

coogee  core centre

# Family Handbook

**VERSION 9**  
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## 1. ABOUT US

Welcome to Coogee Care Centre.

Coogee Care Centre is the education and care service onsite at Coogee Public School. We provide before and after school care, as well as vacation care services to Coogee Public School families.

We are run by families, for families! We are operated by a volunteer parent committee as well as a team of highly qualified and experienced educators. For more information on our staff and parent committee members, please head over to our website at [coogeecarecentre.org.au](http://coogeecarecentre.org.au).

All our fees go back into running a high-quality education and care service. We assure you that you and your family will find your experience with us to be fun, enjoyable, and rewarding.

## 2. OUR PRINCIPLES

We believe:

**Children are individuals** and will learn and grow to achieve their maximum potential in a fun, safe and positive environment which encourages them to play freely, investigate, make mistakes, be challenged, and take personal responsibility.

**Learning through relaxed, fun play is important.** Children need some structure, and routine, with plenty of opportunity to be inquisitive while taking measured risks in a safe environment.

**All children learn differently.** Guidance can enhance all areas of development including social and emotional development. Children's behaviour can be positively guided to develop acceptable behaviour patterns and enhance their wellbeing and resilience.

**Children are committed and involved.** They seek to collaborate with their peers and adults to challenge, create, explore, and develop their individual identities.

**Children need an inclusive, accessible, equitable environment** that allows them to fully participate.

It is important for children to understand and explore the **natural environment** and the interdependence between people, plants, animals, and the land.

**We value strong connections with community** and collaborative relationships between children, educators, families, management, and the community.

**Self-reflection and continuous improvement** enable our service to grow and flourish.

**Experienced, skilled, and supported staff** enhance children's learning and development and ensure their safety and wellbeing.

### 3. OUR TEAM

Our team consists of educators, an administrator, a food supervisor and an external bookkeeping agency. We all work for the Coogee Care Centre Committee. The Committee is a group of parents, elected by families at an Annual General Meeting.

Our team is led by a director, assistant directors, and area leaders.

Area Leaders are responsible for one of seven different Quality Areas. You will find more about Quality Areas in section 16. Permanent Part Time staff members are our Responsible Persons (or RP's) and oversee the day to day running of the service.

Check out the team photos on our [website](#) to meet everyone in our team.

### 4. OPERATING HOURS

Our operating hours are:

Before School Care: 7:00am – 9:00am

After School Care: 3:00pm – 6:00pm

Vacation Care: 7:00am – 6:00pm (Excursion activities generally run between 10:00am – 3:00pm)

**Important:** The Centre closes at 6:00pm. A late fee is charged for children who are collected after 6:00pm. Late fees are calculated on the spot & are determined by the time the child is signed out.

### 5. ENROLMENT

Families of CPS can enrol in our service at any time. To enrol in the service,

- 1) Visit our website [CoogeeCareCentre.org.au/enrolment](http://CoogeeCareCentre.org.au/enrolment).
- 2) Complete the enrolment form on Xplor (link is found on the website).
- 3) We will contact you to confirm your enrolment is accepted and send you a password reset email.
- 4) Download the Xplor Home App to your phone.

Coogee Care Centre is a high demand service, with limited places for new enrolments. If we cannot offer a place for your child on the day requested, we may offer you another available session, and you will be added to our waitlist

You can subscribe to our mailing list for enrolment updates

### 6. PRIORITY OF ACCESS

Coogee Care follows the [Australian Government Priority of Access Guidelines](#) for allocating places. When you request places at Coogee Care, you are asked to nominate your priority category.

Most families who require places are rated Second Priority.

We may require a Third Priority child to vacate a place to make room for a child in a higher priority group.

Within these Priority categories, priority is also given to families in the following categories:

- ✶ Children in Aboriginal and Torres Strait Islander families
- ✶ Children in families which include a disabled person
- ✶ Child in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$45,114 for 2017-18, or who or whose partner is on income support
- ✶ Children in families from a non-English speaking background
- ✶ Children in socially isolated families
- ✶ Children of single parents

## 7. FEES AND PAYMENTS

Coogee Care is a family-run, not-for-profit service, and fees are kept as low as possible while ensuring excellent education and care. A flat fee is charged per session for Before School, After School and Vacation Care.

Coogee Care is an Approved Provider for [Child Care Subsidy \(CCS\)](#) purposes.

Our current fee schedule is:

<b>Before School Care</b>	\$12.60
<b>After School Care</b>	\$21.00
<b>Vacation Care – flat fee for all incursion and excursion activities</b>	\$54.60 (includes incursions and excursions run on that day)
<b>Un-notified absence fee, charged on ASC + VC</b>	\$10
<b>Late Fee</b>	\$20/ per 10min block for each family
<b>Annual Membership Fee</b>	\$10/ family

Fees will increase annually at the start of the financial year. There is an annual membership fee per family per calendar year, and payable at the time of enrolment.

### Commonly Used Terms:

- ✶ **Permanent place:** one that has been allocated to a child for a twelve-month period, excluding vacation care. Two weeks' notice is required for permanent changes and cancellations.
- ✶ **Casual Space:** A one off space that can be requested ahead of the day, or on the day. A casual space can be requested by email. If we are fully booked at the time of request, you will be put on a waitlist and notified if a place becomes available. Note that Coogee Care has very limited casual places.
- ✶ **\*Un-notified Absence:** If children are not attending a booked afternoon session, you must notify the centre by 2.30pm on the day of attendance. **Notifying the school does not constitute notification to the centre.**
- ✶ **Late Fee:** The Centre closes at 6:00pm. A late fee is charged per 10-minute block for children who are collected after 6:00pm. Late fees are calculated on the spot & are determined by the time the child is signed out.

If you cannot attend your booked Before School and Vacation Care, the session fee will still apply. We appreciate email notification of absences, so that we may offer the place to a child on our waitlist.

## Statements

Statements are emailed on Mondays, fortnightly. Payment is required in full within 7 days of the statement being issued. Failure to pay due fees within 14 days may result in the cancellation of care.

## Payment

Direct Debit is our preferred method of payment. Direct Debits are processed every fortnight, on the Thursday of statement week.

You can manage your direct debit details in the Xplor app.

If you are unable to set up a Direct Debit, payment can be made via Direct Deposit and your payment will be manually added to your statement by our admin team.

**Account Name:** Coogee Care Centre

**BSB:** 032 152

**Account No.:** 171112

## 8. MEDICATIONS

If the Centre is required to administer medication, please complete a Child Health Care Plan and submit to the centre. This form can be found on our website:

<https://www.coogeeccarecentre.org.au/enrolment>

All medication is to be provided in the **original packaging with the child's name and dosage printed on the medication.**

In the case of an emergency, medication may be administered with the permission of a registered medical practitioner or medical emergency services should a parent be non-contactable. In the case of an asthma or anaphylaxis emergency, medication can be administered without any authorisation. If this occurs, the child's parent and emergency services will be contacted as soon as possible, following administration.

*If your child has allergies that causes anaphylaxis and requires medication and/or an Epi-pen.*




A current Action Plan and a Child Health Care Plan is required on enrolment. If medication is required, this must be provided to the service prior to the first attendance.

*If your child experiences asthma and needs a puffer.*

A current Action Plan and Individual Health Care Plan is required on enrolment. If medication is required, this must be provided to the service prior to the first attendance.

## 9. FOOD

We provide nutritious and varied food options for the children. more about our current menu can be found on our website.

-  Breakfast is provided each morning between 7.15am and 8:15am. Breakfast includes a selection of cereal, toast, and fruit.
-  Afternoon tea is provided at approximately 3.00pm, and a late afternoon fruit platter at 5:00pm. Afternoon tea includes a fruit and vegetable platter followed by a daily special. Daily specials include crackers, pasta, stir fry, sandwiches and more.
-  During Vacation Care families provide morning tea and lunch, the Centre provides afternoon tea and late snack.

Consideration is given to children with allergies, anaphylactic reactions, and special dietary needs, based on the information provided on the enrolment forms and operating within the parameters of our [Policies and Procedures](#).

The Centre is “Allergy Aware”. Nuts, Sesame, and Eggs are not provided at the Centre, however products may be used that “may “contain traces of these ingredients or are manufactured on the same equipment.

## 10. ILLNESS

The Centre is unable to provide care for sick children. If your child falls ill while attending the service, you will be telephoned and asked to arrange to have your child collected.

If your child has symptoms of COVID-19, we ask that they **do not** attend the service until they receive a negative COVID-19 test. Remember to notify us of their absence via Xplor.

If your child has head lice/nits and has attended the service, please notify the centre as soon as possible, via phone or email.

## 11. SUN PROTECTION

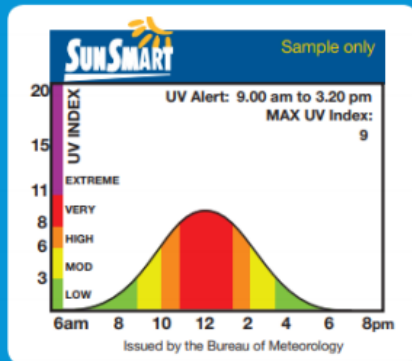
Coogee Care is a [Cancer Council NSW SunSmart Centre](#).

When the UV is above 3.0, all children and staff are required to wear a hat and sunscreen.

### Ultraviolet (UV) radiation from the sun causes most skin cancers.

You can reduce your risk of skin cancer by protecting yourself when the sun's rays are strong enough to damage your skin – UV Index 3 or above.

You can't see or feel when UV levels are high, but you can check the SunSmart UV Alert.



#### How to read the UV Alert:

The UV Alert (above) identifies the hours of the day when the UV Index will be 3 or above. The higher the UV Index, the more you need to protect your skin from the sun (see right). Remember, you need to check the UV Alert every day.

The SunSmart UV Alert is in daily newspaper weather forecasts or go to [www.cancer council.com.au/sunsmart](http://www.cancer council.com.au/sunsmart)

## UV INDEX

### 11+ EXTREME

#### Extra protection.

Avoid being outside during midday hours. Seek shade. Shirt, sunscreen and hat are a must.

### 8-10 VERY HIGH

#### Extra protection.

Avoid being outside during midday hours. Seek shade. Shirt, sunscreen and hat are a must.

### 6-7 HIGH

#### Protection required.

Seek shade during midday hours. Slip on a shirt, slop on sunscreen and slap on a hat.

### 3-5 MODERATE

#### Protection required.

Seek shade during midday hours. Slip on a shirt, slop on sunscreen and slap on a hat.

### 1-2 LOW

#### No protection required.

Most people can safely stay outside.

## 12. SIGNING IN AND OUT OF THE SESSION

It is a legal requirement to sign your child in and out of the service. Upon arrival to the centre, please follow the steps below to sign your child in or out.

- 1) Download the Xplor Home app from your App/Play store
- 2) Login with your email and password (if you forget your password, please call, or email us for a password reset)
- 3) On the dashboard you will see each of your children who are enrolled at the Centre.
- 4) Select the *orange button* at the bottom of your screen
- 5) Select *Scan Code* to open the camera
- 6) Scan the QR code at the gate.
- 7) When the code scans successfully, toggle the button, next to each child's name you are signing in/out.
- 8) Select *Confirm*.
- 9) Select *Close*.



If you are having trouble with any of these steps, one of our educators will be at the gate to assist you.



## 13. FAMILY FEEDBACK

Families play a vital role at Coogee Care and we value your feedback. If you have any suggestions as to how we could better meet your needs, please don't hesitate to email the Centre, talk with the Responsible Person (displayed on the front door) or speak to the Director.

The Centre encourages parents to not discuss sensitive issues in front of children.

If you have a grievance or issue of concern, please discuss this directly with the Director who is always happy to speak with you. If you are not satisfied with the response to the matter, please put your concerns in writing to the centre:

<b>Email</b>	<a href="mailto:info@coogeeccarecentre.org.au">info@coogeeccarecentre.org.au</a>
<b>Address:</b>	Coogee Care Centre Coogee Public School 107-121 Coogee Bay Road, -Coogee NSW 2034

## 14. CONFIDENTIALITY AND PRIVACY

We acknowledge and respect the privacy of our families. The information that is collected assists us to meet our legislative obligations and to provide the best level of education and care for your child. You have the right to access and alter personal information concerning yourself or your child in accordance with the Privacy Act 1988 and our Privacy and Confidentiality Policy.

## 15. POLICIES AND PROCEDURES

The services' Policies and Procedures are available on our [website](#). These are reviewed regularly to ensure that they are kept up to date with community expectations.

We ask that you take the opportunity to comment on these if you are asked or if you feel that an amendment would be appropriate.

## 16. National Quality Framework

The [National Quality Framework \(NQF\)](#) provides a national approach to regulation, assessment and quality improvement for early childhood education and care and outside school hours care services across Australia.

**Coogee Care has achieved the rating Meeting the National Quality Standard.**

<b>Quality Area 1</b>	Educational program and practice RATING: <b>Meeting National Quality Standard (M)</b>
<b>Quality Area 2</b>	Children's health and safety RATING: <b>Meeting National Quality Standard (M)</b>
<b>Quality Area 3</b>	Physical environment RATING: <b>Meeting National Quality Standard (M)</b>
<b>Quality Area 4</b>	Staffing arrangements RATING: <b>Meeting National Quality Standard (M)</b>
<b>Quality Area 5</b>	Relationships with children RATING: <b>Meeting National Quality Standard (M)</b>
<b>Quality Area 6</b>	Collaborative partnerships with families and communities RATING: <b>Meeting National Quality Standard (M)</b>
<b>Quality Area 7</b>	Leadership and service management RATING: <b>Meeting National Quality Standard (M)</b>

## 17. Quality Improvement Plan

Coogee Care has a Quality Improvement Plan to help us self-assess our performance in delivering quality education and care, and to plan future improvements. It also helps regulatory authorities with assessing the quality of our service. As our this is a constantly updated document, our quality Improvement plan is available on request.

## 18. Education and Care National Law and Regulations

The National Law and National Regulations outline the legal obligations of approved providers, nominated supervisors, and educators and explain the powers and functions of the state and territory regulatory authorities and ACECQA. You can read more about these in the links below:

[National Law](#)

[National Regulations](#)

[My Time, Our Place](#)