



COOLUM OSHC FAMILY HANDBOOK

Safe Spaces + Smiling Faces!



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COOLUM SS P&C ASSOCIATION

We're proudly run by the Coolum State School P&C Association, which is made up of a group of parents and community members who are voted in each year at the AGM. The P&C helps guide things like our policies, programs, and general management as needed.

Since 1991, we've been creating a space where kids can have fun, make friends, and enjoy new adventures every day!

Our programs run Monday to Friday and are full of exciting activities designed for all school-aged children to get involved, get active, and have a great time in our very own purpose-built OSHC space.

JOIN THE COOLUM SS P&C ASSOCIATION

We'd love for parents and families to get involved with the P&C! It's a great way to have a voice in how things run and stay connected with what's happening at both the school and OSHC.

P&C meetings are a chance to chat about what's going on, share ideas, and help plan fundraising events and other projects.

How to Join:

Just pop in and see Denise or Helen at the School Uniform Shop – they'll help you get started!

WELCOME TO COOLUM OSHC!

OPERATING HOURS

Before School Care	After School Care
6:00am – 8:30am	2:40pm – 6:00pm

Vacation Care	Evening Care
6:00am – 6:00pm	6:00pm – 10:00pm

CONTACT DETAILS

P: 07 5446 2026

M: 0419 614 111

Office Hours – *The best time to call*
9:00am–2:00pm

E: admin@coolumafterschoolcare.com.au

NOMINATED SUPERVISORS

Danielle Greenhalgh
Director

Denise French
P&C Operations Manager

We acknowledge that we live,
work, learn and play on the
traditional lands of the
Gubbi Gubbi people.

We pay our respects to the
elders both past + present

May we listen with great
care to the heartbeat of
Aboriginal lands and to its
people who have cared for
it so well and for so long.



OUR PHILOSOPHY

AT COOLUM OSHC, WE SEE PLAY AS A BIG PART OF HOW KIDS LEARN AND GROW.

WE SUPPORT EVERY CHILD GROW INTO CONFIDENT AND CAPABLE PEOPLE WHO ARE READY TO LEARN, SHARE, AND FEEL THEY TRULY BELONG.
OUR GOAL IS FOR ALL CHILDREN TO FEEL SAFE, INCLUDED, RESPECTED, AND TO BE HAPPY, HEALTHY, AND ACTIVE.

TO US, PLAY IS:

- Something that brings kids joy and makes them smile
- Chosen by the kids, led by the kids, and all about what interests them
- A way for children to explore, understand, and make sense of the world around them
- How they build confidence, feel like they belong, and grow a strong sense of self
- A chance for kids to feel capable, curious, and proud of what they're learning

WE THINK PLAY WORKS BEST WHEN:

- Grown-ups are nearby for support, but let the kids lead the way
- Kids have spaces they can make their own
- There's time to build, create, and imagine at their own pace
- They can connect with others and build friendships
- They get to explore and enjoy the natural world around them

WE VALUE THE UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD, IN PARTICULAR:

Article 3: The best interests of the child must be a top priority in all decisions and actions that affect children.

Article 12: Every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously.

Article 31: Every child has the right to relax, play and take part in a wide range of cultural and artistic activities



VIEW THE UNITED NATIONS
CONVENTION ON THE
RIGHTS OF THE CHILD

OUR LICENSED CAPACITY

Before School Care:
55 Children

After School Care:
195 Children

Vacation Care:
195 Children

SCHOOL HOLIDAYS

*During vacation care, all permanent before & after school care bookings are paused.

Vacation Care bookings open on the Monday of week 8 of each school term.

Permanent before and after school care bookings resume automatically after holidays have finished.

SESSIONS OF CARE

BEFORE SCHOOL CARE

Before School Care at Coolum OSHC provides children with a calm, supportive start to their day in a safe and familiar environment. Our program offers a mix of quiet activities, creative play, and opportunities for social interaction, giving children choice and agency before heading to class. Educators focus on creating a positive routine where children can enjoy a healthy breakfast and take part in games and crafts. This time also helps children build independence and social skills while ensuring they feel settled, cared for, and ready for the school day ahead.

Breakfast is provided daily.

AFTER SCHOOL CARE

After School Care at Coolum OSHC gives children the chance to unwind, recharge, and connect after a busy school day. The program offers a balance of active play, creative projects, and quiet spaces so children can choose what suits them best. From outdoor games and sports to art, STEM activities, and imaginative play, there are opportunities for children to explore their interests, develop friendships, and build new skills. Healthy snacks are provided, and educators support positive routines, social connection, and wellbeing, ensuring children feel safe, engaged, and part of a caring community.

Preps are collected from their classrooms each afternoon.

Yr 1's are collected everyday for term 1 & 2.

EVENING CARE

Evening Care at Coolum OSHC provides a relaxed and nurturing environment where children can wind down at the end of the day. With quiet activities, light meals, and caring supervision, we help children feel safe, calm, and comfortable until they are collected.

VACATION CARE – HOME DAYS & INCURSIONS

Vacation Care home days and incursions at Coolum OSHC are packed with variety, creativity, and fun. On home days, children enjoy a mix of games, crafts, STEM, cooking, and outdoor play in a relaxed setting. Incursions bring special guests and experiences into the service, giving children fresh opportunities to learn, explore, and be inspired – all while staying connected to their OSHC community.

VACATION CARE – EXCURSIONS

Our excursions aren't just fun days out – they're part of our educational program. Each trip is linked to the My Time, Our Place learning outcomes:

- Identity: Children grow in confidence as they explore new places and try new things.
- Community: Excursions help children connect with their local world, from farms to cinemas, and learn respect for people, places, and animals.
- Wellbeing: Active play like skating, gymnastics, or climbing at parks builds healthy bodies and resilience.
- Learning: New experiences spark curiosity, problem-solving, and persistence.
- Communication: Children share ideas, ask questions, and tell stories about their adventures.

In short, excursions give children real-world learning.

CHILD CARE SUBSIDY

The Australian Government's Child Care Subsidy (CCS) helps reduce the cost of Outside School Hours Care (OSHC) for families. Most families are eligible, and the amount you pay depends on your income and your activity level (e.g. work or study).

With CCS, many families pay around \$5-\$10 for an After School Care session, instead of the full fee.

To apply, log into your MyGov account and go to Centrelink > Make a Claim. It's important to apply before your child starts care to avoid paying full fees

Got questions? We're happy to help.

Q: WHAT INFORMATION DO YOU NEED TO GIVE US TO GET YOUR CCS?

You will need to give us:

- Your full name, customer reference number (CRN) and date of birth.
- Your child's full name, customer reference number (CRN) and date of birth.

**These details must be exactly the same as those Services Australia have on record.*

ABSENCES AND CCS

Child Care Subsidy is paid for each child for up to 42 absences per financial year. These absence days can be taken for any reason, with no evidence required.

After you have used the 42 absences, any absence after 42 will be charged at the full session rate, unless you can provide a medical certificate.

You cannot have absent days for either your first or last day/s. For more information, please visit the Centrelink website (see link on bottom left of page).

13 WEEK RULE

All CCS Enrolments are automatically ended by Centrelink after 13 weeks of non-attendance. If your child is absent on their last booked day of care and don't attend within 13 weeks of that day, that absent day will revert to full fees and cannot be changed back. Your account will then be charged for the amount of subsidy which was taken back.

When you return to care, we can restart your subsidy enrolment and you will just need to confirm the enrolment in your myGov account.

26 WEEK RULE

Continuing from the 13 week rule, if your child hasn't attended for 26 weeks, when you return to care you will need to make a new claim for CCS in order to receive the subsidy



INFORMATION ABOUT THE
CHILD CARE SUBSIDY



HOW TO MAKE A CLAIM

COOLUM OSHC FULL FEE SCHEDULE

Effective 06/10/2025

	SESSION	SESSION INCLUDES	HOURS OF OPERATION	FULL FEE *NO CCS
Term Time	Before School Care	Activities & Breakfast	6:00am-8:30am	\$29.30
	After School Care	Activities & Afternoon Tea	2:40pm-6:00pm	\$34.80
	After School Care <i>Enrichment Program: Art Class</i>	Art Class, Activities & Afternoon Tea	2:40pm-6:00pm	\$68.00
	Evening Care	Activities, Afternoon Tea & Dinner	2:40pm-10:00pm	\$67.40
Vacation Care: HOME DAY	Full Day	Activities, Breakfast & Afternoon Tea	6:00am-6:00pm	\$76.00
	Work Day	Activities, Breakfast & Afternoon Tea	7:30am-5:30pm	\$67.00
	Half Day	Activities & Breakfast	7:30am-1:30pm	\$54.00
Vacation Care: EXCURSION OR INCURSION	Full Day	EXCURSION FEE INCLUDES: Excursion, Activities, Breakfast & Afternoon Tea	6:00am-6:00pm	\$97.50
	Work Day	INCURSION FEE INCLUDES: Incursion, Activities, Breakfast & Afternoon Tea	7:30am-5:30pm	\$89.00

WITHHOLDINGS

Centrelink withholds 5% of your Child Care Subsidy each fortnight to reduce the likelihood of an overpayment. An overpayment could result in a debt after the end of financial year when Centrelink balances your payments.

*OUT OF POCKET ESTIMATES

Please note that these are estimates only and actual costs may change once Centrelink finalises payments.

CHILD CARE SUBSIDY
CALCULATOR



STARTINGBLOCKS.GOV.AU

OUT OF POCKET ESTIMATES

SESSION	FULL FEE *NO CCS	OUT OF POCKET ESTIMATE*			
		90%	75%	50%	25%
Before School Care	\$29.30	\$2.93	\$7.33	\$14.65	\$21.98
After School Care	\$34.80	\$3.48	\$8.70	\$17.40	\$26.10
Evening Care	\$67.40	\$9.17	\$18.88	\$35.05	\$51.23
Full Day	\$76.00	\$7.60	\$19.00	\$38.00	\$57.00
Work Day	\$67.00	\$6.70	\$16.75	\$33.50	\$50.25
Half Day	\$54.00	\$5.40	\$13.50	\$27.00	\$40.50
Full Day	\$97.50	\$9.75	\$24.38	\$48.75	\$73.13
Work Day	\$89.00	\$8.90	\$22.25	\$44.50	\$66.75

ENROLMENT

Coolum OSHC cares for all children of school age. School aged children can start at the service at any time throughout the year.

Pre-Preps may start at the service on the first day of Vacation Care in January of the year they start Prep.

HOW TO ENROL

1. Complete the Online Enrolment
2. We will receive notification of your enrolment and check through the information provided
3. You will receive an email Invitation to create an account in our parent app: Xplor Home
4. If you have supplied Centrelink customer reference numbers, we will create an enrolment for the child care subsidy and provide you with steps to approve the application.
5. You will accept the CWA in your app, then accept your child's subsidy enrolment in your myGov account
6. Enrolment can begin.

CHANGE OF DETAILS?

Please let us know as soon as possible of any change occurring to your address, phone numbers or email address.

SEPARATED PARENTS

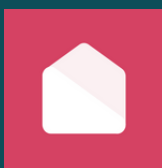
Centrelink requires separated parents to hold individual accounts.
Each parent wishing to enrol will need to do so individually.

PLEASE NOTE

**If attendance begins before the subsidy comes through, you will pay full fees until the process is completed.
Centrelink will then determine whether any back payments will be made once the subsidy is approved.*



ENROL ONLINE
NOW!



HOW TO SIGN YOUR CWA



HOW TO CONFIRM YOUR
CHILD'S CCS ENROLMENT

PARENT APP: XPLORE HOME

The parent app allows you to complete online enrolments, manage bookings, notify us of absences, when you are on holiday, make payments and more!

Q: HOW DO I GET THE APP

Once you have completed the enrolment form you will receive an email inviting you to create an account for the app and how to download the app. If you already use the app at another service, you will be able to merge the two together and to toggle between services in the app.

Within the app, the 'Primary Carer' is the parent who is linked to the child at Centrelink. If you would like your spouse/partner to have the app as well, we will need their email address too to send them a separate invitation.

If parents are separated, separate accounts are required, with the non-account holder parent added to each account as an Emergency Contact/Hub Guest.

Parent App: XPLORE HOME

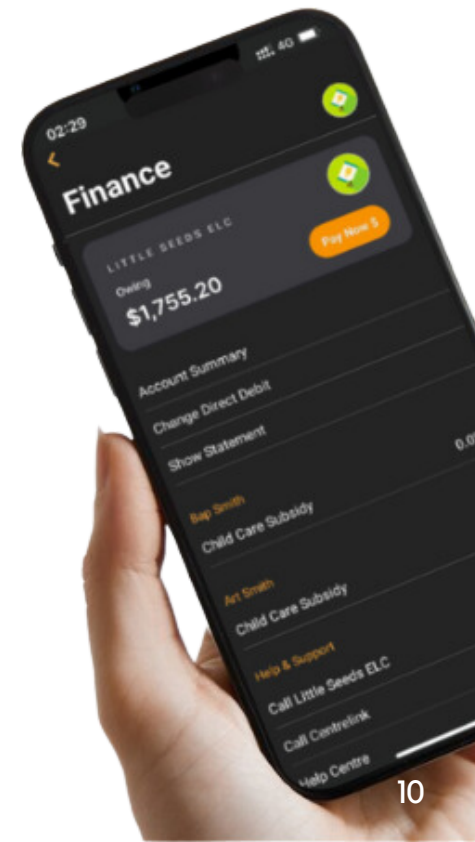
*Please only log into the App once you have received the email Invitation. This will link your account to our Service.



HOW TO MAKE A
BOOKING



HOW TO USE THE
FINANCE SECTION



PARENT APP: NEED TO KNOW

SIGNING IN/OUT ON THE HUB

You are legally required to sign your child in/out of care.

PARENTS can sign in/out 2 ways:

- In your app, scan the QR Code and click sign in/out
- Tapping 'Sign In' and use your phone number and PIN

HUB GUESTS can only sign in/out by:

- Tapping 'Sign In' and use their phone number and PIN

Q: WHO CAN PICK UP MY CHILD? A: HUB GUESTS

Only people with your consent can collect your child from the centre. It is therefore important to add any person who would be likely to pick up your child through the app. These people would be Grandparents, other relatives or friends etc.

They are called 'Hub Guests', you will send them an Invitation email and they will create an account, with a phone number and PIN.

**Hub Guests do not need to download the app*

**While we get to know everyone, we will ask Hub Guests for ID when collecting children new to our service.*



HOW TO SIGN IN & OUT



HOW TO ADD A HUB
GUEST / CONTACT

NATIONAL QUALITY FRAMEWORK

WHAT IS THE NQF?

The National Quality Framework provides a national approach to regulation, assessment and quality improvement for early childhood education and care and outside school hours care services across Australia.

THE OBJECTIVES OF THE NQF ARE:

- To ensure the safety, health and wellbeing of children attending education and care services
- To improve the educational and developmental outcomes for children
- To promote continuous improvement in the provision of quality education and care services
- To improve public knowledge, and access to information, about the quality of education and care services



VISIT THE ACECQA WEBSITE FOR MORE INFORMATION

Education & Care Services National Law

Education & Care Services National Regulations

National Quality Standard

- QA 1 Educational program and practice
- QA 2 Children's health and safety
- QA 3 Physical environment
- QA 4 Staffing arrangements
- QA 5 Relationships with children
- QA 6 Collaborative partnerships with families and communities
- QA 7 Governance and leadership

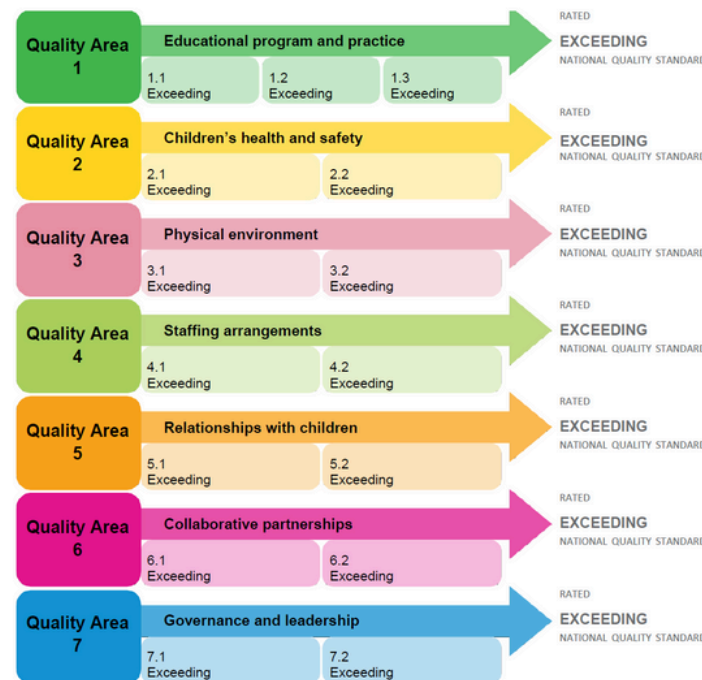
Approved Learning Frameworks

MY TIME, OUR PLACE
Approved Learning Framework for School Aged Children

Assessment & Rating Process by the Regulatory Authority

- Excellent (awarded by ACECQA)
- Exceeding National Quality Standard
- Meeting National Quality Standard
- Working Towards National Quality Standard
- Significant Improvement Required

OUR CURRENT RATING



RATED
EXCEEDING
NATIONAL QUALITY STANDARD

EDUCATIONAL PROGRAM

Our program offers a relaxed place your child can play and unwind from a busy day at school.

A place where they are able to participate in the decision making process and make choices as to what they want to do in a safe and informal atmosphere.

A place to participate in activities and experiences based on every child's differing interests, abilities, backgrounds and cultures.

OUR PROGRAM SUPPORTS CHILDREN'S GROWTH ACROSS ALL FIVE OUTCOME AREAS:

1

**Children have
a Strong
Sense of
Identity**

Children explore who they are through play and relationships. When they feel safe and supported, they grow in confidence to learn.

2

**Children are
Connected with
and Contribute
to their World**

Children learn about their place in the world by connecting with people, places, and communities. This shapes how they relate to others.

3

**Children have a
Strong Sense of
Wellbeing**

Wellbeing helps children feel confident, curious, and ready to learn. It supports their emotional, social, and physical development.

4

**Children are
Confident and
Involved
Learners**

Children learn by doing. Through play, they explore ideas, solve problems, and build knowledge with others.

5

**Children are
Effective
Communicators**

Children express themselves through language, art, music, and technology. They build confidence as they share ideas and connect with others.



VIEW THE APPROVED
LEARNING
FRAMEWORKS

WHY PLAY MATTERS...

MIXED-AGE PLAY

We support mixed age play because it benefits all children. Older children build patience and empathy, while younger children learn new skills by watching and joining in. It encourages confidence, teamwork, and trying new things.

FREE CHOICE

We encourage all children at OSHC to make their own choices about who they play with and what activities they do each session. Free choice is a big part of our program, helping children build independence, follow their interests, and grow in confidence. Educators are there to support and guide them when needed.

PROMOTION OF SELF-CARE, INDEPENDENCE AND CHILD AGENCY

At OSHC, we support school-aged children as they grow in independence and confidence. Through conversations, role-modelling, and guidance, we help children learn important life skills like joining in play, solving problems, managing frustration, and trying new things.

Children build independence and a sense of agency by choosing the activities they want to do, looking after their own belongings such as their hat, water bottle, and shoes, using the toilet without needing to ask, and accessing their food whenever they feel hungry.

Through Play, Children Become Who They Are

CHILDREN NEED TO PLAY TO LEARN AND GROW. THROUGH PLAY, THEY:

- Adapt and solve problems
- Create, imagine, and discover
- Express emotions and process experiences
- Challenge themselves and have fun
- Learn to work with and lead others
- Share ideas and manage stress
- Develop skills like speaking, reading, writing, and counting
- Build curiosity and a love for learning

TYPES OF PLAY:

- Active and adventure play
- Sensory and exploratory play
- Building and taking apart (constructive and deconstructive)
- Imaginative and dramatic play
- Games with rules
- Using media and technology
- Group projects and clubs
- Play rituals and creative activities
- Collecting and quiet play

OUR EDUCATORS

WHO ARE WE?

Our team of Educators are dedicated to creating a safe, welcoming, and fun environment for your child. They are chosen for their experience, qualifications, and genuine passion for working with children.

Many of our Educators are studying or have completed qualifications in education, early childhood, social work, or related fields. Some also work at the school as teacher aides. All staff hold a Working with Children Check and receive ongoing training in areas like First Aid, CPR, and child safety.

MANAGEMENT TEAM:

DANIELLE GREENHALGH
Director
Started in Jan 2009

FRANCES MCGROUTHER
Educational Leader & Staff Training Manager
Started in August 2019

MEGAN MILLAR
Assistant Coordinator
Started in Nov 2008

KEIRA BURGESS
Assistant Coordinator
Started in Aug 2020

EDEN-BELLE FLANAGAN
Assistant Coordinator
Started in Nov 2023

THE ROLE OF EDUCATORS AT OSHC:

- Supervise actively by staying involved, watching closely, and interacting with children
- Set up safe and engaging spaces that are easy to see and move through
- Communicate with families about your child's needs and how their day is going
- Support positive behaviour by encouraging kindness, empathy, and problem-solving
- Keep the environment safe with regular safety checks and emergency planning
- Keep records like attendance, incidents, and learning observations
- Our Educators are here to support your child's wellbeing, development, and enjoyment each day at OSHC.





OSHC ENVIRONMENT

INDOOR SPACES

Coolum OSHC is based in a special building on the school grounds. Inside, our educators create a warm, home-like space that encourages play and learning. The indoor area includes:

- Different play zones for various interests and activities
- Plenty of room for children to move and explore
- Age-appropriate toys, games, books, puzzles, and art supplies
- Cozy corners for quiet time, reading, or relaxing
- Display areas where children can show their artwork and projects
- Opportunities for children to help keep the space tidy
- Props like play kitchens, dress-ups, and dolls to spark imagination
- Group areas for storytelling, chats, and shared activities

OUTDOOR SPACES

Our outdoor play area is part of the school grounds and offers lots of space for fun and learning in nature. It includes:

- Different zones for a variety of play and learning
- Safe, age-appropriate play equipment and nature materials
- Quiet spots for reading or relaxing outside
- Chances for children to help keep the area clean and cared for
- Imaginative play items like gardening tools, costumes, and outdoor kitchens
- Space for children to add personal touches that reflect their culture and experiences

OSHC BASICS

Q: WHAT IF MY CHILD FORGETS TO COME TO AFTER SCHOOL CARE?

If your child does not turn up to After School Care we will send a SMS, then call enrolment contacts to check whether they have been picked up and check if they are waiting where they are picked up when not attending OSHC.

Please call the centre or mark your child absent in the app if your child will not be attending.

Please make sure we have up-to-date contact details.

Q: HOW DO I PAY MY ACCOUNT?

Accounts are paid weekly by Direct Debit and Statements are emailed out on a weekly basis.

If a maximum debit amount has been requested on a debit form, you must make sure this amount will cover a full week's attendance fees and vacation care fees.

A receipt will be issued for each payment, in the form of an account statement.

YOUR CONDUCT AT THE CENTRE

Your model conduct is appreciated. Educators have the right to ask a person to leave the premises if they feel children are being exposed to inappropriate behaviour (swearing, raised voices or smoking) or if they feel intimidated in any way. Police will be called if a person does not leave when requested to do so.

SIGNING YOUR CHILD IN & OUT OF THE CENTRE

Before School Care: Parent signs child into the Centre's care

After School Care: Parent signs child out of the Centre's care

Vacation Care: Parent signs child in and out of the Centre's care

***You are legally required to sign your child into and out of the Centre.**

Children will only be released to those identified on the enrolment form and those with permission from the parent/guardian; in which case photo ID will be required.

Children attending OSHC are not permitted to leave the school grounds once they have been signed into the Centre's care

HOMEWORK

The Educators will provide children with an area for homework. Chairs and tables, paper and pens are provided but if your child needs any special materials to complete their homework, these should be brought or the work should be completed at home.

Educators are not responsible for making children undertake or complete homework.

STUDENT AND VOLUNTEERS

Child Care students and volunteers may visit the centre from time to time. All students and volunteers are required to operate within our philosophy and policies and must provide a current Child Suitability Card (Blue Card).

OSHC BASICS

BOOKINGS

- Bookings can be Permanent, Casual or Both
- Casual bookings for Before, After or Vacation Care can be made directly through the App
- For Permanent bookings, please contact us via email or SMS.

CANCELLATIONS

- All Cancellations for Before School and After School Care must be made by 6pm the Friday prior to avoid session charges.
- Casual/One-off cancellations can be made through the App by marking the day/s as 'absent' or 'holiday'
- If you would like to cancel a permanent booking, please send an email/SMS with the details of the change you want to make.

LATE COLLECTIONS

- If you have not contacted the service at 6:00pm the service will try and contact the emergency contacts that you provide on your child's enrolment form. There will be a late fee applied to your account of \$15.00 for the first 15 minutes, or part thereof that you are late. If your child has not been picked up by 6:15pm, they will be moved into the Evening Care Session where Evening Care fees will apply.
- For Vacation Care, there is no Evening Care Session so the \$15.00 for every 15 minutes, or part thereof applies.

BELONGINGS FROM HOME

Children are asked to leave all toys, equipment and games from home in their bags as it is difficult for the Educators to supervise the careful use of these items. The Service does not accept responsibility for any broken or damaged items.

Please clearly name all belongings, eg Hat, water bottle

MOBILE PHONES & SMART WATCHES WITH SIM CARDS

The service understands that parents may want their child to have a phone, however phones and smart watches are not to be used while a child is attending OSHC

Children will be directed to keep their phone in their bag or it will be held in the OSHC office.

OSHC BASICS

TOILETING

Occasionally accidents happen, so it is helpful to have a spare set of clothes in your child's bag just in case. Educators will offer assistance to children when needed whilst maintaining your child's dignity and right to privacy. All soiled clothes will be kept in a bag in the laundry and given to parents on pick up.

USE OF PHOTOS / VIDEO OF CHILDREN

We use photos and video of children at play to record our educational program. These are shown on a monitor at the OSHC desk where the children enjoy watching and showing their family and friends pictures of what they have been up to. You will be asked on enrolment whether you give consent for Educators to take photos or videos of your child.

From time to time we request to use photos of children for promotional materials or newspaper articles. In these instances permission will be sought from parents for each separate occasion.

EXTRA-CURRICULAR ACTIVITIES

Often throughout the year there are different extra-curricular activities running on the school grounds after school, e.g., Auskick, Karate lessons. Educators are able to take, and if necessary, pick up your children from these activities. You will be required to fill out a form with the necessary details.





OSHC ROUTINES

BEFORE SCHOOL CARE

- 6:00am Centre opens, Children may arrive and participate in activities
- 7:00-7:45am Breakfast is offered
- 8:00am Year 4-6 Children are signed out to go to school
- 8:15am Year 2-3 Children are signed out to go to school
- 8:20am Prep & Y r 1 Children are signed out to go to school

*From Term 3 - Year 1 Children are signed out at 8:15am

EVENING CARE

- 6:00pm Evening care begins
- 6:30pm Dinner offered if necessary
- 7:00pm Children can participate in self-selected or planned activities
- 10:00pm OSHC Closes

AFTER SCHOOL CARE

- 2:40pm Prep and Year 1 children are collected from their classrooms, all other years walk to after school care and get signed in
 - *For Term 3 & 4 - Year 1 Children walk to after school care themselves
- 2:40-3:00pm Afternoon Tea is offered
- 3:00pm Children can participate in self-selected or planned activities
- 4:30pm Late afternoon snack offered
- 5:00pm Children assist Educators in packing up outdoor spaces
- 6:00pm Children move indoors
- OSHC Closes

VACATION CARE

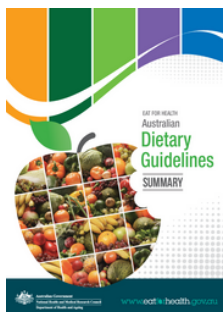
- 6:00am Centre opens, Children may arrive and participate in activities
- 7:00-7:45am Breakfast is offered
- 9:00am Morning Tea
- 9:00-12:00pm Children can participate in self-selected or planned activities
- 12:00pm Lunch
- 12:30-3:00pm Children can participate in self-selected or planned activities
- 3:00pm Afternoon Tea
- 3:00-5:00pm Children can participate in self-selected or planned activities
- 4:30pm Late afternoon snack is offered
- 5:30pm Children move indoors
- 6:00pm OSHC Closes

FOOD & NUTRITION

Good nutrition is important for your child's health, growth, and development. At OSHC, we teach healthy eating by providing nutritious food and encouraging positive food habits.

Food also has social and cultural importance. We include cooking activities in our program and offer foods from different cultures for children to try. Families are welcome to share their favorite recipes with us.

We serve breakfast every morning and afternoon tea after school. Children help with serving and cleaning up, which builds their independence and social skills. The menu is also inspired by what the children enjoy.



AUSTRALIAN DIETARY
GUIDELINES

Q: WHAT WILL MY CHILD EAT WHEN AT OSHC?

Breakfast:

Cereals, fruit toast, crumpets, muffins, fruit, porridge, and wholemeal bread with spreads like butter, vegemite, honey, and jam.

Afternoon Tea:

Pasta, sandwiches, wraps, salads, noodles, rice paper rolls, crackers, fried rice, plus fresh seasonal fruits and vegetables every day.

FOOD ALLERGIES

The service has policies in place to deal with medical emergencies and parents are welcome to view these policies. Parents are encouraged to discuss their child's specific dietary needs with Educators.

Educators will be made aware of the individual dietary needs of each child as provided by the parent. All efforts will be made to cater for your child's dietary and/or cultural food requirements.

VACATION CARE

On pupil free and vacation care days, please pack your child's food in a thermal or cold pack lunchbox to keep it fresh. We also have fridges where children can store their lunches and water bottles.



BEHAVIOUR SUPPORT

RULES

Children's ages and abilities will be taken into account by Educators when dealing with and solving behavioural issues.

The children will collaborate with Educators in the development of the Service's rules and are expected to follow them.

CHILDREN ARE EXPECTED TO:

- Play only in supervised areas
- Stay on OSHC grounds until picked up by an authorised person
- Be polite and respectful to Educators and other children
- Use good manners, play fairly, be gentle, care for toys and equipment, and clean up after themselves

HOW BEHAVIOUR IS MANAGED

1. Educators remind the child of the rules
2. The child gets a verbal warning
3. The child takes a 5-minute break away from the activity
4. The child is redirected to a different activity
5. The child may be sent to the Responsible Person on Duty
6. Parents will be informed if needed

The purpose of the Service's Behaviour Policy is to ensure the safety of the Children and Educators at the service, to respect the rights of each child and to help each child practice and learn appropriate social behaviours.

PARENT RESPONSIBILITY

Before signing their child in and after signing them out, parents are responsible for their child's behaviour while on the premises. They are also responsible for the behaviour of any siblings they bring to the Service.

PROMOTING TOLERANT BEHAVIOUR

Educators will:

- Consistently enforce the rules
- Help children make good choices about their behaviour
- Praise positive behaviour and self-control
- Support children to accept challenges and handle frustration
- Encourage children to report bullying or teasing
- Teach ways to deal with teasing or unwanted behaviour
- Keep a record of any problems

Children will be encouraged to:

- Help others who need it
- Use strategies they've learned to handle teasing or unwanted attention
- Tell an adult if they see or experience bullying

Parents are encouraged to:

- Model caring and respectful behaviour with children, Educators, and other parents
- Talk to the Responsible Person on Duty if concerned about play behaviour
- Encourage their child to speak up if teased or bullied

CONSEQUENCES FOR INAPPROPRIATE BEHAVIOUR MAY INCLUDE:

- Talking with the child about their behaviour
- Redirecting their attention or activity
- Moving them to another area
- Discussing the behaviour with pa

EXCLUSION FOR BEHAVIOURAL REASONS

Our Service is responsible for keeping all children and staff safe.

If a child's behaviour is unsafe or threatens the wellbeing of others, and if:

- The behaviour is serious enough to be a safety concern, and
- We have tried our usual behaviour support steps without success, or the threat is immediate and serious,

Then, the child may be temporarily or permanently excluded from the Service to keep everyone safe.

FAMILY COMMUNICATION

We value open communication with families and encourage you to be involved in your child's time at OSHC. You are always welcome to visit the service and chat with management staff about how we can best support your child's needs.

We understand that every family is different, and we respect your privacy. If you have specific hopes or expectations for your child's care, please let us know so we can do our best to meet them.

You'll receive regular updates through newsletters, notices, letters, and emails.

HOW YOU CAN SUPPORT OUR SERVICE:

- Spend time with your child at the centre
- Share information that helps us get to know your child better
- Join the P&C Association
- Complete surveys and provide feedback to support our quality improvement

FEEDBACK AND COMPLAINTS

We value your feedback and are committed to working in partnership with families. If you have any concerns or suggestions, please speak with the Coordinator directly. You're welcome to make an appointment to discuss your concerns in a private and respectful setting. Our goal is to address any issues promptly, fairly, and with care for all involved.

PARENT & VISITOR CODE OF CONDUCT

THE COOLUM OSHC PARENT & VISITOR CODE OF CONDUCT STATES THAT ALL PARENTS & VISITORS WILL:

- Address all staff, children and others in a respectful manner
- Inform staff if the behaviour of others is negatively impacting them or their family
- Communicate positively with all children
- Refrain from the intimidation or harassment of staff, including text, email, phone-call, and face-to-face interactions, with consideration for verbal and non-verbal language.
- Be a positive role model to children at all times when at the centre
- Encourage your children to accept the service's Rules of Behaviour
- Refrain from smoking anywhere on school grounds
- Refrain from swearing or shouting
- Refrain from approaching any child within the service in a threatening or accusing manner
- Respect the centre's property, and other people's property, privacy and confidentiality
- Work collaboratively with educators to resolve any behavioural issues your child may have
- Come to the centre unaffected by drugs or alcohol
- Not use the children's toilets.
- Report any observed hazard in the building or playground that may cause injury

EDUCATORS HAVE A RIGHT TO:

- Ask a person to leave the premises if they feel intimidated in any way or are concerned about the children's health and safety.
- Call Police if a person does not respond to a request to leave the premises.

PARENTS, GUARDIANS & VISITORS HAVE A RIGHT TO:

- Be respected and recognised as the major influence upon their child's development
- Be able to express themselves on matters of service policy
- Meet with service staff at a mutually convenient time
- Be offered the same courtesy and respect within the service as the service staff.

FAILURES TO COMPLY WITH THE PARENT & VISITOR CODE OF CONDUCT OR OTHER POLICIES & PROCEDURES WILL BE REPORTED TO THE P&C AND MAY AFFECT ACCESS TO THE SERVICE.

- If inappropriate behaviour is witnessed, parents / carers may be asked to leave the service and may result in a suspension from the Service.
- A suspension may stay in place for any amount of time deemed necessary or desirable for the purpose of guaranteeing the welfare or minimising danger to any educator, child or children attending the service.

PARENTS, GUARDIANS OR VISITORS MAY BE EXCLUDED FROM THE SERVICE IF STAFF FEEL THREATENED EITHER PHYSICALLY OR VERBALLY.



HEALTH & SAFETY

ACCIDENT & INJURIES

We actively make every effort to avoid injuries occurring at the service, and to minimize the impact of injuries and illnesses by responding appropriately and as quickly as possible to all injuries and illnesses.

If your child does hurt themselves at the centre an Educator with first aid training will assess the child's condition and administer appropriate care. If necessary the Responsible Person on Duty will contact a parent/guardian to collect the child as soon as possible.

All injuries where treatment is administered will be recorded on our centre accident reporting form and will be shown to parent/guardian on collection of the child, parents will be required to sign this report.

SUN SAFETY

We provide an environment that supports Sun Safe practices and creates an awareness of the need to follow Sun Safe practices. Families are asked to provide a broad brimmed hat for their child and encourage them to wear it and to provide appropriate Sun Smart clothing.

Educators will ensure that all children attending are protected from the harmful UV effects of the sun during the day by:

- Providing activities under shade
- At times, requiring the children to stay under shade or inside during the hottest parts of the day
- Ensuring children are wearing hats and sun screen.
- Providing sunscreen for children to apply.

MEDICAL CONDITIONS

Please advise the service upon enrolment of any medical conditions that we need to be aware of. These include *asthma, allergies, at risk of anaphylaxis, diabetes or any other conditions*

We will also need to be made aware of any medications your child may need to take while in our care.

MEDICATION

Medication will only be administered to a child if it shows the child's name, is not past the expiry date and comes in the original packaging.

Parents/Guardians will also need to fill out an Administration of Medication Form.

Children with known conditions must provide their own medications, however we do store a spare Epipen and Asthma Puffer for emergencies.

EMERGENCY DRILLS

We regularly practice evacuation and lockdown drills with the children to ensure they're prepared for any emergency. Educators are also trained in emergency procedures and fire safety.

HEALTH & SAFETY CONTINUED

INFECTIOUS / CONTAGIOUS DISEASES

We strive to remove all immediate and/or serious risks to the health of children from possible cross infections. We do this by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. All people, including children and staff, who are suffering from any infectious diseases will be excluded from the Service to prevent others from being introduced to the infection.

NON-IMMUNISED CHILDREN

Non-Immunised children will be excluded from the service if there is an outbreak of a vaccine preventable disease against which they have not been immunised. The period of exclusion will be in accordance with the National Health and Medical Research Council's recommendations.

NOTIFICATION OF AN INCIDENT OF AN INFECTIOUS DISEASE OR CONDITION

Notification of an Incident of an Infectious Disease or Condition A notice will be posted when there has been a report of an infectious disease at the Service. All attempts will be made to contact families whose children attended on the same day as a child with an Infectious Disease or Condition (eg, notice, email, phone call). The rights of individual privacy will be respected at all times, and in particular the Privacy Policy will be observed by all staff implementing these procedures relating to infectious diseases.

FAMILY RESPONSIBILITIES

It is the responsibility of parents/guardians to inform the Service of any infectious disease that their child or other immediate family members may be suffering.

STUDENT PERSONAL ACCIDENT & INJURY INSURANCE

From time to time children sustain injuries during outside school hours care related activities, both at OSHC and at events outside of OSHC, such as excursions. As there is no cover for accident or medical insurance in place for Students enrolled in OSHC Facilities at Government Schools, P&Cs Qld now facilitate a Student Injury policy available through Insurance Brokers, Marsh Advantage Insurance.

On this basis, the Coolum State School P&C Association has taken out this separate group insurance to protect all our enrolled Children who attend the OSHC Facility and Vacation Care Programs. This option for OSHC has never been available before and we are the first OSHC Centre in Queensland use this type of protection for the children attending our Service.

Please contact us if you need to obtain the following information and documentation. Note: When completed, all claim documentation is to be sent and lodged direct with the Insurer. (All contact details, including the Free Call Phone Number is recorded on the Claim Form).

\$5 for the insurance is charged upon enrolment, then on January 1st each year.



RECOMMENDED
IMMUNISATION
SCHEDULE



EXCLUSION
RECOMMENDATION

OSHC INFORMATION

The information in this handbook provides a summary of the service's policies and procedures. If you would like to read full a policy, please see the OSHC office.

Important policies can also be found on the 'Current Families' page on our website:

- Play & Play-Based Learning – the Educational Program
- Child Safe Environment
- Child Protection
- Emergency Management
- Medical Conditions
- Accident & Injuries
- Administration of Medication
- Relationships with Children
- Behaviour Support & Management
- Fees
- Exclusion
- Inclusion
- Anti-Bullying
- Parent & Visitor Code of Conduct
- Communication with Parents & Families
- Family & Community Complaints Management
- Enrolment & Orientation
- Bookings & Cancellations

We encourage you to make yourself familiar with these and feel free to discuss any queries or ideas with the Coordinator. All of our Policies are reviewed annually or when necessary

FOR ANY QUESTIONS ABOUT CHILD CARE OR COMPLAINTS:

Early Childhood Education & Care - Department of Education
P: 07 5352 9910 E: maroochydocecec@qed.qld.gov.au
Level 5 | Mike Ahern Centre | 12 First Avenue | Maroochydoce QLD 4558
PO Box 5489 | Maroochydoce QLD 4558



Please visit our website for more information



USEFUL SITES:



Early Childhood Education and Care



CONTACT US

P: 07 5446 2026 M: 0419 614 111

admin@coolumafterschoolcare.com.au

www.coolumafterschoolcare.com.au



Enrol Now

OR ENROL ONLINE AT
www.coolumafterschoolcare.com.au



Find Us Here

The first building in Coolum State School
on the corner of Yandina-Coolum Rd &
School Rd, Coolum Beach, QLD 4573