



Coscare Parent Handbook





Contents

Welcome to Coscare

- Operational information
- Management structure
- Parent committee
- Our vision
- Coscare Philosophy

Out of School Hours Care-OSHC

- Before School Care, After School Care and Vacation Care
- My Time, Our Place – Framework for school age care in Australia
- National Quality Framework
- Educational Program
- Policies and procedures
- Coscare Staff
- Enrolling at Coscare
- Attending Coscare

Important information-Government Subsidies

- Child Care Subsidy
- Inclusion Support
- Entitlements when your child is absent
- Withdrawal from care

Fees and Payments

- Before School, After School, Casual sessions and Vacation Care fees
- Annual Membership Fee
- Direct debit and Statements
- Public holidays
- Late pick-up
- Search and follow up fee
- Overdue accounts

Important information for Families

- Hours of Operation
- Enrolments
- Grievance and complaints
- Before and After School Care
- Pupil Free day
- Health

Welcome to Coscare

We would like to take this opportunity to welcome you to Coscare Out of School Hours care and hope your experience and journey with us is an enjoyable one. Coscare OSHC is committed to high quality education and care, and we hope our families feel secure and comfortable in their new environment.

This publication has been designed with the intention of answering all the questions you may have about our centre and the service we provide. If you would like further information on the services organisation or any matter you would like to discuss, please don't hesitate to contact us.

Operational Information

Coscare Outside School hours care (OSHC) is located in the premises of Croydon Public School, corner of Boundary Street and Young Street, located on 39 Young Street, Croydon. Our centre is housed in the P Block, but also has access to the school hall daily.

The centre comprises a double classroom, eating areas, two sinks, storage cupboards and outside toilets. Coscare has a dedicated office where the Nominated supervisor and other administration staff work from. Coscare also has a equip kitchen where all meals are prepared. Coscare is well equipped and has some of the comforts of home including couches and cushions, books and games and caring and passionate staff. Our service caters up to 150 children ranging from ages 5 – 12 years and a minimum of 8 staff per afternoon. We are open 50 weeks of the year from 7am-9am and 3-6pm during school term and 7am – 6pm during school holidays. Our service will be closed for 2 weeks over the Christmas and New year period and Public holidays. Our centre is staffed on the basis of 1 educator to 15 children in centre and 1 educator to 8 children on excursions during vacation care.

Our director is a OSHC Diploma trained educator who is responsible for the operations of the service. Viola oversees the provision of quality care and experience to all the children and works collaboratively with educators to assist the implementation of a meaningful program. Our staff consist of long-standing staff who have been with coscare for over 15 year and new staff eager to kick start their education carer. Our indoor and outdoor spaces, allows for an integrated and holistic approach for teaching and learning where educators can foster children's interests and needs.

Address: 39 Young Street, Croydon NSW 2132

Parking: Available on Young street, with entry via gate 4.

Phone: 0433 967 751

Email: coscare@bigpond.com

Enquires, concerns & complaints:

Viola Ibrahim: 0433 967 751 director@coscare.com.au

Management Structure

Coscare Inc is a non for profit before and after school care service run by a Parent Committee, operating under the Commonwealth Department of Health and Family Services Childcare Program. The Approved provider of the service is a Nominated parent and the service is managed by Viola Ibrahim, who is also the nominated supervisor. In the absence of the Nominated supervisor, another responsible person will be placed in charge of the day-to-day operations.

Parent Committee

A parent management committee is elected at the AGM held annually, for a minimum of one year. All families of the children attending Croydon Public School are invited to nominate for a position on the committee. Our committee consists of a President, Vice president, Secretary, Treasurer, Public Officer, Administrator, and supportive committee positions.

Meetings of the management committee are held 5-6 times annually.

Our Vision

At Coscare, we believe that children's understanding of the world is shaped through their connections with people and places. By integrating these connections through collaborative decision making with children and parents the understanding of children can develop with the support and care that they need to realise their full potential.

We recognise children as individuals and will be treated with respect and dignity in a friendly atmosphere where positive self esteem is enhanced and curiosity and initiative will be fostered.

Our program is guided by the "My time our place" framework and therefore values and encourages input from the children as well as families, staff and the local community. Quality care is provided by qualified and experienced staff which complements and supports the values of the school and community.

At Coscare, the safety and wellbeing of children, young people and vulnerable adults is our highest priority. Our aim is for best practice processes to keep children and young people safe.



Coscare Philosophy

Coscare is a place where children, educators, families, the wider community and school, work in partnership to promote an environment of belonging, being, and becoming. We believe in developing strong, reciprocal relationships to foster security, safety and ultimate support for all people involved in and around the centre, regardless of personal background or social circumstances.

The educators are skilled in utilising their strengths, and lived experiences to create a program that is enriched with activities that are tailored to children which overall encourage holistic wellbeing, and development for children; provided in both indoor and outdoor spaces on the grounds of the beautiful Croydon Public School. This program is formulated through the continuous cycle of critical reflection and allows the promotion of independence, a sense of agency, and encouragement of life skills.

Overall, at Coscare we continue to grow as a centre, sharing challenges and successes together. We advocate for the child and recognise children as the centre of their own world, listening to their strong voices and upholding their rights and dignity.

Coscare acknowledges the traditional owners of the land in which Coscare gathers, educates, plays, and works on, being the Wangal people of the Eora Nation. We recognise their continuing connection to land, water, and culture. We make the continuing promise to respect this land, its people, and all elders.

In consultation with staff, the children, families, and School (February 2023)



Out of School Hours Care-OSHC

Before and After School Care and Vacation Care

Before School, After School & Vacation Care Curriculum Framework for School Age Care in Australia, (National Quality Framework) at Coscare, recognises the benefits of high-quality care and the difference it can make in a family's life. Ensuring a safe environment for children and young people is our highest priority. We value and respect families as our partners in the care and education of their children. Our child-focused program promotes healthy eating through cooking activities and nutritious breakfasts and afternoon teas in Before and After School Care. Our Vacation Care program is focused on children having fun, learning new skills, and having new experiences – this can include Workshops/Incursions and excursions. More like a vacation than care! Our Services for Before School Care, After School Care and Vacation Care are delivered all from the one hot spot service located in Croydon Public school. For eligible families enrolled in our approved OSHC service, the Child Care Subsidy (CCS) will assist with reducing the out-of-pocket childcare costs for families.

My Time, Our Place

Coscare is a place where children can be, belong and become. Our experienced educators design and deliver high-quality programs guided by the nationally approved learning framework 'My Time, Our Place'. The curriculum Framework sets expectations and provides direction to facilitate children's play, leisure and learning in school age care settings.

It aims to support the following outcomes:

- 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

Coscare is committed to providing a safe and inclusive environment where children can engage in a wide range of experiences to suit the development of every child. We work collaboratively with families to build strong, respectful relationships. We partner with children and families to plan activities, menus and inclusive experiences that support children's interests and needs. The educators foster an engaging and supportive environment where children feel a sense of belonging. A collaborative learning community is encouraged by promoting opportunities for children to explore, discover and create.

National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment, and quality improvement for Outside of School Hours Care. The Framework is designed to drive continuous improvement of quality and compliance within education and care services across Australia. The NQF sets out the following seven quality areas against which childcare services will be assessed and rated.

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

Coscare's policies and procedures are developed to incorporate these seven quality areas. You can find more information about the National Quality framework at www.acecqa.gov.au

Educational Program

Coscare aims to collaborate with children to provide play and leisure opportunities, which are meaningful to the children. The curriculum aims to challenge school-aged children to be curious about what is of interest to them, whilst developing self-identity and social competencies. The program will include a range of planned and spontaneous activities including sport, creative experiences, relaxation, games, music, drama, movement, and other surprises. The program will be based on the children's interests and play-based learning.



Cycle of Planning

Children’s input defines and influences Coscare’s overall program. The diagram above identifies our cycle of planning and how we utilise children’s input to prepare and deliver the program.

Staff, children, and families are encouraged to be involved in our critical reflection process. This provides many benefits including enhancing program outcomes, encouraging ownership and improving practices, learning, and thinking skills. Critical reflection outcomes are shared with families through Xplor home app, newsletters, and email communication.

Policies and Procedures

Our policies and procedures are readily available to families in our Parent/Guardian area in the main Coscare room. These include but are not limited to the required policies and procedures under the National Regulations:

- Drop off and collection of children
- Excursions
- Acceptance and refusal of authorisations (for a child to leave the service)
- Dealing with infectious disease (Control of Infectious Disease)
- Dealing with medical conditions (Medical Conditions)
- Emergency and evacuation
- Health and safety including matters relating to:
 - ❖ Nutrition, food, beverages, and dietary requirements
 - ❖ Sun Protection
 - ❖ Water Safety
 - ❖ Administration of First Aid

- Incident, injury, trauma, and illness
- Child Protection
- Sleep and rest
- Staffing Arrangements
- Student and Volunteer
- Interactions with children
- Governance and management of the service, including confidentiality of records
- Enrolment and orientation
- Fees
- Dealing with complaints:
 - ❖ Grievance Policy General
 - ❖ Grievance Policy Staff
 - ❖ Grievance Policy Families

Coscare Staff

Our aim is to ensure the provision of qualified and experienced staff who are able to develop warm, respectful relationships with children, create safe and predictable environments and encourage children's active engagement in the learning program.

We have an excellent experienced team at Coscare, many of whom have been a part of the team for more than 20 years. Our educators continue to provide a calm, relaxed and nurturing environment with a homely feel.

Our educators engage in regular training and professional development to ensure the team maintain currency with best practice standards. The staff also undergo regular child protection training and hold current Working With Children Check clearances. Additionally, educators are equipped with first aid qualifications. An educational leader is also in place to develop and mentor the implementation of quality education and care programs.

Enrolling at Coscare

At Coscare, families can enrol into our service by emailing our administration team who will then send through an enrolment link that is completed online. The enrolment form must be completed in full, and the primary carer must be the parent who claims CCS (Child care subsidy). Once the form is completed, families are contacted via phone to discuss their enrolment.

Need help?

Call Vee (Centre Director) or Suzie (Centre 2IC) or Denise (Responsible Person) on 9747 2340 or 0433 967 751 or by emailing coscare@bigpond.com for any questions or further information.



Attending Coscare

Arrivals and departures / Signing in and out

Coscare work to ensure that arrivals and departures to the Centre are safe and seamless for children and families. It is also a valuable time for exchanging information between families and staff. It is a National Law requirement that upon arrival and departure for each session, each day, children are signed in and out by an authorised person. If staff do not know the authorised person by appearance, the person must be able to produce photo identification before a child will be released into their care. Coscare use a digital sign in and out system called Xplor home. This enables parents to sign children digitally and securely in or out. With your app scan, phone number or a unique PIN code, you can quickly and conveniently sign your child in and out of Coscare.

Important rules to follow:

- Any person who is collecting a child from the service must be at least **16 years** of age and listed as an authorised nominee on the child's Enrolment Form with their contact details. The collection list must be kept current and updated on a regular basis.
- Should a Parent / Guardian require a person under the age of **16 years** to collect their child/ren from the service, consent from the Parent / Guardian is to be sent in writing to the Nominated Supervisor for every school term. The person who is collecting the child/ren must have their **own** log in, different to the Parent / Guardian in order to sign in/out.
- If a child is to be collected by anyone other than an authorised person on the Enrolment Form, parents must personally or in writing, inform the Nominated Supervisor or Responsible Person prior to pick up. This change should preferably be confirmed in writing via email and the person picking up the child will be required to present photo identification.

Through creating an environment of trust and support, our educators ensure that the transition from home to service, and service to home, is always a pleasant and positive experience for you and your child.

Absences

It is important that Coscare know your child is safe. Please utilise your Xplor app to mark your child/ren absent for each session they will not be attending. When a child fails to turn up to our meeting point or the Coscare rooms and we have not received notification that your child will be absent, it is the responsibility of the educators to locate the child. This may mean that educators must search the school grounds, speak with school staff, and contact parents to ascertain the child's whereabouts and safety. In this instance, a Search and follow Fee will apply per child. Unattended sessions will be charged for and recorded as an absence and will appear on your statement.

Important information-Government Subsidies

Childcare Subsidy (CCS)

The Australian Government provides a number of subsidies and programs to help with the cost of childcare. The Child Care Subsidy is the main type of assistance that most families will use. Coscare is an approved provider of the Child Care Subsidy for Out of School Hours Care (OSHC). For eligible families enrolled, the Child Care Subsidy (CCS) will assist with reducing out of pocket childcare costs and help to make childcare more affordable. Please note that if your Child Care Subsidy has not yet been approved and finalised by Centrelink, full fee payment will be required and may not be eligible for a rebate. Coscare can backdate attendances up to 28 days only.

Inclusion Support

The Inclusion Support Program can be put in place to assist Coscare to provide inclusive practices and address barriers to participation for children with ongoing high support needs.

Entitlements when your child is absent

The Government's Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 initial absence days for a child per financial year. These absences can be for any reason, including public holidays. For all absences beyond the initial 42 days, full fees will be charged as the Child Care Subsidy cannot be applied. If you are able to provide evidence to demonstrate the absence has occurred under permitted circumstances as defined by the Family Assistance Law, additional absence days may be approved. There is no limit on these days, but you will be required to provide documentation to support each absence.

Withdrawal from care

If a permanent booking is cancelled, this means care will permanently cease for a child on the day the child last physically attends a session of care. This means that Child Care Subsidy will not be paid for absences submitted after a child last physically attends a session of care.

Please note: Two weeks' written notice is required to cancel permanent bookings. You will need to email coscare of your child's last day before staff can action your request with the 2weeks notice taking effect the day you send the email. Verbal agreements will not be accepted.

Fees and Payments

Before, After school, Casual Sessions and Vacation Care fees

Fees vary per session, per child.

(Permanent placement) Before school care:	\$ 14.50
(Permanent placement) After school care:	\$ 22.00
(Casual placement) Before school care:	\$ 16.50
(Casual placement) After school care:	\$ 24.00

Coscare charges a casual booking surcharge per session, per child.

Compulsory Bib-One per Child: \$15.50

Vacation Care \$65 base rate + incursion or excursion fee.

Annual Membership Fee

Coscare charges a non-refundable Membership fee per family per calendar year. For new families, the fee is payable upon enrolment. For families with ongoing enrolments, the fee is charged at a set time in Term 1 in line with the Direct Debit date.

Membership Fee: \$ 44.00 per family

Direct Debit and Statements

Coscare's fortnightly Direct Debit payment system is designed to make payments easy. Fees for care are direct debited fortnightly from your nominated bank account or credit card.

Fees are paid for the two weeks attended plus ONE week in advance.

Statements are found in your Xplor home app under the "accounts tab". If at any time there is an outstanding balance on your account, the amount will be billed in the following fortnight's debit run.

Any casual bookings after the statements have been issued, will be added to the next debit run.

Public Holidays

Coscare is closed on public holidays; however, fees still apply if any of your usual days of attendance fall on these days. Missed attendances for public holidays are recorded as an absence. The Child Care Subsidy will apply unless the child's initial 42 absence days have already been used.

Late pick-up

Coscare is not licensed to provide care after the program's operating hours. A non-subsidised **late fee of \$ 1.00 per child per 1 minute late after 6pm** will be charged to your account.

Search and follow up fee

If Coscare have NOT received notification that your child/ren will be absent prior to the session starting, **a search and follow up fee of \$ 5.00 be charged per child.**

Overdue accounts

If at any time there is an outstanding balance on your account, the amount will be billed in the following fortnight's direct debit. For families experiencing financial hardship, we will endeavour to assist you to make suitable arrangements to pay outstanding amounts. In circumstances where we are unable to make suitable arrangements with families to recover outstanding debts, we will take the next appropriate steps which may include suspension or cancellation of care. Beyond this, at our discretion, we will engage an accredited commercial debt collection agency to act on our behalf to recover outstanding debts – unfortunately, through this process, additional charges will be incurred.



Important information for Families

Hours of Operation

Before School Care: 7.00am – 9.00am

After School Care: 3.00pm – 6.00pm

Vacation Care: 7.00am – 6.00pm

Enrolments

The Digital Enrolment Form is created and sent to you by Coscare in order to capture some details about your child and your family, in order to make the enrolment process simple!

Enrolment Form

Let's Get Started.

A few questions about your child will help us make your first day a breeze.
This enrolment form is in accordance with the Education and Care Services National Regulations.

Page 1 of 4

Child Details

First Name * Middle Name Last Name *

Date of Birth Gender at Birth

Gender Identity Pronouns

Child CRN

Child's Home Address

Unit # Street Address

Upload your child's profile photo.

You may receive a link to this form via email and be asked to click a button on a webpage.

A blue rounded rectangular button with the word "Enrol" written in white text in the center.

Some things to consider:

We recommend completing this form on a desktop computer or laptop. This ensures that you can see all elements of the form as designed by your centre and ensures you have access to any attachments you may need to upload, and in the right format

Try and complete the form in one sitting to ensure you only have to enter yours and your child's information once and to avoid duplicate profiles being made at the centre

If you already have children attending at the centre, please ensure you use the email address and mobile number already being used on their accounts to ensure the most recent enrolment is attached correctly.

The email address you enter will be used to create [your Home account](#) so make sure this is entered correctly.

Enrolment Form

In order for your child to begin care at a new centre, you will need to complete an enrolment form. This is a requirement from your centre in order to meet their compliance requirements, as well as learn more about your child, your family and your CCS status. Coscare utilises a digital enrolment form.

This allows Coscare to capture some of your details, including your email address, so that at a later date we will be able to send you instruction on how to set up [your Home account](#).

The digital enrolment form can be found at a website link; this will be sent to you in an email like the one below:

X P L O R

Invitation to Enrol



Dear Tracy,

Please complete the enrolment form below for Mason Evans to enrol at Saturn.

[Complete Enrolment](#)

Regards,
Saturn

Once you have clicked the orange button, you should see your centre's form load in an internet tab. Depending on whether your centre has added images, extras questions or formatting, it may look a little different to our standard one below:

Let's Get Started.

A few questions about your child will help us make your first day a breeze.

This enrolment form is in accordance with the Education and Care Services National Regulations.

Page 1 of 4

Child Details

First Name *

Middle Name

Last Name *

Date of Birth

Gender at Birth

Gender Identity

Pronouns

Child CRN

Child's Home Address

Unit #

Street Address

On the final page, you will be asked to complete a reCAPTCHA to confirm the completion of the form and see the following screen:

Enrolment Form

Let's Get Started.

A few questions about your child will help us make your first day a breeze.

This enrolment form is in accordance with the Education and Care Services National Regulations.

Child enrolment completed successfully.

If you have entered in your email address, you will receive a confirmation receipt at your nominated address with yours and your child's information as entered on the form.

XPLOR

Enrolment Confirmation



Dear Tracy,

Thank you for completing the enrolment form for Saturn.

The details of your enrolment are:

Parent Name: Tracy Evans

Child Name: Mason Evans

Service Name: Saturn

Your form has been submitted successfully.

Regards,

Saturn

If you don't see this email, please check your junk/spam folders otherwise please **contact Coscare directly** to ensure they have received your information and have it recorded accurately.

Setting Up Your Home Account

You will also receive an email with a link on how to set up your Home account, which can be used to make bookings at Coscare, view your child's learning and health events and manage your fees, payments and CCS.

You can click the 'Create Account' button to begin the setup process.

Welcome Home.



Hi Megs,

Your childcare centre is now using **Home**. Home allows you to view useful parenting content, manage bookings and payments, and use contactless sign-in & out.

To find out more, check out our [resources page](#).

Create Account

What's next?

GET HOME

Download the Home app once you've created your account to access all of our great features for families.



SECURELY SIGN IN AT CARE

Learn to sign in your child with the **Home app**

If you don't see this email, please check your junk/spam folders otherwise please **contact Coscare directly** to ensure they have received your information and have it recorded accurately.

Grievance and Complaints

Coscare always aims to improve the quality of care we provide. If you have a complaint or concern, please speak with the Director to resolve the matter. All correspondence will be treated in a confidential manner. For complaints, which are not resolved to the family's satisfaction, please contact the Director to discuss the matter further. If for any reason you are not satisfied with the outcome, you may contact the President of the Parent Committee (Current President details are on display in main Coscare room). Our Grievance Policy and procedure is always on display in our Policy and Procedures folder in the main Coscare room in the parent area.

Before and After School Care

What should my child bring? A broad brimmed hat (School hat), blue bibs or Coscare t-shirt (mandatory for all Coscare children), in closed shoes, as well as any personal items to support children's individual care needs (e.g. medication or change of clothes).

What should I do with my child's medication? Prescribed medication must be handed directly to a staff member before leaving the child in care and an Administration of Medication Form completed in full. **Please note**, all medications must be pharmaceutically dispensed with the child's **name and dosage and must be within the expiry date**.

Does Coscare provide food? Yes, we provide nutritious breakfasts and afternoon teas. Please discuss any specific dietary requirements or restrictions with the Director or Responsible Person. We also provide a late afternoon snack at 5.45pm for children who attend care beyond this time. **Please note**, afternoon tea is a light snack only and does not replace dinner meals.

Can my child use a personal electronic device during a session? Use of personal electronic devices are permitted at Coscare on specific days. Every school term, we provide parents with dates for "Device days". These dates are allocated for your child to bring in a special device from home to enjoy during the program. Please be advised that it is the responsibility of your child to ensure they keep their belongings safe and packed in their bag once they have finished. Coscare will not be held responsible for the loss, theft, or damage of these devices.

Will my child be allowed to do homework? A quiet space is provided for children to do their homework; however, educators are unable to offer individual help as they need to supervise all children. Educators do not make homework time compulsory for any child, as the main focus of our program is recreation and leisure in a safe, fun and supervised environment.

Vacation Care

What does a Vacation Care program look like? **In centre day** is a day which provides in-service activities and experiences provided by the Coscare educators. **Incursions** are in-service activities and experiences provided by partners of choice. **Excursions** are activities and experiences provided outside of Coscare (the licensed premises).

How will my child be transported? Due to the location of some of our excursions, there may be a need to transport children to and from a site during excursions via a private bus. In order to ensure the safety of all children, it is a requirement of the National Regulation that the means of transport is stated on the risk assessment record and parent authorisation record.

Transport may mean:

1. Bus:

Management must ensure that the seating capacity as displayed, and the compliance registration is not exceeded. All children must sit on seats, preferably with, or close to an adult. Seat belt guidelines must be followed depending on the bus. If the bus has seat belts, they must be worn at all times. Thorough risk assessments are conducted and, where specific activities such as excursions require transportation, explicit permission will be sought via a booking form.

2. Train:

Management will be required to conduct a risk assessment for the local station prior to the excursion and inform parents of the time we will be travelling, the destination, and the number of children and adults who will be travelling.

Provisions should be made to ensure children have ample time to board the train safely and in an unhurried way. This will allow the station to inform the train guard so that they can hold the train for the period of time required for safe boarding and disembarkment. All children should be seated at all times, with an Educator close by. All children should be seated in the one carriage if possible.

3. Walk:

In the event that Coscare will walk to a destination, a thorough risk assessment will be carried out to eliminate every possible hazard to and from the Coscare site. Parental consent for transportation of children will be sought during the enrolment process.

What should my child wear to Vacation Care? Children must wear appropriate clothing for the season, a broad brimmed hat, and enclosed shoes. For excursions, children must wear the blue bibs or Coscare t-shirt. Please note, Coscare is a sun safe service and children are encouraged to have shoulders covered.

What should my child bring to Vacation Care? Children should bring a water bottle, recess and lunch (unless stated otherwise on booking form) and any extra food as required (Nut free). Please check details on meals provided displayed in the Parent area (Weekly Menu). Children should also bring any personal items to support their individual care needs (e.g. medication or change of clothes).

Health

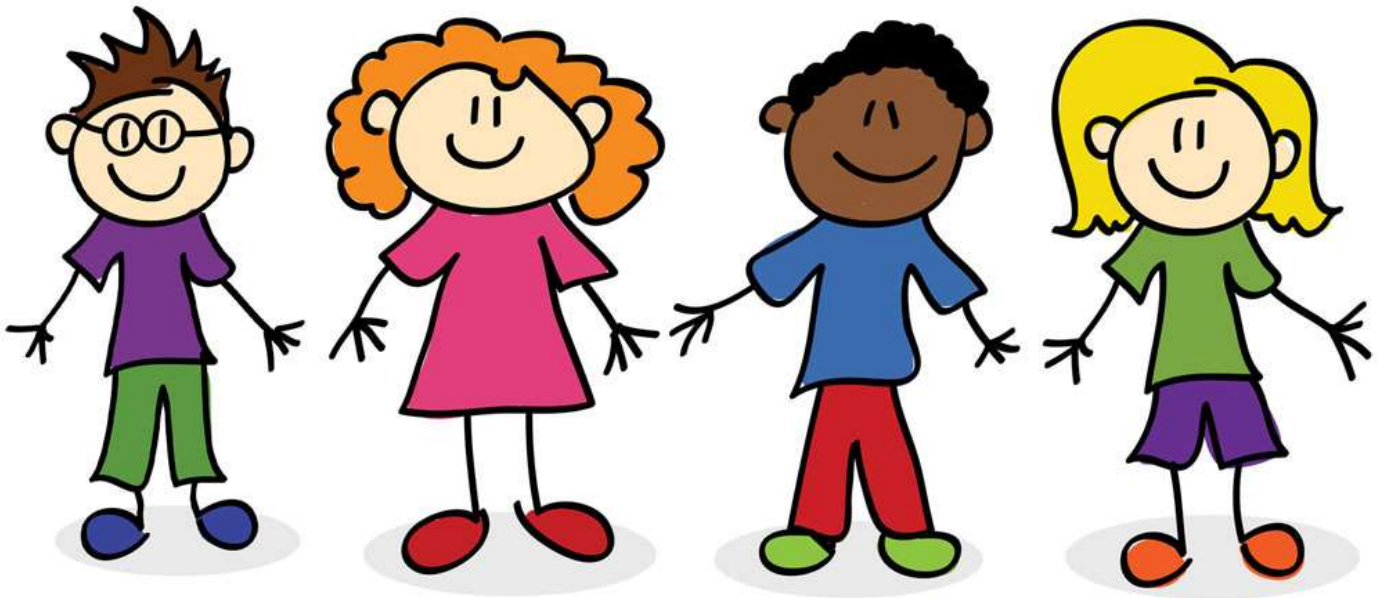
What if children are sick? Children should NOT attend Coscare if they are unwell. Please ensure you inform the service if your child will not be attending and abide by the illness exclusion periods. If a child becomes unwell while attending our service, you will be contacted and asked to pick up your child. If your child is injured whilst at the service, you will be notified. For both injury or illness, you will be required to sign the Incident/Injury/Trauma and Illness Record that an educator will complete.

What if a person shows signs of an infectious disease? When any child or educator is found to be showing signs of an infectious disease:

- We will contact you immediately to collect your child and seek medical advice. You are expected to arrive in a timely manner. If this is not possible, alternate arrangements must be made for collection of your child and Coscare must be notified of these arrangements.
- For any diseases or conditions that require a medical certificate to clear the child or educator from the illness, we refer to the “Staying Healthy in Childcare Edition 5”.

This medical certificate will be required by the Director before that child or educator can return to the program.

- Clear medical information, such as signs and symptoms of any illness or condition, will be posted in the parent area.



Feedback and Keep in touch

Feedback

All verbal and written feedback from families will be responded to by the Director, or Responsible Person on site receiving the feedback. The family is encouraged to complete a feedback form which will be forwarded to the Director. All feedback will receive a response within seven business days. These procedures ensure the highest quality of service is reached. Feedback received allows constant review of our service levels, increased family satisfaction and therefore, increased positive feedback within the community.

Note: If the feedback is alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, the appropriate documentation will be forwarded to NSW Early Childhood Education Directorate (ECED). The ECED is the independent statutory authority for NSW. Once the ECED receives the form they will make contact with Coscare and may arrange to visit our service.

Keep in touch

At Coscare, we value our families' points of view. If you have feedback or suggestions for us, there are a few ways you can contact us to keep in touch:

- Speak to our friendly staff on the phone or in person
- Use the suggestion box located in the parent sign in/out area
- Complete a feedback form located in the parent area



**WE WANT YOUR
FEEDBACK!**

