upon enrolment at the centre, each child must have a full enrolment form complete with signatures and emergency contact numbers. Except in instances where a child has contact with only one parent (or there are other extenuating circumstances) all enrolment forms must be completed by both parents. Immunisation forms must also be provided upon enrolment.

Please download a copy of the KU Standard Terms for the Enrolment of Children 2017 located on the KU website with the KU North Sydney Vacation Care Booking Forms.

Eligibility

To attend vacation care, children must be enrolled to start school that year. We cater for children in primary school, from kindergarten through to year 6. We are licensed for children up to the age of 12 years.

Steps to enrol your child

1. Read the KU Vacation Care Enrolment Information Handbook.
2. Complete a KU Outside School Hours Care and Vacation Care Enrolment Form for each child.
3. Complete a KU North Sydney Vacation Booking Form for each child.
4. If your child requires medication to be administered or has a specific health or medical need, certain forms need to be completed in accordance with the KU Medication Policy. These will differ depending on what medical need or condition your child has. All medications which have been prescribed by a doctor in accordance with an asthma management, allergy or anaphylaxis action plan that needs to be brought with the child each day or left at the centre for the duration of vacation care. The centre must be provided with a copy of the action plan.
5. Immunisation. A copy of your child’s documented immunisation record is required. Children who have not been immunised will be excluded from the program in the event of an outbreak of an infectious disease. Families must provide evidence of immunisation or have exemption to be eligible for the CCB allowance. Please indicate immunisation status in the space provided on the Enrolment Form.
6. Send your Enrolment, Booking and Medication Forms with documentation of immunisation within the two priority weeks to:

Mail to:
KU North Sydney
Vacation Care Program
PO Box 134
Galston NSW 2159

Deliver to:
North Sydney Council
Attn: Vacation Care Program
200 Miller Street
North Sydney NSW 2060

After the two week priority period, forms must be sent to:

Mail to:
KU North Sydney
Vacation Care Program
PO Box 134
Galston NSW 2159

7. Register your child for Child Care Benefit (CCB).
**Child Care Benefit (CCB) and Child Care Rebate (CCR)**

CCB is available to families and children attending any approved service provider. Please contact Centrelink for more information. All parents are encouraged to apply for the CCB. To obtain CCB, children must be 5 years of age and/or attending school that year. Under the national Child Care Management System, you no longer are required to link your child to the individual centre. We will do this for you on receipt of your family and child’s Customer Reference Number (CRN) and birth date. If we do not receive these details, the full daily fee must be paid.

In addition to CCB, a second payment from the government, CCR, is available to families. This involves a rebate of 50% of out of pocket childcare expenses, up to a maximum amount per child per year. Families can elect to have their CCR paid directly into their bank account or to the service. In the case of the latter, CCR rebates will be refunded to families via EFTPOS to their nominated credit card or direct deposit within the two weeks following vacation care periods.

Choose your dates and days carefully as it is KU Policy that no transfer of days or transfer between centres is allowed once a booking is accepted.

**Refunds and Credit Notes**

No refunds or credits will be given once bookings are made and confirmed. Refunds are only available if KU cancels a program.

Please notify the centre by 9:00am if your child is not attending the centre on the day.

**No Bookings Will Be Taken At Centres**

For further enquiries, please email kunsvaccare@ku.com.au

**Late Fees**

In accordance with the *KU Late Fee Policy*, staff will be paid overtime hours when required to remain at the centre to care for a child/ren who have not been collected by 6:00pm. Parents will be charged the following rates:

- Up to 15 minutes after the hours of employment – $32
- Up to 30 minutes after the hours of employment – $54
- Up to 45 minutes after the hours of employment – $77
- Up to 60 minutes after the hours of employment – $99
- Up to 1 hour and 15 minutes after the hours of employment – $121
- Up to 1 hour and 30 minutes after the hours of employment – $143
- Up to 1 hour and 45 minutes after the hours of employment – $166
- Up to 2 hours after the hours of employment – $188

It is expected that parents will be invoiced for all instances of late fee payment, although it is recognised that some discretion may be exercised in instances of emergencies.

Please ring to let the centre know of your late arrival.

North Sydney Community Centre  0428 696 743
Grandstand  0428 607 746
Forsyth Park  0404 641 272

**Failure to collect your child from the service**

If your child is not collected within an hour of the service closing and no contact can be made with you or your emergency contacts, then your child may be taken into the care of the NSW Department of Family and Community Services.
Staff

The Coordinator is responsible for the three services that operate, including the programming and planning, administration and staffing responsibilities. The Coordinator is also the Nominated Supervisor and Educational Leader of the services.

At each service, there is a Responsible Person (RP) who also holds certification for the Responsible Person, including First Aid, Asthma, Anaphylaxis and Child Protection. These RPs manage the day to day running of the service.

Our team of casual staff who work during vacation care include trained teachers, children’s sports coaches, OOSH and early childhood educators, and university students within the children’s services area and other various vocations.

Our staff have experience and/or qualifications in middle childhood and, most importantly, the personal attributes and energy to work with school aged children during vacation periods.

Philosophy

We acknowledge that KU North Sydney Vacation Care is located on the land of the Cammeraygal people, the traditional owners of this land.

We pay our respects to Elders past and present and to the Cammeraygal people for their care of the land on which we live today.

We welcome all Aboriginal and Torres Strait Islander communities to these services.

We believe that children have a right to enjoyable, fun and interesting experiences in a safe and secure environment, during their breaks from school.

We believe children should have the opportunity to try new experiences and develop new friendships.

At KU North Sydney Vacation Care, we are committed to providing the highest quality care so that all children feel valued, supported and respected, in a child-centred environment. Diversity is embraced, individuality is encouraged and all children have the right to be themselves.

At KU North Sydney Vacation Care staff are informed and engaged with the needs and interests of the children and seek to develop relationships with them.

We provide a welcoming environment; encourage open communication and positive relationships between staff, families and management.

We aim to support children in their connections with the natural environment and to foster a sense of respect and wonder for their world.

The management is actively involved in the centre ensuring policies and procedures are followed and to facilitate efficient use of resources.

Should you wish to contact someone about the contents of this handbook, or vacation care in general, please feel free to contact kunsvaccare@ku.com.au
Daily Program

8.00am  Children arrive at the centre, put their bags away, apply sunscreen if this has not been applied at home and settle into an activity.
9:30am  Roll call and announcements. Excursion day children arrange into small groups.
10:30am  Morning tea
12:30pm  Lunch
3:30pm  Afternoon tea
5:30pm  Inside quiet activities
6:00pm  Centre closes

Between each session, a variety of structured and non-structured activities are available to the children. Some of these include:

- Indoor programmed activities e.g. art and craft, cooking, games etc.
- Indoor free play e.g. Lego, card and board games, craft etc.
- Outdoor programmed activities e.g. group games, team sport etc.
- Outdoor free play e.g. playground equipment, ball games, sandpit etc.

Wet Weather

All programs continue in wet weather unless notified.

Meals and Spare Clothes

Each child will need a healthy lunch, a piece of fruit or vegetable for morning tea, adequate food for afternoon tea, and drinks for a full day (refillable drink bottles recommended). Although the programs often engage in cooking activities, this food is in addition and should not be relied on to provide for your child’s nutritional needs.

Due to safety concerns, staff will NOT take children to the shops to purchase their lunch.

Children should be dressed in protective clothing including shirts with sleeves and enclosed shoes (or enclosed sandals). Ensure a change of clothes, a sun protection hat and sunblock are included in their bags every day.

KU Vacation Care Centres have a ‘No Hat – No Outdoor Play’ Policy.

Please ensure that all property is labelled with your child’s name.

Lost Property

KU takes no responsibility for lost property. Families are advised not to bring any valuables to the centre.
**Excursions**

Excursions are a regular and frequent part of the program and will involve children travelling by hire bus, public transport or on foot to the chosen destination. You will be asked to provide written permission for these excursions on your child’s booking form.

Excursions may be of **a regular routine nature**, often as demand and opportunity arise, such as out into the oval at Forsyth Park or to the library or St Leonards Park. Once you have given permission on the Booking Form, staff do not need to tell you in advance although information will be available on the day regarding who went and with whom. In these instances, a maximum ratio of 1:15 will occur.

For other **planned excursions**: Children must be at the centre by at least 9:00am. No provision can be made for late arrivals. Children are transported on local community buses or by public transport to excursions out of the area. A staff to child ratio higher than the regular 1:15 is maintained on excursions which involve transportation other than walking. A risk assessment is developed for each excursion and available for families to view at each program.

**Health, Safety and Hygiene**

**Illness of a child**

Parents should ensure they are aware of KU’s policy in regard to illness. Children must not be brought to vacation care unless they are able to cope adequately with normal group care routines and activities. If a child is found to be unwell during the day, the parents will be contacted and asked to collect the child.

The staff are understanding of the needs and concerns of working parents and will try to accommodate the difficulties associated with an ill child. However, the wellbeing and safety of all children is paramount.

**Please note: SICK CHILDREN WITH A CONTAGIOUS ILLNESS MUST NOT ATTEND THE CENTRE.**

Please notify staff if your child has contracted a contagious illness or other health concern while attending the centre, e.g. measles, chickenpox, head lice, etc. Please Refer to the KU Medication and Medical Policy and Procedure – NSW.

**Medication procedure**

If your child needs to take medication during the vacation care program, you will be required to fill out a medication administration form, sign it and inform a staff member. All medication needs to be placed in an area that is childproof, **not left in your child’s bag**. Staff will be able to show you where the medication is kept.

Medication must be provided in its original container, which shows:

- Your child’s name
- The dose and frequency to be given
- The date it was dispensed/expiry date

**Medical Emergency Management Plan**

If your child suffers from a condition which may escalate into a medical emergency (e.g. asthma, febrile convulsions, epilepsy, anaphylaxis) you need to fully inform the KU Coordinator and staff about the illness or allergy and its management BEFORE the commencement of the program.

The KU Medical Conditions Policy requires the completion of a number of forms upon enrolment. As discussed previously, you are required to provide the centre with an action/management plan and associated medication as applicable. All appropriate forms need to be completed in order to ensure appropriate measures are taken should a medical emergency arise.
Accident procedure
At all times, at least one staff member will hold a first aid certificate. In the case of a minor accident, staff will assess the injury and administer appropriate first aid.

If the situation requires further medical treatment, a staff member will contact the parent and the appropriate medical service. If the parents cannot be contacted, staff will ring emergency numbers and an ambulance will transport the child to the nearest hospital if deemed necessary. A staff member will accompany the child to the hospital, and remain there until the parent or familiar adult arrives.

All accidents are recorded on KU accident forms. The staff that witnesses the event records details of how the accident happened, the injuries incurred and treatment provided. The parent is required to sign the accident form after the staff member has discussed the incident with them.

Health and safety
Procedures have been developed to promote the health of all children and staff.

To encourage safe and hygienic practices, children will be encouraged to:
- Maintain a high level of personal hygiene
- Wash and dry their hands before engaging in any activity involving food
- Maintain a clean environment
- Wear a hat and sunscreen during outdoor play

Staff will be expected to:
- Take preventative measures with regard to personal health and hygiene
- Maintain high standards of cleanliness and hygiene during food preparation
- Wear gloves when administering first aid
- Absent themselves from the program during periods of illness with communicable symptoms
- Manage and use equipment provided in a healthy and safe manner
- Take appropriate sun safety measures when supervising outdoors

Parents will:
- Advise the staff when their child is suffering from an infectious disease and seek alternative care
- Be contacted by staff if their child becomes unwell during their time at the centre
- Be asked to collect their child if it is considered by the staff that the child is unable to cope with normal activities
- Advise the staff of any condition that requires ongoing treatment e.g. asthma, allergies or anaphylaxis
- Grant the staff permission to seek emergency medical care

Arrivals and Departures
Parents are required to sign their children in and out of the centre each day, stating the time. It is important that a staff member is advised of the arrival and departure of all children, for their own safety.

Children will not be allowed to leave the centre with any person who does not have Parent Authorisation. Written notification is required to allow another person to collect your child.
Support Agency

KU assists Vacation Care Services and staff to include children with a disability, children from non-English speaking backgrounds and children of Aboriginal and Torres Strait descent.

Please note the importance of indicating your child’s needs on the Enrolment Form.

Should you wish to discuss your child’s additional needs, please contact the KU Vacation Care Practice Manager on 9268 3945 before the commencement of the program.

Please refer to the KU Inclusion Policy.

Full Disclosure of Additional Needs

Parents/guardians are required to fully disclose any additional needs their child/ren may have that are relevant to KU’s duty of care to both staff and children involved in the program.

In some cases, assessment may be required for placement.

Children’s Behaviour

One of the aims of the vacation care program is to create an environment that cares for and promotes the children’s wellbeing, their involvement and participation, personal responsibility, respect for others and cooperation.

The following section sets out standards and expectations promoting appropriate behaviour, with a focus on teaching self-control, responsibility and respect, including a child’s understanding of the consequences of their behaviour.

We believe children have the right to feel physically and psychologically safe. Our behaviour management policy is based on guidance, redirection and a positive reinforcement. We aim to guide, rather than control, the behaviour of the children in our care. We believe learning appropriate behaviour is a developmental task like any other, although it is far more complex than any other skill a child will learn.

Mistakes are just an opportunity to teach a child more skilful behaviour.

Program staff are trained to provide clear, age appropriate expectations for the children’s social behaviour, by giving positive direction, support and encouragement to involve children in the program activities.

These guidelines and consequences of misbehaviour will be communicated to the children at the beginning of each day. To help facilitate this aim, we ask that parents reinforce these guidelines with their child/ren before each program and ensure their understanding.

In the program, we expect that the children will:

- Respect each other
- Respect other people's property and that of the centre and school
- Look after each other
- Share with other children and be inclusive
- Accept and respect individual needs and differences
- Clean up after activities
- Be polite to the staff and to each other
- Follow the instructions from staff
- Play only in the allocated areas and as directed by staff members. All other areas are ‘out of bounds’
- Remain in the supervised area of the program until the person collecting them has signed them out
- NOT participate in physical fighting (play or real), e.g. spitting, throwing stones or dangerous objects, bullying or any form of aggressive behaviour (please read the next section on ‘Bullying’)
- NOT use inappropriate language
- NOT climb trees or structures other than playground equipment unless in a bush environment for this purpose

Furthermore, the staff will:
- Be familiar with and abide by the KU and Vacation Care Policies
- Respect the children and their fellow staff
- Have clearly established expectations
- Discuss and outline these expectations with the children
- Utilise effective, positive discipline techniques
- Reinforce positive behaviour
- Be consistent

**Effective positive discipline**

If children are unable to follow these rules, staff will use the following guidelines to assist in setting clear expectations concerning the child’s behaviour:
- Talk and listen to children that are misbehaving
- Find out how they are feeling
- Spend some time to gain an understanding of what is happening to them. Adjust or respond accordingly
- Tactically ignore minor breaches if appropriate
- Explain simply expectations for the activity or involvement in the group
- Restate the "agreed-to" rule
- Affirm positive behaviour
- Focus on the set task
- Diffuse or distract
- Use time out as a ‘cooling off’ period, as an opportunity to reflect on what may have triggered the behaviour. The situation can then be revisited and discussed with the child concerned.

When a child’s behaviour is deemed inappropriate to either him/herself or others, or if a child’s behaviour is intrusive to another person’s enjoyment then steps will be taken.

Unsafe or intrusive behaviour can be bullying, being uncooperative, not listening to reasonable requests from staff, or not following the rules of the program.

**Bullying**

Bullying can be psychological, emotional, social or physical, and involves behaviour which is intimidating, provocative, or generally offensive to others, or which makes them feel unnecessarily uncomfortable.
To discourage this negative behaviour, staff will follow these steps:

1. Remind children of the rules/guidelines and request they be followed.
2. If this is not successful, staff will:
   - Give a second and final reminder of the rules/guidelines and outline the consequences if the unacceptable behaviour is not modified.
3. If this is not successful, staff will:
   - Redirect the child to another activity or group of friends.
4. If this is not successful:
   - A staff member will discuss the behaviour and why it was not acceptable with the child and what steps can be taken to overcome the problem and assist the child to take responsibility for the control of their behaviour.
   - A discussion will be held with the child’s parent/guardian when the child is collected.
5. If unacceptable behaviour continues:
   - A meeting between a KU Consultant, child and parents will be arranged. The meeting agenda will cover alternative approaches; the child’s like outside the program; and any problems that may be causing the behaviour.

A mutual strategy for improving behaviour will be discussed and closely monitored by staff, the KU Practice Manager and the parents.

If unacceptable behaviour cannot be modified, or if it endangers the safety and wellbeing of others, exclusion from the program may be considered.

**Electronic Devices**

KU North Sydney Vacation Care staff cannot take responsibility for any electronic devices, including handheld games, mobile phones and MP3 players that are brought by children to the program.
**Grievance Procedure**

So far, this handbook has outlined the behaviours that are expected of all parties involved in the KU North Sydney Vacation Care Program, including children, parents and carers.

With this in mind, we have developed a Vacation Care Grievance Procedure, which all parties can access to allow them to resolve legitimate complaints in a supportive environment.

KU is committed to resolving these grievances in a manner that is fair, confidential, and timely and which does not victimise employees raising the grievance. It also provides the parties who are the subject of the grievance the opportunity to respond.

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### Incident, Concern or Complaint

**Tell someone...**

Please discuss your complaint with the Responsible Person of the specific service in the first instance.

Please refrain from discussing it with children, parents or other staff members. This is to protect involved parties’ interests and ensure only the relevant facts applicable to the complaint are the issue.

If you continue to be concerned, contact the KU Vacation Care Coordinator (0428 696 743) or the KU Practice Manager (0439 403 378).

**Investigation**

Some grievances may need investigation. This will be discreet and confidential.

Please note: All investigations will be conducted jointly between all concerned parties.

**Action taken**

The type of action will depend on many factors in regard to the specific situation. Outcomes will be notified to those concerned.

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**Parent Survey**

Parent feedback is an important and valued component of all our programs.

In addition to daily opportunities to provide feedback to staff, an online parent survey is available for completion after each program. At confirmation, families are emailed a link to a survey which encourages honest and anonymous feedback.

**Parental Involvement and Communication**

Family involvement within our governance structure is one of the key contributors to KU's longevity and growth. There are many ways you can be involved in, and contribute to, the governance and direction of KU, including:

- Becoming a KU Member
- Becoming a KU Council Representative
- Being elected to the KU Board of Directors
- Being part of the Parent Advisory Group (PAG)
**KU Membership**

Each year, KU has around 6,500 Members including Parent Members, General Interest Members and Life Members. Members can vote on company matters, including the election of Directors, at General Meetings. They can also stand for election to the Board themselves.

You will have been provided with the opportunity to become a Parent Member of KU when enrolling your child. Only one parent from each family can become a Parent Member, however if both parents wish to be Members, the other parent can apply to become a General Interest Member.

Life Membership of KU is only awarded in very special circumstances, usually recognising a significant commitment or contribution to KU.

**KU Council**

KU Council is made up of a chosen representative from each service, Life Members and the Board of Directors.

The Council meets four times each year and has the opportunity to make suggestions about the organisation's operations to the Chief Executive and respond to the Board on any issues referred to it.

KU Council also makes recommendations regarding the appointment of Life Members.

**The Board of Directors**

The Board of Directors takes responsibility for the overall direction and performance of the organisation and for its compliance with all legislative, financial, policy and good governance requirements.

KU's Board is made up of 9 Directors - 6 elected by the KU Members at Annual General Meetings, and the remaining 3 appointed by the Board. All KU Directors are voluntary - they do not receive any remuneration for being a Director of KU.

**Communication**

We welcome family feedback and input and this can occur in many ways. Noticeboards at the front of each centre display our program, staffing and other information for you to read. Our policies are also on display or available through the Coordinator. We provide a feedback box for your comments and completed surveys that we make available throughout each vacation period. If you would rather, you can email your comments to kunsvaccare@ku.com.au

We welcome input to the program through suggestions, recommendations or if you have a particular skill, ability or interest you would like to share with everyone.
Policies

KU has developed a variety of policies to ensure high quality care. These can be viewed at the program locations on the centre laptop.

Please ask the Coordinator of your centre if you wish to be emailed a copy of a policy by our Vacation Care Clerical.

KU Child Protection Policy

KU has a strong commitment to the health and wellbeing of all children using their services. This is reflected in the KU Child Protection Policy. All parents are encouraged to read this policy.

KU encourages practices that ensure the wellbeing of children and staff while at the services. These include:

- Having two staff members on premises at all times
- Ensuring staff are never left alone with children or without ready access to, or within visibility of other staff members

Under the KU Child Protection Policy, staff are required to notify the KU Child Wellbeing Manager about child protection issues that arise while under their care. Staff are obliged to contact the Community Services Child Protection Helpline if they are in any doubt about the safety and wellbeing of the children in their care.

KU Sun Protection Policy

All children must have a wide-brim or legionnaire’s hat, and a shirt with at least t-shirt length sleeves. Children who do not have appropriate sun smart clothing will not be able to take part in outdoor activities.

The program will provide sunscreen and apply it on a regular basis. However, we encourage parents to apply sunscreen to their children each morning when they are dropped off.

Parents are requested to provide an alternate sunscreen if their child has an allergy to that provided by the centre.

KU Standard Terms for the Enrolment of Children

Your enrolment form will request that you agree to abide by the Standard Terms for the Enrolment of Children, this document may be sourced at:


Ask your KU Vacation Care Director for the login details and password.