



Family Handbook

A practical guide for families at Coowarra OOSH

Welcome to Coowarra

We provide before school care, after school care and vacation care in a safe, inclusive and engaging environment where children are heard, respected and supported.

Blackwell Public School
58 Blackwell Avenue, St Clair NSW
0410 655 563
coowarrahub@gmail.com
www.coowarraoosh.com

Reviewed and updated August 2026

Welcome

A warm welcome to Coowarra OOSH. We look forward to getting to know your family and helping your child feel safe, settled and connected.

Our educators plan a balance of child-led play and engaging experiences that reflect children’s interests, strengths and needs. We aim to build confidence, independence, respectful relationships and care for the environment.

This handbook explains the everyday information families need. Our full policies and procedures are available on the service website and at the service. Please ask if you would like help finding or understanding a policy.

Lorraine Hall

Director

Our philosophy

We acknowledge the Dharug people as the Traditional Custodians of the land on which we meet, play and learn. We pay respect to Elders past and present.

- Every child is unique and has the right to feel safe, welcome and included.
- Children’s voices, choices and ideas guide the program and everyday decisions that affect them.
- Positive relationships between children, families and educators support wellbeing, learning and belonging.
- Play should be unhurried, enjoyable and responsive to children’s interests and abilities.
- Families are respected as partners and are encouraged to share feedback, culture, knowledge and ideas.
- Sustainable practices help children learn to care for their community and environment.

Quick reference

Service	Hours
Before school care	6:30 am – 9:00 am
After school care	3:00 pm – 6:30 pm
Vacation care	7:00 am – 6:00 pm

Important

Children must not be left before opening time. Families must collect children by the relevant closing time.

1. Enrolment and starting care

Enrolment

Enrolment is completed online. Care can begin only after the service has confirmed the enrolment, required documents and start date. If no place is available, the child may be placed on a waiting list.

Information families must keep current

Please update the service promptly by completing changes in your HubHello account if any of the following change:

- Home, work or emergency contact details
- Medical conditions, allergies, dietary needs or medication
- Authorised nominees and collection permissions
- Court orders, parenting plans or other legal arrangements
- Your child's needs, routines or circumstances that may affect their wellbeing or participation

Court orders and parenting arrangements

Provide the service with a current copy of any relevant order or plan. Unless the service has documentation that limits a person's authority, it must act on the enrolment information and applicable law.

Orientation and inclusion

Families are welcome to discuss orientation, additional needs, disability, culture, language, religion or other adjustments that may help their child participate. We will work with families and, where appropriate, relevant professionals to plan reasonable supports.

2. Bookings, changes and absences

Permanent and casual bookings

- Permanent bookings are charged when a child is absent. Changes or cancellation require 14 days' written notice.
- Casual bookings depend on availability. Contact the service to check for a place.
- To end enrolment, provide 14 days' written notice. Child Care Subsidy may not apply after the child's last physical attendance.

If your child will be absent

Notify us every time

Call or text the service as early as possible. For after school care, notify us by 2:30 pm. A \$20 non-notification fee applies when educators have not been told and must locate a booked child.

Do not send attendance messages through children. Families remain responsible for notifying the service directly.

Child Care Subsidy absences

Eligible families can receive Child Care Subsidy for up to 42 absence days per child, per financial year. Additional absences may be available for approved reasons and may require evidence. The allowance belongs to the child, including where care is shared.

[Australian Government guidance on CCS absences](#)

3. Fees and payments

Fees are reviewed annually by the management committee. The current fees recorded in this handbook are:

Session	Permanent booking	Casual booking
Before school care	\$25.50	\$28.00
After school care	\$31.50	\$33.00
Vacation care	\$65.00	\$70.00

Excursion and incursion charges are shown on the vacation care program. Families should check current fees with the service, as rates may change after publication.

Paying fees

Statements are available through your HubHello account and show fees and Child Care Subsidy credits. Accounts must be kept up to date in line with the Fees Policy.

Payment detail	Information
Account name	Coowarra Out of School Hours Care
BSB	062 453
Account number	1019 9671
Reference	Use your family name

Late collection fees

A late fee of \$10 applies for the first 10 minutes after closing, then \$5 for each additional five minutes or part thereof. If you may be late, contact the service immediately and arrange an authorised person to collect your child where possible.

Overdue accounts

If you are experiencing financial difficulty, contact the service early to discuss the situation. Reminders will be issued for overdue accounts. Accounts more than three weeks overdue may be referred for debt recovery in accordance with the Fees Policy.

Child Care Subsidy

Families apply for Child Care Subsidy through Centrelink and must confirm their enrolment arrangement. Until eligibility is confirmed, families may be charged full fees. Families are responsible for monitoring their entitlement and absence balance.

4. Arrival, departure and collection

Signing children in and out

An authorised adult must sign children in and out using the electronic attendance system. Children must not enter a phone number or PIN or complete the adult sign-in/sign-out process themselves.

Authorised collection

Children will be released only to a parent, guardian or authorised nominee recorded on the enrolment. If another person will collect your child, contact the service beforehand. Educators may request photo identification and will not release a child without appropriate authority.

After school arrival

After the school bell, children make their way to the Hub and are signed in by an educator. If a booked child does not arrive and the service has not been notified, educators will begin the missing-child procedure and contact the family and school as required.

School collection

If you collect your child directly from school on a booked day, you must also notify Coowarra. The school does not notify the service on your behalf.

Late or uncollected children

If a child remains after closing, educators will try all authorised contacts and follow the Late Collection Policy. Where no authorised person can be reached, the service may contact relevant authorities to protect the child's safety.

5. Vacation care

- Bookings usually open up to five weeks before the school holidays and may fill quickly.
- Bookings are made online through HubHello. Vacation care fees must be paid in full by the week before the program begins.
- Once the booking window closes, cancellations are not accepted and booked fees remain payable. Extra days can be added only where places are available.
- Children bring morning tea, lunch and a drink bottle. Pack food that can be eaten cold; educators cannot heat lunches.
- Check the program for excursion permissions, additional costs, clothing and departure times.

Excursions

Written authorisation is required before a child can leave the service on an excursion. Risk and transport information will be provided with the permission request. On whole-service excursion days, care may not be available at the centre for children who do not participate.

6. Food, health and medication

Food and drink

- Breakfast is available during before school care.
- Afternoon tea and a later fruit or vegetable option are provided during after school care.
- Water is available throughout the session.
- Menus are displayed at the service and take account of nutrition and known dietary needs.

Tell us about all allergies, intolerances, cultural requirements and dietary needs, and update this information whenever it changes. The service cannot guarantee an allergen-free environment, so families and educators must work together to reduce risks.

Medication

Medication must be handed directly to an educator and must never be left in a child's bag. Families must complete the required authorisation. Medication must be in its original packaging, labelled for the child, within the expiry date and accompanied by instructions from an authorised health professional where required. Medication is administered in line with the service's Medical Conditions and Medication policies.

Medical conditions

Children with asthma, anaphylaxis or another diagnosed medical condition require current medical management documentation and, where required, a risk-minimisation and communication plan. Families must supply required medication and ensure plans remain current.

Illness and infectious disease

Keep your child home if they are unwell or unable to participate comfortably. If a child becomes unwell at the service, an authorised person will be contacted to collect them. Exclusion periods follow current public health guidance and the service policy; a medical clearance may be requested when appropriate.

Vomiting or diarrhoea

NSW Health advises that children should not return to school or child care until 48 hours after vomiting and diarrhoea have stopped.

[NSW Health school exclusion guidance](#)

Injury, incident and first aid

Qualified educators provide first aid and seek emergency assistance when needed. Families will be notified of incidents affecting their child and asked to acknowledge the record electronically. Please keep emergency contacts and Medicare information current.

Immunisation

Provide current immunisation information during enrolment and when requested. During an outbreak, attendance restrictions may apply in line with public health directions and the service's Immunisation and Infectious Diseases policies.

7. Everyday safety and wellbeing

Sun protection and clothing

- Children need a bucket-style hat for before school, after school and vacation care, including excursions.
- Provide clothing that covers shoulders and the back of the neck. Singlets and sleeveless tops do not provide adequate sun protection.
- Closed, secure footwear is required for safe participation. Thongs are not suitable.
- SPF50+ broad-spectrum, water-resistant sunscreen is available. Tell the service if your child requires an alternative product or has a sensitivity.

When UV levels are 3 or above, children without suitable protection will be limited to shaded or indoor activities.

Positive behaviour guidance

Educators use respectful, positive and developmentally appropriate strategies. They acknowledge helpful behaviour, set clear expectations, offer choices, redirect unsafe behaviour and support children to regulate and repair relationships. Physical punishment, humiliation, intimidation and isolation are not used.

Bullying and harmful behaviour

Bullying and harmful behaviour are taken seriously. Educators support all children involved, assess safety, communicate with families and develop strategies consistent with service policy. Serious or repeated behaviour may require an individual support plan and review of whether the service can safely meet everyone's needs.

Emergency procedures

Emergency and evacuation instructions are displayed and practised regularly. During an emergency, follow educator directions and do not remove a child without ensuring they are signed out and accounted for.

Animals on school grounds

Pets and other animals must not be brought onto school grounds unless part of an approved service activity or authorised assistance-animal arrangement.

8. Child safety

Our commitment

Children's safety, welfare, wellbeing, rights and best interests are the paramount consideration in every action and decision. Adult convenience, preferences or reputation never take priority over a child's safety.

What children can expect

- To be treated with dignity, fairness and respect
- To be listened to and taken seriously
- To participate in decisions that affect them
- To receive help if they feel worried, unsafe or uncomfortable
- To have their privacy respected while understanding that information may be shared to keep them safe
- To participate without discrimination and have their culture and identity respected

How families support a child-safe service

- Encourage your child to speak with a trusted adult about worries or unsafe behaviour.
- Tell the Director promptly about any child-safety concern, disclosure, injury or change that may affect your child.
- Respect sign-in, collection, supervision, photography and digital-device requirements.
- Use respectful behaviour and language with children, educators and other families.
- Do not photograph or record other children without clear permission.
- Do not ask educators to keep safety concerns secret.

Digital devices, images and online safety

Images and personal information are managed in line with family permissions and service policy. Children's technology use is actively supervised with age-appropriate content and access controls. Personal devices must not be used to photograph or record children at the service without authorisation.

If a child tells you something worrying

- Stay calm and listen.
- Believe the child and thank them for telling you.
- Do not interrogate the child or promise secrecy.
- Write down the child's words as soon as possible.
- Act promptly: tell the Director or contact the appropriate authority if a child may be at risk. Call 000 if there is immediate danger.

Report a child at risk

NSW Child Protection Helpline: 132 111 (24 hours a day, 7 days a week). In an emergency, call 000.

[NSW guidance for parents raising a child-safety concern](#)

9. Communication, privacy and family involvement

Communication

Service updates may be provided through HubHello, email, notices and the service's closed social-media group. Families should read service communications and advise the service if they need information in another format or require communication support.

Privacy and records

The service collects and uses personal information to provide care, meet legal obligations, manage Child Care Subsidy and keep children safe. Information is stored securely and shared only where authorised or required by law. Families may request access to records as permitted by law and service policy.

Family involvement

Coowarra OOSH is a not-for-profit community organisation supported by a volunteer parent management committee. Families can contribute by:

- Joining the management committee or attending the annual general meeting
- Providing feedback on the program, policies and Quality Improvement Plan
- Sharing cultural knowledge, interests, hobbies or community connections
- Helping with approved fundraising or service activities
- Volunteering where approved and after completing all required screening and induction

Policies and continuous improvement

Policies are reviewed regularly in response to feedback, incidents, changes in practice and legal requirements. Families are encouraged to provide feedback. Current policies are available through the service website and at the service.

[View Coowarra OOSH policies](#)

10. Feedback, concerns and complaints

Feedback and complaints help us improve. You may raise a concern verbally or in writing. Complaints are handled respectfully, promptly and as privately as possible. A child-safety concern will be acted on immediately and shared with relevant authorities where required.

How to raise a concern

- Speak with the educator involved if appropriate.
- Contact Lorraine Hall, Director: 0410 655 563 or coowarrahub@gmail.com.
- If the concern is not resolved, follow the Dealing with Complaints Policy or contact the Approved Provider/management committee.
- You may contact the NSW regulatory authority directly, particularly for a serious safety or compliance concern.

External contact	Details
NSW Early Learning Commission	1800 619 113
Child Protection Helpline	132 111
Emergency services	000

No child or family will be disadvantaged for raising a genuine concern in good faith.

[ACECQA information about making a complaint](#)

Family checklist

Before your child starts—and whenever details change—please check that you have:

- ☐ Completed and confirmed the online enrolment and Child Care Subsidy arrangement
- ☐ Provided current emergency contacts and authorised nominees
- ☐ Provided court orders or parenting plans where relevant
- ☐ Provided medical plans, medication and allergy/dietary information
- ☐ Discussed your child’s individual needs, routines and supports
- ☐ Read the Fees, Delivery and Collection, Medical Conditions, Child Safe Environment and Complaints policies
- ☐ Saved the service phone number: 0410 655 563
- ☐ Explained to your child which trusted adults they can talk to if worried or unsafe

Key contacts

Contact	Details
Coowarra OOSH	0410 655 563
Email	coowarrahub@gmail.com
Website	www.coowarraoosh.com
Child Protection Helpline	132 111
NSW regulatory authority	1800 619 113
Emergency	000

Thank you

Thank you for partnering with us to make Coowarra OOSH safe, welcoming and enjoyable for every child.