



Coscare Parent Handbook





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Welcome to Coscare

We are delighted to welcome you to Coscare Out of School Hours Care and look forward to making your experience with us a joyful one. At Coscare OSHC, we are dedicated to providing top-notch education and care, ensuring that our families feel safe and at ease in their new surroundings.

This guide has been created to address any questions you may have about our centre and the services we offer. Should you need additional information or wish to discuss any topic further, please feel free to reach out to us.

Operational Information

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 events.

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 plush cushions, a variety of books and games, and a team of caring and passionate staff members.

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.

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.

Address: 39 Young Street, Croydon NSW 2132

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

Phone: 0433 967 751

Email: info@coscare.com.au

Enquires, concerns & complaints:

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

Management Structure

Coscare Inc is a non-profit organization offering before and after school 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.

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.

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.



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

The Before School, After School, and Vacation Care Curriculum Framework for School Age Care in Australia, under the National Quality Framework at Coscare, acknowledges the profound impact that high-quality care can have on a family's well-being. Our foremost priority is ensuring a safe environment for children and young people. We deeply value and respect families as essential partners in their children's education and care. Our child-centric program emphasises healthy eating habits through engaging cooking activities and providing nutritious breakfasts and afternoon teas in our Before and After School Care. The Vacation Care program is designed to be more like an enjoyable vacation, offering opportunities for fun, skill development, and new experiences, including workshops, incursions, and excursions. All these services are conveniently provided from a single location at Croydon Public School. Eligible families enrolled in our approved Out of School Hours Care (OSHC) service can benefit from the Childcare Subsidy (CCS), which helps to reduce childcare costs.

My Time, Our Place

Coscare is a haven where children can thrive, find their sense of belonging, and evolve. Our skilled educators craft and implement exceptional programs inspired by the nationally endorsed learning framework, 'My Time, Our Place'. This curriculum establishes standards and offers guidance to enrich children's play, leisure, and educational experiences in school-age care environments.

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 dedicated to creating a secure and welcoming atmosphere where children can participate in diverse experiences tailored to their developmental stages. We cultivate strong, respectful relationships by collaborating closely with families. By partnering with both children and their families, we design activities, menus, and inclusive experiences that align with the children's interests and needs. Our educators nurture an engaging and supportive setting, ensuring that every child feels a sense of belonging. We encourage a collaborative learning community by providing opportunities for exploration, discovery, and creativity.

National Quality Framework

The National Quality Framework (NQF) offers a unified approach to the regulation, assessment, and enhancement of quality for Outside of School Hours Care across Australia. This framework is crafted to foster continuous improvements in both quality and compliance within the education and care sectors nationwide. The NQF outlines seven critical quality areas for evaluation and rating of childcare services, which include:

- 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 has developed its policies and procedures to align with these seven quality areas. For more details on the National Quality Framework, please visit www.acecqa.gov.au

Educational Program

Coscare aspires to engage with children in offering meaningful play and leisure opportunities tailored to their interests. The curriculum is designed to stimulate curiosity in school-aged children, helping them explore their passions while fostering self-identity and social skills. The program will feature a diverse array of both planned and spontaneous activities, such as sports, creative projects, relaxation techniques, games, music, drama, movement, and other fun surprises. It will be rooted in the children's interests and emphasise play-based learning.



Cycle of Planning

Children's contributions are integral to shaping Coscare's entire program. The diagram above illustrates our planning cycle and demonstrates how we incorporate children's input to design and implement the program.

We invite staff, children, and families to actively participate in our critical reflection process. This collaborative approach yields numerous benefits, such as enhancing program outcomes, fostering a sense of ownership, and improving practices, learning, and cognitive skills. We share the results of these critical reflections with families via the Xplor Home app and email communications.

Policies and Procedures

In the main Coscare room, within our Parent/Guardian area, families can easily access our comprehensive policies and procedures. These documents encompass all mandatory guidelines stipulated by the National Regulations and include:

- Procedures for dropping off and collecting children.
- Guidelines for excursions.
- Policies on the acceptance and refusal of authorizations for a child's departure from the service.
- Protocols for managing infectious diseases.
- Policies for handling medical conditions.
- Emergency response and evacuation plans.
- Health and safety measures, which cover:
 - Nutrition, food, beverages, and dietary needs.
 - Sun protection.
 - Water safety.
 - Administration of first aid.

- Procedures for incidents, injuries, trauma, and illness.
- Child protection measures.
- Guidelines for sleep and rest.
- Staffing arrangements.
- Policies for students and volunteers.
- Interaction protocols with children.
- Governance and management policies, including confidentiality of records.
- Enrolment and orientation procedures.
- Fee structures.
- Complaint resolution processes, including:
 - General grievance policy.
 - Staff grievance policy.
 - Family grievance policy.

Coscare Staff

Our mission is to guarantee the presence of qualified and experienced staff who can forge warm, respectful relationships with children, create safe and predictable settings, and foster children's enthusiastic participation in learning activities.

At Coscare, we pride ourselves on an outstanding and skilled team, many of whom have been with us for over two decades. Our educators consistently cultivate a calm, relaxed, and nurturing atmosphere that feels like home.

To remain at the forefront of best practices, our educators engage in continuous training and professional development. They also undergo regular child protection training and maintain up-to-date Working With Children Check clearances. Furthermore, all educators are certified in first aid. An educational leader is on board to guide and mentor the development and implementation of high-quality education and care programs.

Enrolling at Coscare

Families wishing to join Coscare can initiate the enrolment process by emailing our administration team, who will provide an online enrolment link. The form must be filled out completely, and the primary caregiver, who should be the parent claiming the Child Care Subsidy (CCS), needs to complete it. After submission, families will receive a phone call to discuss the details of their enrolment.

For assistance or more information, please contact Vee (Centre Director) or Suzie (Centre 2IC) at 0433 967 751 or email info@coscare.com.au.



Attending Coscare

Arrivals and departures / Signing in and out

Coscare strives to ensure that the process of arriving and departing from the Centre is both safe and smooth for children and their families. This time is also invaluable for the exchange of information between families and staff. According to National Law, it is mandatory that children are signed in and out by an authorised individual at the beginning and end of each session, every day. If staff members do not recognise the authorised person, that individual must present photo identification before the child can be released into their care. Coscare employs a digital sign-in and sign-out system known as Xplor Home, which allows parents/guardians to securely and conveniently sign their children in and out using the app. This can be done through a quick scan, phone number, or unique PIN code, ensuring a seamless experience.

Important rules to follow for pick up:

- Individuals tasked with collecting a child from the service must be at least **16 years** old and designated as an authorised nominee on the child's Enrolment Form, complete with their contact information. It is essential to keep the collection list up-to-date and regularly revised.
- In cases where a Parent or Guardian needs someone younger than 16 years to collect their child, **written consent must be submitted to the Nominated Supervisor for each school term. The person collecting the child must have a separate login from the Parent or Guardian to sign in and out.**
- If a child is to be picked up by someone not listed as an authorized person on the Enrolment Form, parents must inform the Nominated Supervisor or Responsible Person either personally or in writing prior to the pick-up. Ideally, this notification should be confirmed via email, and the individual collecting the child must present photo identification.

By fostering an atmosphere of trust and support, our educators guarantee that the shift from home to our service, and back again, remains a consistently pleasant and uplifting experience for both you and your child.

Absences

Ensuring the safety of your child is a priority for Coscare. Please remember to use your Xplor app to mark your child/children as absent for any sessions they will not attend. If a child does not show up at our designated meeting point or the Coscare rooms and we haven't been informed of their absence, it becomes the educators' duty to find the child. This might involve searching the school premises, consulting with school staff, and contacting parents to confirm the child's location and well-being. In such cases, a Search and Follow Fee of \$10 will be charged per child. Unattended sessions will be billed and recorded as absences, which will reflect on your statement.

Important information-Government Subsidies

Childcare Subsidy (CCS)

The Australian Government offers various subsidies and programs to alleviate childcare expenses. The primary form of assistance for most families is the Child Care Subsidy (CCS). Coscare, an approved provider, offers the Child Care Subsidy for Out of School Hours Care and Vacation Care. This subsidy helps eligible families lower their out-of-pocket childcare costs, making it more affordable. It is important to note that if your Child Care Subsidy application has not yet been approved and finalised by Centrelink, you will be required to pay the full fee, which may not be eligible for a rebate. Additionally, Coscare can only backdate attendances for up to 28 days.

Inclusion Support

The Inclusion Support Program can be implemented to help Coscare foster inclusive practices and overcome participation barriers for children requiring continuous high-level support.

Entitlements when your child is absent

The Government's Child Care Subsidy and Additional Child Care Subsidy cover up to 42 initial absence days per child each financial year, regardless of the reason, including public holidays. Beyond these initial 42 days, full fees will apply as the subsidies can no longer be used. However, if you can provide evidence showing the absence falls under permitted circumstances defined by the Family Assistance Law, you may be eligible for additional absence days. While there is no cap on these extra days, you must submit documentation to support each instance.

Withdrawal from care

When a permanent booking is cancelled, care for the child will end on the last day they physically attend a session. Consequently, the Child Care Subsidy will not cover any absences recorded after the child's final attendance.

Important: To cancel a permanent booking, a written notice must be provided at least two weeks in advance. You must email coscare with the date of your child's last day of attendance for the notice period to commence from the day your email is sent. Verbal cancellations 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.

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

Annual Membership Fee

Coscare requires a non-refundable annual membership fee for each family. New families must pay this fee at the time of enrolment. For families already enrolled, the fee is automatically charged at the beginning of Term 1, in accordance with the Direct Debit schedule.

Membership Fee: \$ 55.00 per family

Direct Debit and Statements

Coscare offers a convenient fortnightly Direct Debit system for fee payments. Every two weeks, charges are automatically deducted from your chosen bank account or credit card. As of Term 4, 2024, payments will cover the two weeks of care provided, plus one week in advance.

You can access your statements in the Xplor home app under the "accounts tab." Should your account have an outstanding balance, it will be included in the next fortnight's debit cycle. Additionally, any casual bookings made after statements are issued will be added to the subsequent debit run.

Public Holidays

Coscare remains closed on public holidays, but fees are still charged if your regular attendance days coincide with these dates. Absences due to public holidays are noted as missed attendances. The Child Care Subsidy will be applicable unless the child's initial 42 absence days have already been exhausted.

Late pick-up

Coscare is not authorised to offer care beyond the program's scheduled hours. If you pick up your child after 6pm, a non-subsidised late fee of \$1.00 per minute per child will be added to your account.

Search and follow up fee

In the event that Coscare is not informed about your child's absence before the session begins, a search and follow-up fee of \$10.00 per child will be applied.

Overdue accounts

Should your account carry an outstanding balance at any point, the amount will be included in the direct debit scheduled for the following fortnight. We are committed to supporting families facing financial difficulties by helping them establish manageable payment plans for any owed amounts. If we cannot reach a satisfactory arrangement with families to resolve outstanding debts, we will proceed with necessary measures, which may involve suspending or terminating care services. Furthermore, we reserve the right to employ an accredited commercial debt collection agency to recover the owed amounts on our behalf, a process that will unfortunately incur additional fees.



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.

Enrol

Here are a few key points to keep in mind:

We advise using a desktop computer or laptop to fill out this form. This will allow you to view all the form elements as intended by your centre and ensure you can upload any necessary attachments in the correct format.

Try to complete the form in one sitting to avoid entering your and your child's information multiple times, which could result in duplicate profiles at the centre.

If you already have children enrolled at the centre, please use the existing email address and mobile number associated with their accounts to ensure the latest enrolment is correctly linked.

The email address you provide will be used to create your Home account, so double-check its accuracy.

Enrolment Form

To initiate your child's care, you must complete an enrolment form. This essential step helps the centre comply with regulations while gaining insight into your child, your family, and your Child Care Subsidy (CCS) status. Coscare offers a convenient digital enrolment form to facilitate this process.

By using the digital form, Coscare can gather necessary details, including your email address, which will later be used to send you instructions for setting up your Home account. You will receive the link to the digital enrolment form in an email similar to 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

After you click the orange button, your form should open in a new browser tab. The appearance of your form might vary from our standard example below, depending on whether your centre has incorporated images, additional questions, or custom formatting.

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

Should you not find this email in your inbox, kindly inspect your junk or spam folders. If it remains elusive, please reach out to Coscare directly to confirm receipt and accurate recording of your information.

Setting Up Your Home Account

An email will be sent to you with instructions on establishing your Home account. This account allows you to book services at Coscare, monitor your child's educational and health activities, and handle your fees, payments, and CCS. To start setting up your account, simply click the 'Create Account' button.

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 arrange a meeting. 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 to Coscare? Your child should arrive with a broad-brimmed hat (their designated school hat), and it is mandatory for them to wear blue bibs or a Coscare t-shirt. They should also be in closed-toe shoes. Additionally, please pack any personal items necessary for their individual care needs, such as medication or a change of clothes.

How should I handle my child's medication? Any prescribed medication must be handed directly to a staff member when you drop off your child. Additionally, an Administration of Medication Form must be filled out in its entirety. It's important to note that all medications need to be pharmaceutically dispensed with the child's name and dosage clearly labelled and must not be past the expiration date.

Does Coscare provide food? Absolutely, we offer nutritious breakfasts and afternoon teas. If your child has specific dietary requirements or restrictions, please discuss them with the Director or the Responsible Person. We also offer a late afternoon snack at 5:45 pm for children who stay beyond that time. Please keep in mind that the afternoon tea is merely a light snack and should not be considered a substitute for dinner.

Is my child permitted to use a personal electronic device during a session? At Coscare, the use of personal electronic devices is NOT prohibited during sessions. However, on designated vacation days, children may use their devices if it is programmed. It is essential for your child to ensure their device is securely stored in their bag after use. Please note, Coscare will not be responsible for any loss, theft, or damage to personal electronic devices.

Will my child have the opportunity to do homework? We do provide a quiet space where children can work on their homework. However, our educators cannot offer individual assistance since they are responsible for supervising all the children. Homework time is not mandatory for any child, as our program's primary focus is on providing a safe, fun, and supervised environment for recreation and leisure.

What does a Vacation Care program entail? An in-centre day encompasses a variety of in-service activities and enriching experiences facilitated by the dedicated Coscare educators. Incursions refer to in-service activities and experiences provided by carefully chosen external partners. Excursions, on the other hand, involve activities and experiences that take place outside the licensed premises of Coscare.

How will my child be transported? Given the locations of some excursions, it may be necessary to transport children to and from various sites using a private bus. To ensure the utmost safety of all children, it is mandated by National Regulations that the mode of transport is clearly documented in the risk assessment record with parent authorisation record mandated.

Transport may include the following options:

1. Bus:

Management is responsible for ensuring that the bus's seating capacity, as indicated by its compliance registration, is not exceeded. Every child must be seated, ideally near or alongside an adult. Seat belt guidelines must be adhered to based on the bus specifications. If the bus is equipped with seat belts, they must be fastened at all times. Comprehensive risk assessments are performed, and for specific activities such as excursions requiring transportation, explicit permission will be obtained via a booking form.

2. Train:

Management will conduct a thorough risk assessment for the local train station prior to the excursion and inform parents of the travel schedule, including departure time, destination, and the number of children and adults who will be traveling. Adequate provisions will be made to ensure that children have ample time to board the train safely and without haste. This allows the station to notify the train guard to hold the train for the necessary period for safe boarding and disembarkation. All children should remain seated at all times, ideally within the same carriage, with an educator close by.

3. Walk:

In instances where Coscare will walk to a destination, an extensive risk assessment will be conducted to identify and mitigate any potential hazards on the route to and from the Coscare site. Parental consent for the transportation of children will be obtained during the enrolment process.

In summary, a Vacation Care program is thoughtfully designed to offer a mix of in-centre, partnered, and external activities, with stringent safety measures in place for transportation to ensure a secure and enriching experience for every child involved.

What should my child wear to Vacation Care? Children should dress appropriately for the season, including a broad-brimmed hat and closed-toe shoes. For excursions, they are required to wear either the blue bibs or the Coscare t-shirt. It's important to remember that Coscare promotes sun safety, so children are encouraged to have their shoulders covered.

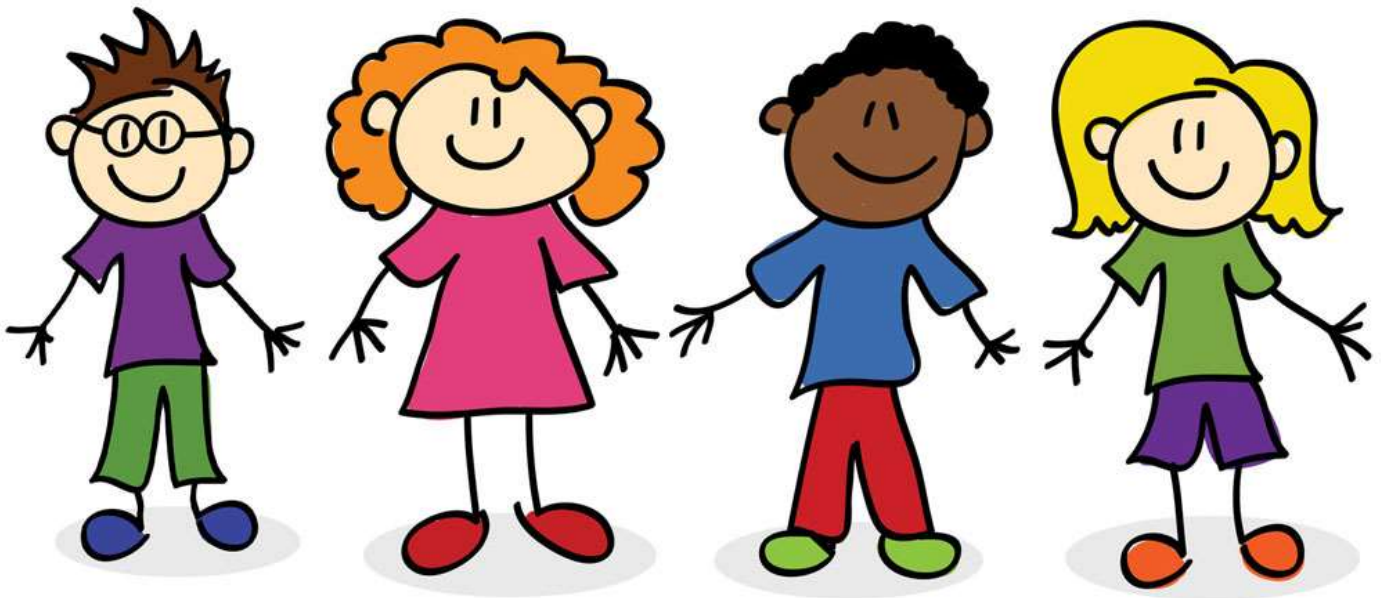
What should my child bring to Vacation Care? Children need to bring a water bottle, recess, and lunch (unless otherwise specified on the booking form), along with any additional nut-free snacks they may need. Please check the Parent area for details on provided meals (Weekly Menu). Additionally, children should bring any personal items necessary for their individual care needs, such as medication or a change of clothes.

Health

What should I do if a child falls ill? Children who are unwell should not attend Coscare. It is essential to inform the service via the Xplor app (by marking absent) if your child will be absent and to adhere to the stipulated exclusion periods for illnesses. Should your child become unwell while at Coscare, you will be contacted to collect them promptly. In the event of an injury, you will also be notified. In both scenarios, you must sign the Incident/Injury/Trauma and Illness Record, which will be completed by an educator.

How to handle signs of an infectious disease? If a child displays symptoms of an infectious disease:

- We will contact you immediately to collect your child and seek medical advice. It is expected that you will arrive promptly; if not feasible, alternative arrangements for your child's collection must be made, and Coscare must be informed of these arrangements.
- For illnesses or conditions necessitating a medical certificate for clearance, we adhere to the guidelines in "Staying Healthy in Childcare Edition 5". This certificate must be provided to the Director before the child or educator can rejoin the program.
- Detailed medical information, including signs and symptoms of illnesses or conditions, will be displayed in the parent area.



Feedback and keep in touch

Feedback

All verbal and written feedback from families will be addressed by the Director or the Responsible Person on site who received the feedback. Families are encouraged to fill out a feedback form, which will be sent to the Director. A response will be provided within seven business days, ensuring the highest standard of service. This procedure allows us to continuously review and improve our service levels, thereby enhancing family satisfaction and fostering positive feedback within the community.

In cases where feedback alleges that a child's safety, health, or wellbeing has been compromised, or that the law has been violated, the relevant documentation will be forwarded to the NSW Early Childhood Education Directorate (ECED). As the independent statutory authority for NSW, the ECED will contact Coscare and may arrange a visit to our service upon receiving the form.

Keep in touch

At Coscare, we hold our families' perspectives in high regard. If you have any feedback or suggestions, we offer several convenient ways to stay connected with us:

- Have a conversation with our approachable staff either over the phone or face-to-face.
- Utilize the suggestion box positioned in the parent sign-in/out area.
- Fill out a feedback form available in the parent section.



**WE WANT YOUR
FEEDBACK!**



CosCare