



**Cherrybrook
OOSH Care**

Centre Information Handbook 2026

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TABLE OF CONTENTS

ABOUT US.....	3
PHILOSOPHY	3
OUR VALUES.....	4
HOURS OF OPERATION	4
FEES.....	4
PAYMENT OF FEES	5
CHILD CARE SUBSIDY (CCS)	5
ENROLMENT.....	5
PRIORITY OF ACCESS	6
BOOKINGS.....	6
SIGNING IN AND OUT YOUR CHILD.....	6
WHAT TO BRING EACH DAY	6
PERSONAL BELONGINGS.....	6
MENU.....	7
ALLERGIES / DIETARY REQUIREMENTS.....	7
MEDICAL EMERGENCY	7
INFECTIOUS DISEASES	7
SPECIAL NEEDS.....	7
NO SMOKING /VAPE FREE ZONE.....	7
SUN PROTECTION	8
PROGRAM	8
POLICIES AND PROCEDURES	9
PARAMOUNT CONSIDERATION IN PRACTICE	10
RISK ASSESSMENTS	10
EMERGENCY PROCEUDRES	11
BEHAVIOUR.....	11
COMMUNICATION	11
ADDITIONAL INFORMATION.....	12
STAFF INFORMATION.....	12

ABOUT US

Cherrybrook OOSH Care Inc is a not for profit, 190 place centre managed by a Parent Committee. We can be found at the Rear of the Cherrybrook Public School Staff Carpark. On the day-to-day basis the service is managed by a Centre Manager/Coordinator (Nominated Supervisor) and when the Centre Manager is absent, the service runs under the supervision of a nominated Responsible Person. We can assist you before and after school each term and during the school holidays for Vacation Care.

We look forward to welcoming you and your child very soon.

PHILOSOPHY

Cherrybrook OOSH strives to provide quality care, thru play-based education to school-aged children to meet the needs of families of Cherrybrook Public School and the wider community.

At Cherrybrook OOSH each child is welcomed, included, and nurtured. Our children are supported to interact verbally, and respectfully collaborate with others. We celebrate, value, and embrace the diversity of our children, families, and Cherrybrook OOSH community.

We recognise the importance of positive play and provide children with choices and challenges. Our program is based on the 'My Time, Our Place' Framework, and incorporates suggestions, from our children. We have a strong focus on physical health and well-being in our routines, menus, and our program, which is supported by our educators.

Our environment facilitates a sense of comfort and safety, stimulating children's well-being and development. Through access to our diverse spaces, we endeavour to promote environmental responsibility and sustainability by providing children with opportunities to respect and care for our spaces.

We value and celebrate the traditional custodians of the land, the Dharug peoples.

We foster connections between our children, their families, our staff, Cherrybrook Public School & the community which enables our children to become engaged, confident, and responsible individuals; encouraging them to meaningfully give back to their community. We also value parent feedback and take any criticism provided in a positive manner.

We recognise the importance of positive mental health and well-being. We aim to provide a safe and supportive space for children, families, and educators by facilitating trusting and reciprocal relationships. Our educators play an invaluable role in delivering our values and philosophy. We strive to support and celebrate the personal growth, professional development, and wellbeing of all our Cherrybrook OOSH educators.

At Cherrybrook OOSH we are dedicated to the welfare of its children, to provide a reliable and accessible service for our families. We are kind and care for each other, respectful, learn, relax, and most importantly have fun!

OUR VALUES

- Greet and treat every child and carer with warmth and respect.
- Build responsive, positive, and harmonious working relationships.
- Create a stimulating, warm, secure, and organised environment.
- Offer great programs and consistent high-quality service.

HOURS OF OPERATION

- The centre is open between the hours of 7am and 8.30am and 3pm and 6.30pm during the school term. Children are signed out of OOSH at 8.30am so that they can participate in the school playground play with the other children. The playground is supervised by school staff from 8.30am
- Vacation Care is offered between 7am and 6.30pm each weekday during the school holiday period.
- The Centre will be open between 7am and 6.30pm on School Development Days.
- The Centre is closed on Public Holidays and for two weeks over Christmas/New Year.

FEES

Before School Care – Permanent	\$14 per child
Before School Care – Casual	\$16 per child
After School Care – Permanent	\$24 per child
After School Care – Casual	\$26 per child
Vacation Care	\$55 per day + additional fee for incursions & Excursions
Membership	\$22 per family once off payment
Enrolment Fee	\$30 per family per year
Late Collection Fee	\$1.00 per minute IF THIS IS A COMMON OCCURANCE YOU WILL BE CHARGED AT \$5 PER MINUTE
Non- Notified Absence Fee	\$10 per afternoon session if you fail to notify the centre of your child's absence

PAYMENT OF FEES

Fees are charged two weeks in advance and are to be kept up to date throughout the child's enrolment. Debit-success is the preferred payment method, you can choose either direct deposit from a bank account or credit card. Accounts are deducted on a fortnightly basis on a Monday.

Statements are sent the Monday morning, before the payment is automatically deducted from your nominated payment method.

If your child is absent from a booked session due to illness or holidays, they will be marked absent, and the fee still charged.

If you have any questions regarding your account, please contact the Centre Manager at accounts@cherrybrookooosh.com.au

CHILD CARE SUBSIDY (CCS)

To receive this subsidy, families must apply via Centrelink/MyGov. Once assessed and approved by the government, your Customer Reference Number (CRN) and your child's CRN will link to our service. You will need to log in to MyGov to confirm that your child is attending our service to activate your CCS.

The CCS will be passed onto families as a reduction in fees, meaning you will be paying the out-of-pocket portion only.

Your child can record 42 absences before the CCS can't be applied to the fees on a day your child is absent. If your child does not attend the service on the first or last day of care, fees are charged at the full rate. If your child doesn't attend for a period of 14 weeks, their CCS enrolment will automatically cease.

ENROLMENT

To enrol your child in our service you will need to complete the online enrolment form. The Link can be found on the How to Enrol page of our Website or by emailing the Centre Manager accounts@cherrybrookooosh.com.au

Once the enrolment form has been submitted, you can then put in a request for the days and sessions you would like to book on a permanent basis.

Shared Custody: For families with shared care arrangements, both parents/guardians it is recommended both parents set up separate accounts.

Court Orders: If a parent/guardian is to be prevented from collecting a child, please provide a copy of the court order along with a photo of that person.

Vaccination: Certificate should be attached to the enrolment form

Re-enrolling for next year: Your enrolments will automatically roll over to the following calendar year unless a cancellation form is submitted with two weeks' notice. This includes Year 6 children.

PRIORITY OF ACCESS

Our service is approved for up to 190 places for children. Our responsibility is to fill those places in the following priority.

- A child who is at risk of serious abuse or neglect
- A child of a sole parent/guardian who satisfies the activity test through paid employment.
- Dual parents/guardians who both satisfy the activity test through paid employment.
- Any other child

BOOKINGS

Permanent bookings guarantee your child's place at the service, however you must pay for each day they are booked in regardless of whether the child attends the service or not. Changes to permanent bookings can be made via the Portal by providing two weeks' notice. Two weeks written notice must be given to cancel the booking.

Casual bookings are on an ad-hoc basis. These can be booked up to 9am on the afternoon required, thru the Xplor Home App, or by emailing the service (provided we have the space) and can be cancelled free of charge if 24 hours' notice is given.

Vacation Care program is released week 7 of the term. Bookings are made online, thru the Xplor Home App. Bookings can be cancelled with more than five (5) working days' notice.

Absences must be notified to the centre, via email, voice mail or by marking your child absent via the Xplor Home App. A \$10 non-notification fee will be charged each time we need to follow up on a child's absence.

Extra-Curricular activities within the school can be facilitated with your child's booking. Please complete the Additional Activities form to notify the staff of this occurrence.

SIGNING IN AND OUT YOUR CHILD

- Parents/guardians must sign their child in or out using the iPad each time they drop or collect their child from the service.
- Only authorised persons will be able to collect your child from the centre.
- You can nominate a family member or friend to collect your child on your behalf on your enrolment form. ID may be requested if the staff member doesn't recognise this person.
- U16 children can't collect your child, however if the sibling is over 16 and under 18, the parent/guardian can complete an authorisation form, to authorise.

WHAT TO BRING EACH DAY

- A hat, water bottle and please wear enclosed Shoes

PERSONAL BELONGINGS

Lost uniform items will be collected and available to view in the lost property box at the entrance. All personal belongings such as toys, Pokémon cards, electronic devices are brought to OOSH at the child's discretion. We take no responsibility for broken or lost items

MENU

All meals are provided, with dietary requirements and allergies catered for. **We are a NUT-FREE centre**

A water filter is always available. Our weekly menu is displayed on the noticeboard.

Breakfast consists of toast and cereals. Pancakes on occasions.

Afternoon Tea consists of fruit, vegetables, yoghurt, wraps, Fried Rice, Macaroni and Cheese Sauce and Sandwiches

Late Snack is served after 5.30pm, for children who are still at the service.

Morning Tea and Lunch is provided in addition to the above meals during Vacation Care only.

ALLERGIES / DIETARY REQUIREMENTS

Allergy / Anaphylaxis / Asthma Action Plans provided by a GP, should be submitted with the enrolment.

EpiPens and Asthmas puffers can be given to staff on Day one.

Any medication that is prescribed needs to be given to the service with the chemist label attached with clear directions. A medication authorisation form must be completed.

All Dietary Requirements will be catered too, if outlined on the enrolment form.

MEDICAL EMERGENCY

In an emergency, Educators will seek medical attention from an ambulance or doctor as deemed necessary. A parent/guardian will be contacted immediately.

INFECTIOUS DISEASES

If your child is suffering from an infectious disease they will be excluded from the centre until such time the child is well again. Department of Health Guidelines will be adhered to during this time. All parents will be notified by email of the infectious outbreak immediately.

SPECIAL NEEDS

Children who have been diagnosed with additional needs/disabilities are welcome, however families must supply professional reports to assist us in caring for the child appropriately. Enrolment will be subject to this information being supplied, so we the centre can apply to KU for inclusion support and funding to assist the child and educators. In some cases, without receiving the funding, the centre may not be able to cater for the high support needs. Each case will be assessed on a case-by-case basis.

NO SMOKING /VAPE FREE ZONE

As we are located on the school grounds, we are a SMOKE / VAPE Free Zone.

SUN PROTECTION

We are a registered Cancer Council “Sun Safe” centre. Therefore, we monitor UV and adhere to a no hat – no play rule. 50 Plus sunscreen is applied on the child’s arrival of an afternoon, and during Vacation Care.

PROGRAM

Under the National Quality Framework, our Program is designed to promote the following outcomes for the children:

- 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.

Educators observe and interact with the children to meet their individual social, emotional and educational needs. As such, some of the daily activities are spontaneous, whilst some are planned collaboratively between staff, parents, and children.

We invite you to complete a **child profile** about your child’s home background, interest and special considerations on enrolment and regularly thereafter. Staff maintain regular observations on each child, record their play and conversations and facilitate their ideas and suggestions wherever possible.

The centre offers opportunities for children to participate in clubs and health and wellbeing activities each term, such as dance, sports, gardening, knitting, weaving, Science etc. Cooking activities are programmed each afternoon, can be items such as muffins, sushi, coconut balls and other special treats & multicultural items.

During **Vacation Care** a separate program is released week 7, with incursions and excursions. On **incursion** days outside providers are brought into the service so children can experience interactive programs, such as magic, animals, disco, Go karting, rock climbing etc. (Additional cost provided in advance) We also offer **excursions**, where children travel by seat-belted coaches to the movies, zoo, mini golf and bowling. Authorisation forms will need to be completed by parents/guardians. Risk assessments are completed for these activities which parents can request prior to the school holiday period. (Additional cost provided in advance)

Our daily program is displayed on the notice board.

Extra-Curricular activities such as band, choir, soccer programs offered by the school and are on school grounds. If your child is required to attend an additional activity during OOSH time, an additional activities authorisation form is required to be completed by a parent/guardian.

POLICIES AND PROCEDURES

Cherrybrook OOSH policy and procedures comply with the recommended guidelines from the National Quality framework and are freely available to all parents/guardians on request. We encourage parent/guardian feedback to continue to improve our practices.

Our policies and procedures are regularly updated & can be found on our website and under the Parent Sign In/Out table.

They are as follows:

- Acceptance and Refusal of Authorisations
- Administration of First Aid
- Behaviour Guidance
- Child Protection / Safety
- Confidentiality
- Cultural Relevance / Anti-Bias and Prejudice
- Dealing with Infectious Diseases
- Dealing with Medical Conditions and Medication
- Delivery and Collection of Children
- Emergency and Evacuation
- Enrolment and Orientation
- Excursions
- Fees
- Gender Equity
- Governance and Management
- Inclusion
- Interactions with Children
- Safe Transportation of Children
- Management of Animals
- Management of Complaints
- Management of Incident, Injury, Illness and Trauma
- Nutrition and Food Safety
- Priority of Access
- Providing a Child Safe Environment
- Removal and Assumption of Care of a Child from the Service by the Department of Communities and Justice
- Safe use of Digital Technologies and Online Environments
- Staffing
- Sun Protection
- Water Safety
- Sleep and Rest for Children
- Supervision of Children
- Tobacco, Vapes, Drugs and Alcohol Policy
- Protected Disclosures (Whistleblower) Policy

PARAMOUNT CONSIDERATION IN PRACTICE

The Paramount Consideration is embedded in many of Cherrybrook OOSH Care's policies and procedures. The Paramount Consideration influences our programming, interactions with children and our environments.

Policies that reflect and reference the Paramount Consideration:

- Staff Code of Conduct
- Children Protection / Safety Policy
- Staffing Policy
- Providing a Child Safe Environment Policy

Practices and Procedures that reflect and reference the Paramount Consideration:

- Staff onboarding resources
- Programming and Physical Environments
- Child Protection Concerns register

Day to day practice that reflect the Paramount Consideration:

- New Child Protection documentation has been printed and displayed in the Staff Room.
- Wellbeing checks are completed at sign in time for both specific children and any child that may seem distressed upon arrival. This is usually done by the responsible person while children are being signed in, putting their bags away and washing hands before the meeting.
- Children are regularly asked if they have any questions or concerns and meeting notes are documented in the children's meeting book.

RISK ASSESSMENTS

- Risk assessments are a critical requirement in ensuring the safety and wellbeing of children in Out of School Hours Care (OSHC) services. In New South Wales, they are mandated under the Australian Children's Education and Care Quality Authority and the Education and Care Services National Regulations, which require approved providers to identify, assess, and minimise potential risks in all aspects of service delivery.
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- By conducting regular and thorough risk assessments, the service demonstrates its commitment to meeting legal obligations while creating a safe, supportive environment for children. This includes evaluating Incursions and excursions, environments, and daily routines to ensure hazards are effectively managed and appropriate supervision is maintained at all times.
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- Clear and consistent risk assessment practices also support transparency and accountability, giving families confidence that their children are cared for in line with national quality and safety standards.
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- The Risk Assessments can be located under the Parent Sign In / Out area & updated Annually or as required.

PARENT/CARER CODE OF CONDUCT

It is expected that Parents/Carers will treat each staff member, child, parent or visitor with respect at all times. Parents/Carers may be excluded from the service if staff feel threatened either physically or verbally. Mobile phones can only be used for the purpose of signing in & out your children using the QR code. They must be switched off, and in pockets while waiting for your children.

EMERGENCY PROCEEDURES

The Emergency Fire Meeting Point is in front of the Uniform Shop. Emergency Fire Drills and Lockdown Drills are practised regularly.

BEHAVIOUR

We aim to provide a safe and caring environment which encourages cooperation and positive interactions between children, educators, parents/guardians and management.

Staff implement the following techniques in setting and maintaining appropriate standards of behaviour:

- They use strategies which enhance children's self-esteem.
- Model and encourage the development of self-control.
- Respect children by communicating with them in a manner which is appropriate with individual and developmental levels of each child.
- Model and foster positive behaviour.
- Teach children to respect other people's rights and feelings.
- Encourage children in feel positive about themselves.

COMMUNICATION

Each Parent/Guardians will be greeted by an educator on arrival. We also issue fortnightly newsletters. We also have a notice board in the entrance area with notes attached.

Parents are encouraged to bring their feedback/complaint to the attention of the Centre Manger without delay. They will respond to a complaint within 24 hours and act where necessary. In this way, staff can address issues quickly and openly as they arise, and the centre can continually review and improve its practices.

PARENT INVOLVEMENT

Cherrybrook OOSH is run by a parent volunteer committee. Committee meetings are held twice per school term on a Tuesday night on site. All parents encouraged to become active members of the committee, so they can have input into decisions that affect the care of your children. Please remember that without parent support Cherrybrook OOSH would not be able to operate in its current capacity. For more information regarding the committee, please contact accounts@cherrybrookoosh.com.au

ADDITIONAL INFORMATION

Cherrybrook OOSH is governed by the National Quality Framework which includes:

National Legislative Framework: The Education and Care Services National Law and National Regulations

National Quality Standard (NQS): consisting of Seven Quality Areas:

- Educational program and practice
- Children's health and wellbeing
- Physical Environment
- Staffing Arrangements
- Relationships with Children
- Collaborative partnerships with families and communities
- Governance and leadership

National Quality Rating & Assessment: Services are assessed against the seven Quality Areas above by the NSW Department of Education and provided with a rating. We were assessed in 2021 as "Meeting" all areas.

National Body – Australian Children's Education & Care Quality Authority (ACECQA): oversee the system and guide its implementation in a consistent way throughout the country.

An Approved Learning Framework: My Time Our Place (MTOP): this is to assist educators to provide children and young people with opportunities to maximise their potential and develop a foundation for successful lifelong learning. The Framework has been designed for use by approved providers and school age care educators working in partnership with children and young people, their families, and the community, including schools. It aims to extend and enrich children and young people's wellbeing, learning and development in school age care settings.

STAFF INFORMATION

Centre Manager: Janetra Nuttall

Nominated Supervisors: Subha Sundharalingam & Leny M Sukih Atmadja

Co Coordinators: Subha Sundharalingam & Leny M Sukih Atmadja

Educational Leader: Prati Talati

First Aid Officer: Leny M Sukih Atmadja

WHS Representative: Vani Gundurao