



# Family Information Handbook 2026

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# Family Quick Reference 2026

## Key Contacts

07 5596 8306 | 0455 968 377 | crsoshc@coomerariversss.eq.edu.au



### Hours of Operation

**Before School Care:** 6:00am – 8:30am

**After School Care:** 2:30pm – 6:30pm

**Vacation Care & Pupil Free Days:** 6:00am – 6:30pm

**Christmas Closure:** Dates advised annually - usually late Dec – early Jan



### Fees & Payments

**Direct Debit:** Processed Thursdays

**Payment deadline:** Friday 3:00pm

**Debt Support:** Contact Coordinator (Children & Families) for confidential discussions



### Arrivals & Departures

- Children must be signed in/out by a parent or authorised nominee

- Photo ID required for new collectors
- Prep children are escorted to class in the morning
- Written permission is needed for children attending extracurricular activities



### Sun Safety

Broad-brimmed hat & sleeved shirt required outdoors. Sunscreen applied when UV is 3+.



### Food & Nutrition

**Breakfast:** Served until 7:50 am

**Afternoon Tea:** Daily, based on Australian Dietary Guidelines

**Vacation Care:** Meals and snacks provided as part of the program. Additional food can be supplied from home.



### Health & Safety

- Keep children home if unwell; follow Queensland Health exclusion periods.
- Medication must be in original packaging with instructions.
- Please notify us of allergies, dietary needs and medication conditions.
- Emergency and lockdown drills held each term.
- Incident reports are sent to parents via OWNA.



### Behaviour & Expectations

Coomera Rivers OSHC follows the school's behaviour expectations and uses positive guidance strategies such as restorative conversations and, where needed, individual support plans. We work in partnership with families to understand and support each child, and ask that all communication between staff and families is open, respectful, and focused on creating a safe and supportive environment. Where behaviour expectations are not met and safety or wellbeing is at risk, families may be asked to collect their child.



### Remember

Keep your child's enrolment details up-to-date via OWNA, including:

- Contact details
- Health and medical information
- Authorisations
- Court orders and custody arrangements

# Welcome

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We are delighted to welcome your family to Coomera Rivers Outside School Hours Care (CROSHC), proudly operated by the Coomera Rivers State School P&C Association in partnership with Coomera Rivers State School.

Our service provides high-quality, play-based care before and after school, on pupil-free days, and during vacation care. We are committed to creating a safe, inclusive, and engaging environment where children can grow, learn, and have fun.

This handbook gives you a quick overview of how our service operates. For full details, please refer to our **Policy and Procedure Manual** (available via OWNA and the school website).

## Section 1 – About Our Service

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### Our Philosophy

Coomera Rivers OSHC helps children **learn, grow, and feel happy** through a **playful, fun and caring environment**. We're here to make a positive difference to the lives of families.

We believe play is the best way to learn! That's why we create exciting opportunities for **curiosity, creativity, and exploring the world** around us. We also help children become **confident, independent, and resilient** as they discover their strengths.

Feeling **safe and supported** is super important to us. We work hard to make sure everyone feels **welcome, included, and respected**, no matter who they are or where they come from. We listen to families and work together to help every child shine bright. We encourage children to **take chances, learn from mistakes, and celebrate their progress**.

Our team works closely with the school to ensure we all **do our best**. By working as one big team, we support children and their families together. Our educators are always learning too! We think about what we want to achieve, and all work together to build a community where everyone **feels safe, valued, and ready to grow** into **confident learners and kind community members**.

### Governance & Management

Coomera Rivers State School P&C Association is the Approved Provider. The Executive Committee oversees governance, compliance, and accountability of CROSHC's operations.

### Parent Participation

We encourage all our families to provide feedback, including attending P&C meetings (Weeks 4 & 9 each term), and contribute to our Quality Improvement Plan (QIP).

## Policies & Procedures

Our Policy and Procedure Manual guides all operations and sets out the rules and expectations for using CROSHC and how processes will be carried out. Families are notified of significant changes to our policies and procedures.

## Safeguarding Children

We take the responsibility of being a child-safe organisation very seriously. We take active steps to ensure the safety and wellbeing of children, including our responsibility of mandatory reporting under the *Child Protection Act*. Parents with any concerns around safety should raise this with one of our leadership team or the RP on duty

## Expectations for Families

We ask that families communicate respectfully with staff and others. Aggressive or harassing behaviour will not be tolerated and may result in suspension from CROSHC.

## Staff & Volunteers

All educators hold Blue Cards, first aid training, and many hold or are working towards qualifications. Ratios always meet or exceed 1:15. Photos of staff are displayed in the foyer to assist in putting names to faces.

👉 For more details: see **Governance, Engagement, Child Protection, and Interactions with Families Policies**.

# Section 2 – Caring for Your Child

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## Arrivals & Departures

- Children must be signed in/out by a parent or authorised nominee (photo ID may be required).
- Prep children are escorted to class in the morning and from class in the afternoons.
- Written permission is required for extracurricular activities. Children will not be released unless a parent provides written permission.
- If a booked child hasn't arrived within 20 mins, families will be contacted. A non-notification fee is payable should a parent have failed to provide notice prior to the session starting.

## Late Collection

CROSHC closes at 6:30pm. Late fees apply. If families cannot be reached after this time, police may be contacted.

## Behaviour Expectations

We follow the school's behaviour standards and use positive guidance strategies (restorative conversations, support plans). Our approach is based on positive guidance and working in partnership with families. Parents may be contacted to collect children if their behaviour places others or their wellbeing at risk. Families are encouraged to collaborate in ways that CROSHC can support their child's needs while they are in our care.

## Health & Medical

- Children who are unwell must stay home. Exclusion periods follow Queensland Health guidelines.
- Medication must be in the original packaging with written instructions and authorisation for administration.
- Before children with a relevant health needs or medical condition can commence enrolment, they must have:
  - a management plan (provided by parent), and
  - risk-minimisation and communication plan (developed with CROSHC),

## Food & Nutrition

Breakfast (until 7:50am) and afternoon tea are provided daily, following Australian Dietary Guidelines. Families must inform staff of allergies or dietary needs. Meals and snacks are provided in vacation care and are part of the program and fees. Families are welcome to supply alternative food.

## The Program and Excursions

Our program is developed based on the interests of children and families, creating a play and leisure environment that contributes to the learning, development, and wellbeing of children and young people.

Risk assessments are completed for all excursions. Families will receive and are required to complete relevant permission forms (via OWNA) to attend an excursion.

Sun-safe clothing, hats, and closed shoes are required.

## Daily Routines

- **Before School Care (BSC):** Children are welcomed in the morning and can enjoy breakfast until 7:50am. The program generally contains calm activities like reading, games, or craft, as well as light outdoor play before school begins. Prep children are escorted to class by educators, while older children walk with their peers.
- **After School Care (ASC):** Children are signed in by educators when the bell goes, provided with a healthy snack, and then choose from a variety of activities such as sport, craft, games or free play. A quiet area is also available for homework or reading before families collect their children.
- **Vacation Care (VC):** The holiday program is released three weeks in advance and includes a mix of on-site activities, special incursions, and excursions to local venues. Children take part in creative, active, and social experiences every day, with clear information provided to families about what to bring.

## Personal Belongings

Children may bring toys at their own risk. All devices (iPads, etc) are to remain in bags and are not to be used as part of the CROSHC program. Staff may limit use to toys and belongings, depending on safety, suitability, etc. CROSHC is not responsible for lost or damaged items.

👉 For more details: see **Arrivals & Departures, Behaviour, Health & Wellbeing, Food & Nutrition, Excursion, and Sun Safety Policies.**

## Section 3 – Payments and Coordination of Care

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### Fees

- **Bond:** \$100 per child
- **Statements:** Issued Wednesdays
- **Direct Debit:** Thursdays (via Fat Zebra)
- **Payment Due:** Friday 3:00pm
- **Late/unpaid fees:** May result in suspension until resolved.

### Child Care Subsidy (CCS)

- Families must apply through Centrelink and provide CRNs.
- CCS is paid directly to CROSHC; families pay the gap fee.
- CCS applies only while a child is enrolled and attending. Any absences directly before physically commencing or ceasing care are generally not entitled to CCS.

### Bookings

- Permanent: Routine weekly or fortnightly schedules.
- Casual: Accepted if space is available.
- Changes and requests for bookings are made via OWNA.

### Cancellations & Changes

- 7 days' notice is required to change or cancel a booking. Fees will be liable for any bookings within this timeframe and will be treated as an absence.

### Allowable Absences

Each child is entitled to 42 CCS-funded absences per financial year. After this, CCS is only payable in specific circumstances, e.g. illness with a medical certificate, court-ordered care, and emergencies (these are called *additional absences*).

👉 For more details: see **Fee, CCS, and Bookings & Cancellations Policies**.

# Section 4 – Additional Contacts & Supports

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## **Regulatory Authority**

Department of Education – Early Childhood Education and Care

☞ <https://earlychildhood.qld.gov.au/contact-us>

## **Child Care Subsidy (CCS)**

☞ <https://www.servicesaustralia.gov.au/child-care-subsidy>

## **Queensland Health – Schools & Early Childhood**

☞ <https://www.health.qld.gov.au/public-health/schools>

## **Community Support**

- Family and Child Connect – 13 32 64
- Lifeline – 13 11 14
- Poisons Information Centre – 13 11 26
- Raising Children Network – <https://raisingchildren.net.au/>