

Welcome

Coscare Outside School Hours Care (OSHC) is nestled within the premises of Croydon Public School, conveniently situated at the corner of Boundary Street and Young Street, specifically at 39 Young Street, Croydon. Our facility is primarily housed in the P Block, yet we also benefit from daily access to the expansive school hall and all outdoor areas allowing for a versatile range of activities and experiences.

The centre itself is a well-appointed double classroom, complemented by designated eating areas, two sinks, ample storage cupboards, and outdoor toilets. We take pride in our dedicated office space, where our Nominated Supervisor and other administrative staff efficiently manage the centre's operations. Our fully equipped kitchen is the heart of meal preparation, ensuring that all food provided is nutritious and freshly made. The centre displays a homely atmosphere, complete with comfortable quiet areas, a variety of books and games, and a team of caring and passionate educators.

Coscare is designed to accommodate up to 150 children, aged between 5 and 12 years, with a minimum of 8 staff members on duty each afternoon. We are operational for 50 weeks of the year, from 7 am to 9 am and 3 pm to 6 pm during the school term, and from 7 am to 6 pm during school holidays. The centre takes a brief hiatus for 2 weeks over the Christmas and New Year period, as well as on public holidays.

COSCARE INC PARENT HANDBOOK





Parent Committee

Each year at the Annual General Meeting (AGM), a new parent management committee is elected to serve for at least one year. All families with children enrolled at Croydon Public School are encouraged to nominate themselves for committee roles. The committee is comprised of several key positions: President, Vice President, Secretary, Treasurer, Public Officer, Administrator, and various supportive roles. The management committee convenes six times a year.

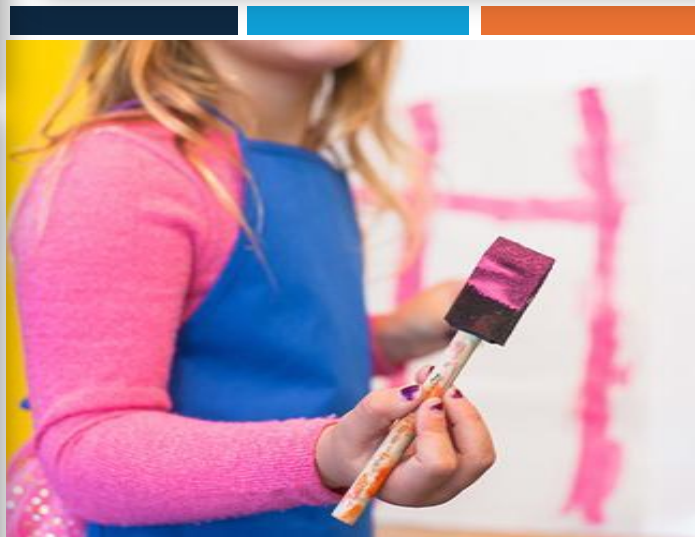
Management Structure

Coscare Inc is a non-profit organisation offering before and after school care as well as vacation care, managed by a Parent Committee and operating under the Childcare Program of the Commonwealth Department of Health and Family Services. A nominated parent serves as the Approved Provider, while Viola Ibrahim oversees the service as the Nominated Supervisor. In Viola's absence, another qualified individual will assume responsibility for daily operations.

Our staffing ratio is meticulously maintained at 1 educator for every 15 children within the centre and 1 educator for every 8 children during off-site excursions in vacation care. The leadership of our director, an OSHC Diploma-trained educator named Viola, ensures the seamless operation of the service. Viola oversees the delivery of high-quality care and enriching experiences for all children, working closely with educators to implement a meaningful and engaging program. Our team comprises long-standing members who have been with Coscare for over 20 years, as well as enthusiastic new staff eager to embark on their educational careers. The blend of our indoor and outdoor spaces fosters an integrated and holistic approach to teaching and learning, where educators are empowered to nurture the diverse interests and needs of each child.

Our Vision

At Coscare, we believe that children's understanding of the world is deeply influenced by their relationships with people and their environment. By fostering these connections through collaborative decision-making with both children and parents, we aim to nurture and support each child's growth, helping them to reach their full potential.



We see each child as a unique individual who deserves to be treated with respect and dignity. Our nurturing atmosphere enhances positive self-esteem while encouraging curiosity and initiative. Guided by the "My Time, Our Place" framework, our program values and incorporates input from children, families, staff, and the local community.

Our dedicated and experienced staff provide quality care that aligns with and supports the values of the school and the broader community. At Coscare, the safety and well-being of children, young people, and vulnerable adults is our utmost priority. We are committed to implementing best practice processes to ensure their protection and safety.

Philosophy

Coscare has always acknowledged and will continue to honor the traditional owners of the land where Coscare gathers, plays, and works—the Wangal people of the Eora Nation. We recognise their ongoing connection to the land, waters, and culture, and we make a continuing commitment to respect this land, its people, and all elders.

Coscare is a community where children, educators, families, the broader community, and the school collaborate to foster an environment of belonging, being, and becoming. Our diverse program and staff reflect the rich cultural backgrounds of the children who attend our service. We believe it is essential for children to see their own cultures, as well as those of others, represented and celebrated within their surroundings. This not only helps to nurture a strong sense of identity and belonging but also encourages curiosity, understanding, and mutual respect.

This philosophy guides how we support children in learning about themselves and the world around them. We are committed to developing strong, reciprocal relationships to foster security, safety, and comprehensive support for all individuals involved in and around the center, regardless of age, gender, cultural background, race, ethnicity, or disability.

We aim to create an environment that promotes exploration, provides opportunities for child-led activities, and celebrates their unique passions.



At Coscare, we understand that every child is unique, with different needs and ways of engaging in the world and play. Therefore, we provide children with the flexibility of structured activities with clear goals and guidance, as well as unstructured play to allow for imagination and emotional growth. Our focus is on fostering a growth mindset, celebrating achievements, and encouraging creativity while making learning meaningful and engaging.

The educators at Coscare actively and skillfully use their strengths and life experiences to create a program enriched with activities tailored to the children, promoting holistic wellbeing and development. These activities are offered in both indoor and outdoor spaces on the beautiful grounds of Croydon Public School. Our program is formulated through a continuous cycle of critical reflection, allowing us to promote independence, a sense of agency, and the development of life skills.



Overall, at Coscare, we continue to grow as a center, sharing challenges and successes together. We always advocate for the children, recognising them as the center of their own world. We listen to their strong voices and uphold their rights and dignity, responsibility, and lifelong learning.

The educators serve as a voice for those who cannot express their opinions, continually advocating for the best interests of the children. Through our collective efforts, we aim to create an inclusive, supportive, and enriching environment for everyone involved.

My Time Our Place Learning Outcomes & Educational Program

My Time, Our Place (MTOP) is the national framework for school-aged care in Australia, focusing on children's learning and development through play and leisure. The framework guides our Coscare educators in creating programs that support children's wellbeing, learning, and engagement whilst at OSHC. It outlines five key learning outcomes that educators aim to achieve in their programs: a strong sense of identity, connection to the world, wellbeing, confident learning, and effective communication.

At Coscare, our aim is to provide a foundation for an inclusive environment, which we believe is fundamental in the provision of quality education and care for all children in our community. We wish to enrich children's learning and provide support and guidelines to assist our educators in facilitating learning opportunities.

We believe that educators who are attuned to children's feelings and interact positively with children will support their development and guide their learning. We believe when we work in partnership with families, most outcomes are achieved. We encourage our families to have as much input as possible and provide our educators with feedback.



National Quality Framework

The National Quality Framework (NQF) is a system in Australia that ensures high standards for childhood education and care services. It aims to enhance the quality of care and education that children receive in these settings, resulting in improved developmental outcomes. For parents, the NQF means peace of mind, knowing their child is in a safe, nurturing environment that supports their learning and development. Services are assessed and rated against seven quality standards that make up the NQS. The National Quality Standard provides a process to ensure that the following areas are promoted within our services:

- The safety, health and well-being of children
- A focus on achieving outcomes for children through high-quality educational programs
- Families' understanding of what distinguishes a quality service.

At Coscare, we are constantly monitoring our services and improving our procedures to maintain the highest level of care and to ensure this care meets or exceeds the National Quality Standard.



Before Enrolling at Coscare

At Coscare, families can enroll online for Before School, After School and Vacation Care through our online booking system, Xplor. Through this system, you can:

- Easily register your child's details and manage your account information
- Submit a waitlist request for your child to secure a permanent spot
- View your account details
- Make casual booking requests
- Record your child as 'absent' in advance for a permanent session.

To enroll via Xplor, email us for the enrolment link. Need help? Please contact the service for assistance.



Attending Coscare

Arrivals and departures / Signing in and out

Each child must be signed in and out of the centre every day they attend. This is a legal requirement and is in the interest of your child's safety. These records are used in case of emergencies and for the calculation of the Child Care Subsidy (CCS). If a child is away, ill or on holiday, the corresponding days must be advised to the centre directly.

On arrival at the Centre, you are asked to:

- Sign your child into the centre using the tablets in the front entrance
- Present your child to an educator.

When you collect your child, we ask that you:

- Come into the room and greet your child
- Collect your child's belongings
- With your child, say goodbye to the educator supervising or interacting with the group
- Sign your child out of the centre using the tablets.

To ensure the safety of all children, no child will be released into the care of any person not registered as authorised by the parent/guardian in the enrolment. If team members do not know the person collecting your child by appearance, the person must be able to produce some form of photo identification to prove that they are authorised to collect the child as per the authorised information. If a child has not been collected after closing time, then the parents/guardians will be contacted. If the child has still not been collected 30 minutes after closing time then staff will follow the Department of Communities Abandoned Child Procedures including contacting the Child Protection and Crisis Centre 24-hour service.



Absences

It's important that we know your child is safe, so please let us know by 2.00 pm on the day if your child is unable to attend for any reason. You can do this via the Xplor home app. Failure to notify the service of your child's absence will result in a search fee of \$10 per child.

Government Subsidies

Child Care Subsidy (CCS)

The Australian Government provides several 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. The service can backdate attendances up to 28 days only. To find out more about what you may be eligible for, please visit the Department of Human Services website. For Vacation Care only enrolments, the CCS Enrolment automatically ceases after 14 weeks of inactivity and will need to be reconfirmed for each Vacation Care period.

Additional Child Care Subsidy

The Additional Child Care Subsidy is a top-up payment in addition to the Child Care Subsidy which provides targeted additional fee assistance to families and children facing barriers in accessing affordable childcare.

Inclusion Support Program

The Inclusion Support Program assists NSW in providing inclusive practices and addressing 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 in a 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 can 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 cancelling a permanent booking, a childcare service is taken to have permanently ceased providing care 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's last physically attends a session of care. Please note: Two weeks' written notice is required to cancel permanent bookings, and a minimum of 24 hours is required to cancel casual bookings.

Fees & Payments

Before School, After School & Vacation Care Fees

Fees vary for each session. For fee information, please visit www.coscare.com.au

Annual membership fee

Coscare charges a non-refundable administration 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. The fee is based on pro rata depending on when enrolment commences during the year.

Direct debit

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 one week in advance for the duration of the child's enrolment. Statements are available to families in the week of the scheduled debit run in the Xplor home app. 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 debit run.



Public holidays

Services are 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

Our Services is not licensed to provide care after the program's operating hours. A non-subsidised late fee per child per 1 minute will be charged.

Casual booking surcharge

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

Search fee

If we have not received notification via Xplor app that a child will be absent prior to the session starting, a search fee will be charged.

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 endeavor to assist you in making 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.

Health

Illness and injury

Children should not attend any of our service 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 services, 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, an Incident Record will be completed by an educator. A copy of this record will be made available to you and will need to be signed.

Infectious diseases

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 promptly. If this is not possible, alternate arrangements must be made for the collection of your child, and the service must be notified of these arrangements.
- Your child should be kept home until the exclusion period has passed. Staff should be informed of this even if the child will not be attending again, so that other parents can watch their children for symptoms. We appreciate your assistance in this.



Child Safe Scheme (child protection)

At CosCare the safety, welfare, and wellbeing of every child is our top priority. We are committed to providing a child-safe environment that upholds children's rights to feel and be safe. Our practices are guided by the **Child Safe Standards**, developed by the **Office of the Children's Guardian (NSW) Under the Child Safe Scheme**, which set out key principles for creating safe organisations for children and young people. Coscare operates in line with the following national and state regulations, frameworks, and laws to ensure the safety, wellbeing, and development of all children in our care:

National Law: *Education and Care Services National Law Act 2010*, **National Regulations:** *Education and Care Services National Regulations 2011*, **National Quality Standard (NQS)**. Our policies and procedures, including our Child Protection Policy, Child Safe Policy, Conflict of Interest Policy, Supervision Policy, Code of Conduct, and Incident Reporting procedures, ensure all concerns are taken seriously and managed appropriately by the Responsible Person on duty, the management team and Director.

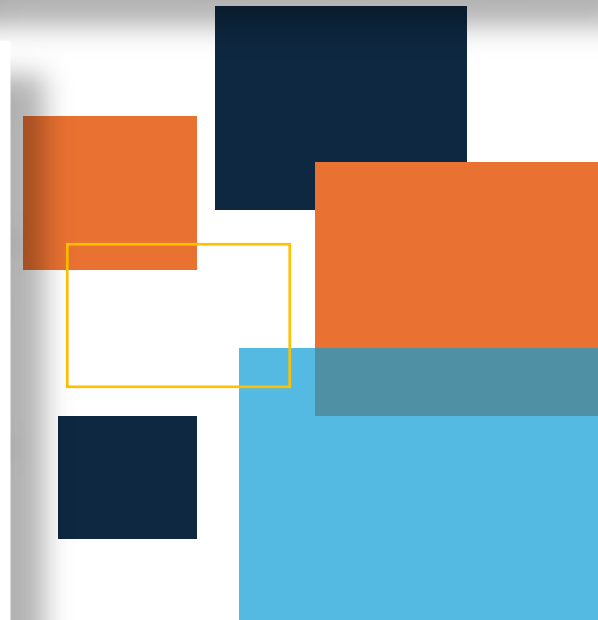
All educators as CosCare are legally required to obtain a valid Working with Children Check and are also **mandatory reporters** under the **Children and Young Persons (Care and Protection) Act 1998 (NSW)**. This means they are legally required to report to the **Child Protection Helpline** if they suspect, on reasonable grounds, that a child is at risk of significant harm due to abuse or neglect. Our service also falls under the **NSW Reportable Conduct Scheme**, which is overseen by the **Office of the Children's Guardian**. This scheme requires the service to investigate and report any allegations of reportable conduct by staff, such as sexual offences, misconduct, ill-treatment, neglect, or psychological harm involving children.

If you ever have concerns about your child's safety, or the behaviour of any staff member at the service, please don't hesitate to speak up. You can:

- Talk to the **Responsible Person** who is on duty
- Contact the **Nominated Supervisor** or **Director** at director@coscare.com.au
- Parents and carers also have the right to report any serious concerns directly to the **Office of the Children's Guardian** under the **Reportable Conduct Scheme**.

Helpful Contacts:

- **Child Protection Helpline (24/7):** 132 111
- **Office of the Children's Guardian:** <https://ocg.nsw.gov.au/>
- **Kids Helpline** (for children and young people) Phone: 1800 55 1800 (24/7)
- **eSafety Commissioner:** <https://www.esafety.gov.au/>





Parent Responsibilities

Families will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form.

- Specific or long-term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family.
- Where a child needs prescribed medication, parents should complete the Medical Management Form on enrolment and after consultation with the service director and supply an Emergency Management Plan from the child's doctor.
- Content of the management plan will include:
 - Identification of any risks to the child or others by their attendance at the service.
 - Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food preparation procedures. Process and timeline for orientation or training requirements of educators.
 - Methods for communicating between the family and educators if there are any changes to the child's medical management plan.
 - The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition. All educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.
 - The service will work in conjunction with parents to create a risk minimisation plan.
 - Where possible the service will endeavor to not have that allergen accessible in the service.
 - All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.



- Where a child has a life-threatening food allergy and the service provides food; the service will endeavor not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that allergen for their own children.
- Where medication for treatment of long-term conditions such as asthma, epilepsy, anaphylaxis or ADHD is required, the service will require correct dosage of any medication as prescribed and information on how the condition is to be managed in the service environment.

Medication

Our service will work closely with children, families and, where relevant, schools and other health professionals to manage the medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day-to-day program to promote their sense of wellbeing, connectedness and belonging to the service. Our educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality. Medications will only be administered to children in accordance with the National Law and Regulations.

Administration of Medication

- Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor.
- Educators will only administer medication during services operating hours.

- In the event of emergency requires verbal consent to approve the administration of medication, the service will provide written notice to the family as soon as practical after administration of the medication.
- An authorisation is not required in the event of an asthma or anaphylaxis emergency however the authorisation must be sought as soon as possible after the time the parent and emergency services are notified.
- Families who wish for medication to be administered to their child at the service must complete the Medical Management form and the Medication Register, providing the following information.
 - Child name
 - Method of administration
 - Medication name
 - Time and date of last dosage
 - Dosage
 - Time to be administered
- Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in a designated secure place, clearly labelled and ensure that the medication is always kept out of reach of children.
- If anyone other than the parent is bringing the child to the service, a written permission note from the parent, including the above information, must accompany the medication.



Policies & Procedures

At Coscare Out of School Hours, our Guiding Principles are available to families and accessible in the parent/guardian sign in and out area.

Our Guiding Principles include:

- Acceptance and Refusal of Authorisation
- Administration of First Aid
- Administration of First Aid
- Anti bias & Inclusion
- Behaviour Guidance
- Child Protection
- Child Safe Environment Policy
- Code of Conduct
- Confidentiality
- Dealing with Complaints
- Dealing with Infectious Diseases
- Dealing with Medical Conditions
- Drop off and Collection
- Emergency and Evacuation
- Enrolment and Orientation

- Excursion & Incursion
- Governance
- Incident, Injury, Trauma & Illness
- Interactions with Children Families & Staff
- Nutrition and Food Safety Policy
- Parent Committee
- Payment of Fees
- Photography
- Physical Environment
- Sleep and Rest
- Social Media
- Technology



Thank you for your ongoing support and involvement in your child's development. Your contributions are incredibly valuable to their progress. If you would like to offer any feedback, please don't hesitate to email the service director. All feedback is warmly welcomed.



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