



SHARE OOSH

Family Handbook



contents

Welcome to SHARE

<u>Acknowledgement of Country</u>	6
<u>Welcome from our Leadership Team</u>	6
<u>Purpose of this Handbook</u>	7
<u>Our Partnership with Families</u>	7

1. About SHARE

<u>Service Overview</u>	8
<u>Days and hours of operation</u>	9
<u>Environment and Facilities</u>	9
<u>Age Groups and Group Structures</u>	10

2. Our Philosophy, Values and Educational Approach

<u>Our Philosophy</u>	11
<u>Our C.A.R.E values</u>	12
<u>National Quality Framework (NQF)</u>	13
<u>My Time, Our Place (MTOP) framework</u>	13
<u>United Nations Convention on the Rights of the Child (UNCRC)</u>	15
<u>ECA Code of Ethics</u>	16
<u>What This Looks Like in Everyday Practice</u>	16

3. Our Team

<u>Leadership</u>	18
<u>Educators</u>	19

4. Governance and Regulation

<u>Governance Structure</u>	21
<u>Regulatory Oversight</u>	21
<u>Assessment and Rating</u>	21

5. Enrolment, Orientation and Adding Children

<u>Orientation and settling in (for new children)</u>	22
<u>Keeping enrolment details up to date</u>	22
<u>Enrolling younger siblings</u>	23
<u>Annual Re-Enrolment</u>	23
<u>Priority of Access</u>	23



6. Bookings, Attendance and Changes

<u>Permanent Bookings</u>	25
<u>Casual Bookings</u>	25
<u>Absences and Cancellations</u>	25
<u>Vacation Care Bookings</u>	26

7. Using OWNA

<u>Making a casual booking</u>	27
<u>Mark your child as Not Attending</u>	28
<u>Completing Annual Re-enrolment</u>	29
<u>Send a Message</u>	30
<u>Update Payment Details</u>	30
<u>Viewing Statements/Invoices</u>	30
<u>Accessing and Signing forms</u>	31

8. Arrival, Departure and Collection

<u>Signing children in and out</u>	33
<u>Authorised nominees</u>	33
<u>Changes to collection arrangements</u>	34
<u>Late collection procedures</u>	34

9. Daily Routines and Program

<u>Before school routine</u>	35
<u>After school routine</u>	35
<u>Vacation care days</u>	36
<u>Program planning and child voice</u>	36

10. Outdoor Play, Weather and Clothing

<u>Outdoor play expectations</u>	37
<u>Required weather protection</u>	37
<u>Why umbrellas are not permitted</u>	38
<u>Very hot weather procedures</u>	38
<u>Wet or extreme weather procedures</u>	38

11. Food and Nutrition

<u>Food Provided by the Service</u>	40
<u>Food Brought from Home</u>	40
<u>Allergies and Dietary Requirements</u>	41
<u>Mealtimes and Food Safety</u>	42



12. Health, Safety and Incident Management

<u><i>Illness and Exclusion</i></u>	<u>43</u>
<u><i>Emergency and Evacuation Procedures</i></u>	<u>43</u>
<u><i>Supervision and Safety</i></u>	<u>44</u>
<u><i>Incident, Injury, Illness and Trauma</i></u>	<u>44</u>

13. Medical Conditions and Medication

<u><i>Medical Management Plans and Commencing Care</i></u>	<u>46</u>
<u><i>Risk Minimisation and Communication Plans (RMCPs)</i></u>	<u>46</u>
<u><i>Medication Administration</i></u>	<u>46</u>
<u><i>Expiry, Updates and Suspension of Care</i></u>	<u>47</u>
<u><i>Keeping Medical Information Current</i></u>	<u>47</u>

14. Behaviour Guidance and Support

<u><i>Our Approach to Behaviour Guidance</i></u>	<u>48</u>
<u><i>Supporting Emotional Regulation</i></u>	<u>48</u>
<u><i>Expectations and Boundaries</i></u>	<u>48</u>
<u><i>Working in Partnership with Families</i></u>	<u>49</u>
<u><i>When and How Families Are Contacted</i></u>	<u>49</u>

15. Child Safety and Protection

<u><i>Our Commitment to Child Safety</i></u>	<u>50</u>
<u><i>Creating a Child Safe Environment</i></u>	<u>50</u>
<u><i>Staff Screening, Training and Conduct</i></u>	<u>50</u>
<u><i>Responding to Child Safety Concerns</i></u>	<u>51</u>
<u><i>Working Together to Keep Children Safe</i></u>	<u>51</u>

16. Communication with Families

<u><i>How We Communicate</i></u>	<u>52</u>
<u><i>What to Contact Us About</i></u>	<u>52</u>
<u><i>Expected Response Timeframes</i></u>	<u>53</u>
<u><i>Meetings and Conversations</i></u>	<u>53</u>
<u><i>Respectful Communication</i></u>	<u>53</u>



17. Fees and Financial

<u>Community Not-for-Profit Context</u>	54
<u>How Fees are Determined</u>	54
<u>Where to find Current Fees</u>	54

18. Family Feedback and Concerns

<u>Providing Feedback</u>	55
<u>Raising Concerns</u>	55
<u>Complaints and Child Safety</u>	55
<u>Continuous Improvement and Family Involvement</u>	56

19. Policies, Privacy and Records

<u>Accessing Service Policies</u>	57
<u>Policy Review and Family Consultation</u>	57
<u>Privacy and Confidentiality</u>	57
<u>Use and Storage of Records</u>	58

20. Key Contacts and Further Information

<u>Service Contact</u>	59
<u>Leadership Contact</u>	59
<u>Regulatory Authority</u>	59
<u>Useful Links</u>	60



Welcome to SHARE

Acknowledgement of Country:

At SHARE, we acknowledge the Gadigal and Wangal of the Eora Nation as the Traditional Custodians of the land on which we learn, play, and grow together. We recognise their enduring connection to the land, waters, and skies and the vital role they play as the first educators of their children and communities.

We pay our deepest respects to their Elders past and present, and are committed to fostering a childcare environment that honors and learns from First Nations knowledge, traditions, and stories.

Welcome from our Leadership Team

Welcome to SHARE OOSH! We are pleased to welcome your family into our community.

At SHARE, we are committed to creating a safe, inclusive and engaging environment where children feel supported, respected and free to be themselves. Our team works intentionally to build strong relationships with children and families, and to provide care that is responsive, thoughtful and grounded in best practice.

We value open communication and genuine partnerships with families, and we look forward to getting to know you and your child. Thank you for choosing SHARE as part of your child's out of school hours care experience.

Warm regards,

Lottie Gerber

Lottie Gerber
Centre Manager

Margaret Borg

Margaret Borg
Assistant Coordinator





Purpose of this Handbook

This handbook provides families with a clear overview of how SHARE operates, what families can expect from the service, and what is required to support children's safety, wellbeing and participation in our program. It brings together key information, shared expectations and everyday processes to help ensure consistency, transparency and effective communication between families and the service.

Families are encouraged to refer to this handbook as a guide alongside updates and information shared through OWNA.

Our Partnership with Families

At SHARE, we believe that strong partnerships with families are central to creating a safe, inclusive and enriching environment for all children. Since 1980, we have supported the Summer Hill community through our before and after school care programs, building trusting relationships with families and prioritising open, respectful communication.

We encourage families to engage with the service by sharing feedback and ideas, as this helps us to continuously reflect on and strengthen our programs. To support a positive experience for everyone, we ask that parents and caregivers familiarise themselves with our policies, procedures and Code of Conduct. These shared expectations guide respectful interactions and help ensure the safety and wellbeing of children, families and staff.





1. About SHARE

Service Overview

SHARE OOSH is a parent-led, not-for-profit co-operative established in 1980 by local parents to support families using before and after school care. SHARE stands for Summer Hill Activities and Resources for Everyone and reflects our long-standing, community-based approach.

SHARE provides before school, after school and vacation care for children from Kindergarten to Year 6. Our programs offer a balance of child-led play and educator-supported experiences across indoor and outdoor environments. Programming is informed by children's interests and includes opportunities for creative, physical and social play, as well as quieter spaces for rest and connection. Vacation care programs extend these experiences through themed activities, excursions and incursions.

Our educational practice is guided by the My Time, Our Place Framework and a strong focus on children's wellbeing, belonging and participation. Further detail about our philosophy, values and approach to play is outlined later in this handbook.

As a parent co-operative, SHARE is governed by a voluntary management committee made up of parent directors. Committee members serve fixed terms and meet approximately every six weeks. Meetings are open to all families, providing an opportunity for parent involvement in the governance and ongoing direction of the service.

Before and after school care is available to children attending Summer Hill Public School. Vacation care programs are open to children from other schools and locations, subject to availability.





Days and hours of operation

SHARE operates during NSW public school terms and selected school holiday periods, including pupil free days.

Before School Care

Monday to Friday

7am – 6pm

After School Care

Monday to Friday

3pm – 6pm

Vacation Care

Monday to Friday

7am – 6pm

SHARE does not operate on NSW public holidays or during the end-of-year Christmas and New Year closure period. Families are notified of closure dates and vacation care availability via OWNA and the service calendar.

Environment and Facilities

SHARE OOSH is uniquely located within a public park setting, which allows us to offer children access to rich, open and varied indoor and outdoor environments. These spaces are central to our program and daily routines, supporting active play, exploration, creativity and connection with nature.

Our centre is equipped with purpose-designed facilities to support children's comfort, safety and wellbeing. These include separate child bathrooms for boys and girls, an accessible toilet, a sick bay, a hot kitchen, and a ramp providing access to the premises. These facilities enable us to meet the diverse needs of children and families and support inclusive participation in all aspects of the program.



In addition to our indoor spaces, children regularly engage with the surrounding park and community facilities, including open green spaces, playgrounds, tennis courts and nearby park areas. Our location alongside Eora Community Garden also allows children to participate in gardening experiences and develop an understanding of sustainability, care for the environment and community connection.

We intentionally use these environments to extend children's learning beyond the centre, incorporating regular outings, outdoor play and community-based experiences as part of our program. Educators maintain a strong and active presence, supporting children to build confidence, independence and a sense of belonging as they move through and engage with shared spaces.

Our supervision practices are carefully planned and embedded in our daily routines, exceeding minimum regulatory requirements. Further information about supervision and how children access and use different environments is provided later in this handbook.

Age Groups and Group Structures

SHARE caters for primary school aged children from Kindergarten to Year 6. Outside of school, children rarely have opportunities to interact and play across age groups for an extended time. At SHARE, mixed-age play is an important part of our program and supports connection, peer learning, leadership and a sense of community.

Educators support children to engage with others in ways that feel comfortable and meaningful, recognising that children bring different interests, strengths and perspectives at different ages.

At times, children are grouped by age to ensure experiences are safe, engaging and relevant to their stage of development. This is most common during excursions, where children are typically grouped into Kindergarten - Year 3, and Year 4 - Year 6. This allows excursions to be intentionally designed around age-related interests.



2. Our Philosophy, Values and Educational Approach

Our Philosophy

At SHARE, we believe childhood is a precious season - a time for wonder, play and discovery. We provide a space where children are unhurried by the world around them; a “third place” between home and school where they can reset, connect and simply be themselves.

Our days are filled with laughter, curiosity and connection. We see every child as capable and unique, bringing their own light to our community. Through play, they take risks, solve problems and dream big, guided by our belief that learning is most powerful when it feels like joy.

Our philosophy is guided by the National Quality Framework and My Time, Our Place and is lived through our CARE values.





Our C.A.R.E values

Our CARE values underpin how SHARE OOSH operates day to day. They inform our approach to leadership, decision-making and relationships, and support a consistent, values-led culture across our educators, committee and wider community.



Collaborate to Grow Together

We believe growth is a shared journey. By teaching each other what we learn and sharing our experiences, we strengthen the foundations that enable everyone to thrive. We work together to support each individual's growth, recognising that our collective success depends on the contributions and efforts of the entire team.



Advocate for Childhood

We champion the rights, wellbeing, and voices of children, ensuring their needs, not our preferences are at the centre of everything we do. We build strong, positive relationships with children, rooted in trust and genuine connection, as the foundation for championing their growth, happiness, and success.



Respect and Empower

We treat everyone with kindness, professionalism, and respect, fostering an inclusive environment where all feel valued and connected. We take the time to notice what matters to our peers, recognising their strengths and contributions in ways that empower them to grow and thrive.



Evolve with Excellence

We commit to excellence by challenging our biases, critically reflecting on our practices, and embracing innovation. We constantly assess whether we can do more, think deeper, or improve beyond our first ideas.



National Quality Framework (NQF)

SHARE operates within the National Quality Framework (NQF), Australia's national system for regulating and continuously improving education and care services. The NQF sets consistent standards across the sector to support children's safety, wellbeing, learning and development, and covers areas such as relationships, health and safety, staffing, programming, leadership and governance.

At SHARE, the NQF guides how the service operates as a whole. It informs our day-to-day practices, decision-making and long-term planning, from how educators support children and plan experiences, to how we work with families, manage risk, and reflect on our performance as a service. The NQF also underpins our commitment to continuous improvement, encouraging regular reflection on what is working well and where we can strengthen our practice.

Rather than sitting separately from everyday life at SHARE, the NQF provides a shared framework that supports consistency, accountability and quality across all areas of the service, ensuring children and families experience care that is thoughtful, well-governed and responsive to community needs.



My Time, Our Place (MTOP) framework

SHARE's practice is guided by the My Time, Our Place (MTOP) Framework, the national learning framework for school age care in Australia. MTOP recognises that learning in OOSH happens differently to school, and is shaped through play, relationships, choice and lived experience across the day.

At SHARE, MTOP informs how the service is designed and how educators make decisions. Its focus on belonging, wellbeing, engagement and agency aligns closely with our play-based approach and our commitment to children feeling safe, included and respected.

Children are supported to make meaningful choices, build independence, form relationships across age groups and engage in play that reflects their interests, energy levels and needs after a full school day.

MTOP also guides educator responses in moments that require judgement, such as supporting emotional regulation, navigating social challenges, balancing risk and responsibility, or recognising when a child needs rest rather than structured activity. Educators are supported to be consistent while remaining responsive, using professional judgement rather than rigid rules.

Importantly, MTOP shapes how SHARE works in partnership with families, schools and the wider community. It supports continuity across children's day and provides a shared language for understanding why certain decisions are made in the best interests of children's wellbeing, rights and development.

At SHARE, MTOP is not a standalone framework. It is embedded in everyday practice and provides a common reference point for how we support children, communicate with families and make decisions across the service.



United Nations Convention on the Rights of the Child (UNCRC)

SHARE supports the principles of the United Nations Convention on the Rights of the Child (UNCRC), which recognises children as individuals with rights to dignity, wellbeing, participation and inclusion.

In particular, our practice reflects:

- Article 23, which affirms the right of children with intellectual or physical disabilities to live a full and decent life, with dignity, independence and active participation in their community. At SHARE, this guides our commitment to inclusion, equity and respectful support for all children.
- Article 31, which recognises every child's right to rest, leisure, play and participation in cultural and artistic life. This underpins our strong focus on play, choice and meaningful experiences as essential to children's wellbeing and development outside of school hours.

These rights shape how we design our environment, programs and interactions with children. They also reflect a shared responsibility between educators, families and the wider community to respect children's voices, value play and support each child's right to belong and participate fully in life at SHARE.





ECA Code of Ethics

SHARE also follows the Early Childhood Australia Code of Ethics, which outlines the ethical responsibilities of educators and services working with children and families.

The Code of Ethics is grounded in respect for children's rights, dignity and wellbeing, and emphasises fairness, inclusion, professional integrity and respectful relationships. It guides how our educators make decisions, interact with children, communicate with families and work together as a team.

In practice, this means children are treated with respect and care, their voices are listened to, and their individuality is valued. Families can expect educators to act professionally, thoughtfully and in the best interests of children at all times.

The Code of Ethics also reflects a shared responsibility. We ask families to engage with the service in a respectful and collaborative way, recognising that positive relationships between children, families and educators are central to creating a supportive and inclusive environment for everyone at SHARE.

What This Looks Like in Everyday Practice

As a result of our philosophy, values and guiding frameworks, everyday life at SHARE is centred on children feeling welcome, respected and confident to be themselves. Educators prioritise relationships, taking time to listen to children, respond to their interests and support positive interactions with others.

Children are given meaningful opportunities to choose how they spend their time, whether through active play, creative experiences, group activities or quieter moments to rest and connect with friends. Play is valued as an essential part of wellbeing and development, rather than something to be earned or withheld.



Educators support children to navigate challenges, emotions and social situations with guidance and care, helping them build independence, resilience and problem-solving skills over time. Inclusion is intentional, with adjustments made so all children can participate in ways that feel respectful and achievable.

For families, this approach means open and respectful communication, transparency about service practices, and a shared commitment to supporting children's wellbeing. Decisions made by the service are guided by children's rights, professional ethics and fairness, with consistency and care at the centre of everyday interactions.





3. Our Team

Leadership



Lottie Gerber
Centre Manager
and Nominated
Supervisor

Lottie brings a rich and diverse background to her role as Centre Manager, underpinned by a Bachelor of Business from UTS and over a decade of experience in the Education and Care sector. Having previously worked at SHARE for over seven years as an educator and WHS leader, she returned with a deep understanding of how to lead and create engaging, nurturing environments for children. Her career has also included roles in social impact-focused organisations and university education. Passionate about children's rights and development, Lottie is dedicated to making SHARE a place where families choose to enrol not just for care, but for quality, enrichment, and community. A lover of a swim at Clovelly, ceramics, and the outdoors, Lottie values balance in her life, constantly seeking out new experiences—from trying new restaurants to expanding her world through books.

Lottie's combination of business acumen, dedication to social impact, and respect for diverse family experiences make her a valued and inspiring leader within our community.

Lottie works and lives on unceded Gadigal and Wangal country.



Margaret Borg
Assistant
Coordinator

Margaret has been a dedicated member of the SHARE team since 2004 and brings over 20 years of experience in early childhood education and care. She holds an Associate Diploma in Social Science (Child Studies) and is committed to fostering inclusive, nurturing, and engaging environments that support children's development through play. In her role as Assistant Coordinator, Margaret provides strong leadership across the service - mentoring educators, maintaining high professional standards, and supporting continuous improvement of program quality. She is dedicated to staying current with sector developments and enhancing practices to meet the evolving needs of children and families.



Educators

Our Educator Team

SHARE is supported by a skilled, carefully recruited team of educators who bring a wide range of experience, study backgrounds and interests to the service.

Recruitment and Screening

All educators are employed through a formal recruitment process that prioritises child safety, values, professionalism and a genuine commitment to working with children. Prior to employment, educators must meet all required screening and suitability checks.

Qualifications and Training

- All core educators hold current Senior First Aid certification
- All educators hold a valid Working with Children Check and these are reverified every 6 months
- All core educators have completed their Child Protection (Identifying and Responding to Risk of Harm) Certification
- All staff have completed the Child Protection training for OOSH, by the Office of the Children's Guardian

In addition to mandatory requirements, many educators participate in ongoing professional learning to strengthen practice and support inclusion and wellbeing. Some examples of topics our educators are trained in are:

- Active supervision and risk management
- Behaviour guidance and positive behaviour support
- Trauma-informed care and supporting children's emotional regulation
- Play theory, child development and age-appropriate programming

As a not-for-profit, SHARE OOSH is committed to reinvesting funds into staff professional development. We prioritise ongoing learning, reflection and skill development to ensure high-quality care, inclusive practice and positive outcomes for all children.



Skills and Backgrounds

Our team includes educators who are studying or have prior qualifications in a range of fields, including but not limited to:

- primary teaching
- nursing
- art therapy and creative practice
- drama and performance

This diversity supports a rich and engaging program and allows educators to draw on different strengths, interests and perspectives when working with children.

Educators work collaboratively to provide consistent, thoughtful and responsive care. More information about our team and leadership is available on our website.

Families can learn more about SHARE's leadership team and educators, including backgrounds, roles and areas of interest, on the [Our Team](#) page of our website.





4. Governance and Regulation

Governance Structure

SHARE is a parent-led, not-for-profit co-operative. The Management Committee of parent directors is the Approved Provider and is responsible for the overall governance of the service, including compliance, financial oversight and long-term strategic direction.

The day-to-day operation of SHARE sits with the Centre Manager and service leadership team. This includes the care of children, staffing, programming, family communication and the implementation of service policies and procedures. This structure ensures decisions affecting children and families are made in a timely, consistent and child-focused way.

Regulatory Oversight

SHARE operates under the Education and Care Services National Law and Regulations and is overseen by the NSW Regulatory Authority. This oversight supports accountability and ensures the service meets requirements relating to children's safety, wellbeing, staffing, environments and governance.

Assessment and Rating

As part of Australia's education and care system, SHARE participates in the Assessment and Rating process. This involves regular assessment against the National Quality Standard and supports ongoing reflection and improvement.

Assessment and Rating outcomes, along with the service's Quality Improvement Plan, help guide the continued development of the service and strengthen practice over time.

SHARE's current rating is always displayed at the service.





5. Enrolment, Orientation and Adding Children

Orientation and settling in (for new children)

When a child is new to SHARE, we take a thoughtful and flexible approach to orientation. Orientation is designed to help children feel safe, known and ready to participate in the program, while ensuring families have clear information about how the service operates.

This may include a visit to the service, sharing key routines and spaces, and gathering information about your child's interests, strengths and any support needs. Educators are supported to use this information to welcome children consistently and respond to their needs during their first weeks at SHARE.

Keeping enrolment details up to date

Accurate enrolment information is essential to supporting children's safety, wellbeing and participation at SHARE, and legally required. Families are responsible for keeping their child's enrolment details current, including contact information, authorised nominees, medical information and any court or parenting orders.

Changes can be updated through the OWNA app and should be provided as soon as possible when circumstances change. Where information affects safety, legal compliance or authorisations, the service may not be able to provide care until details are received and verified.





Enrolling younger siblings

Families wishing to enrol a younger sibling are required to complete an enrolment form via the [Enrolments](#) page on the SHARE website. To retain sibling priority for the upcoming year, enrolment forms must be submitted by 31 October for the following year.

Applications received after this date are considered in order of submission alongside new families and are subject to availability.

Annual Re-Enrolment

Each year, SHARE conducts an annual re-enrolment process in **October**. This process allows families to:

- confirm whether they require care for the following year
- request changes to their existing bookings
- apply for additional permanent days

Re-enrolment is completed through OWINA. Requests for additional permanent days submitted during the re-enrolment period are prioritised ahead of new families, subject to availability.

If re-enrolment is not completed by **31 October**, any requests for additional days are placed on the waitlist with new enrolments and are considered based on availability.

Priority of Access

Where demand exceeds available places, enrolments are offered in accordance with the Australian Government Priority of Access Guidelines, together with our service-specific priorities.

Australian Government Priority of Access

Priority 1

- Children at risk of serious abuse or neglect
- Aboriginal and Torres Strait Islander children





Priority 2

- Children of a sole parent who satisfies the activity test, or children whose parents both satisfy the activity test through paid employment, study, or training

Priority 3

- Any other child

Service-Specific Priorities

Within the above priority categories, and where places are available, our service also applies the following priorities:

- Priority A: Siblings of children currently enrolled at the service
- Priority B: Children enrolled at Summer Hill Public School
- Priority C: Any other child (Vacation Care)



6. Bookings, Attendance and Changes

Permanent Bookings

Permanent bookings are ongoing, recurring bookings for set days each week during the school term. These bookings provide families with consistent care and are prioritised ahead of casual bookings.

Requests to change permanent booking days during the year are managed by the SHARE admin team and must be submitted by email. All changes to permanent bookings are subject to availability and the service's 5 calendar day cancellation policy.

Permanent bookings for the upcoming year are managed through the annual re-enrolment process, which takes place each October.

Casual Bookings

Casual bookings are available for families who require care on an irregular or as-needed basis. Casual bookings are subject to availability and are not guaranteed.

Families are encouraged to submit casual bookings as early as possible, as confirmation depends on staffing, ratios and space on the requested day.

Absences and Cancellations

If a child will not be attending a booked session, families must mark their child as 'Not Attending' through OWINA before the session commencement time. This is essential for staffing, supervision and daily planning.

SHARE applies the following cancellation periods:

- Before and After School care: **5 calendar days**
- Vacation care: **10 calendar days**



Families receiving Child Care Subsidy (CCS) are eligible for up to 42 allowable absences per financial year, in line with CCS requirements.

If a child has not been marked as absent and does not attend After School Care, staff are required to contact the family to confirm the child's whereabouts before leaving the school grounds. This process causes a significant delay to the program.

A Failure to Notify fee of \$20 per child, per session applies where:

- a child is not marked absent in OOWNA, and
- the service is required to contact the family to locate the child.

Please note that a child's absence from school does not constitute notification to SHARE.

Vacation Care Bookings

Vacation care sessions are booked as casual bookings and operate during selected NSW school holiday periods.

Vacation care bookings open on Friday of Week 7 of each school term and are subject to availability. A 10-calendar day cancellation policy applies to all vacation care bookings.

Further information about how to book vacation care and manage bookings is outlined in the OOWNA section of this handbook.



7. Using OWNA

What OWNA is used for

SHARE OOSH uses OWNA as our primary communication and administration platform. Families use OWNA to manage bookings, including casual attendances and Vacation Care, view their booking calendar, submit cancellations and absences, and update or review enrolment information.

OWNA is also used to access important service information, including forms, policies and authorisations, to view the program, and to sign incident, injury or illness reports. Educators and management share key updates, reminders and announcements through the message board, and families can use OWNA to send messages directly to the service.

Using OWNA helps us communicate efficiently, keep accurate records, and ensure families have easy access to the information they need about their child's time at SHARE.

Viewing and managing bookings

To view your existing bookings:

- Open the OWNA App
- Tap the calendar icon at the bottom of your screen
- Your current and upcoming sessions for Before School Care, After School Care, and Vacation Care will be displayed.

To make a casual booking:

- Open the OWNA App
- Tap the + button at the bottom of your screen
- Choose Casual Bookings
- Select your child, room/session (Before/After School/Vacation Care) and your date
- Tap 'Book Selected' to confirm
- If full, tap the bell icon to join the waitlist and get notified if a spot opens.



To organise permanent bookings:

To organise or change permanent bookings, please email us at care@shareoosh.com.au. Permanent booking schedules are updated manually by us, and any changes to days are subject to availability.

Marking your child absent

Please mark your child as absent through the OWNA app rather than contacting us by phone or email. Messages about absences can be missed, and staff may not see them in time.

If a child's absence is not recorded, educators must spend time locating the child, as we are not allowed to leave until we have confirmation the child is absent. This means the children who have already arrived and are waiting to walk to SHARE may have to wait longer, sometimes in hot weather, interrupting their play and routines. A \$20 non-notification fee will apply if we need to contact you to confirm your child's whereabouts.

As per our policies, two educators remain at school until the child is located, and if we cannot reach any family or emergency contacts by 4:00 pm, we are required to call Triple 000 and report the child as missing.

Marking absences in OWNA ensures your child's safety and supports smooth operations for all children.

To mark your child absent:

- Hit the + button
- Select Mark Non-Attendance
- Select the child and session you wish to absent them from
- Send it through by tapping the paper airplane in the upper right corner

A minimum of five working days' notice is required to cancel or adjust any booked session without being charged; failure to provide this notice will result in fees being payable for the absent session.



Cancelling bookings

SHARE applies the following cancellation periods:

- Before and After School care: 5 calendar days
- Vacation care: 10 calendar days

Regular outing authorisations

Families are required to complete a Regular Outing Authorisation, which must be resigned every 12 months, to allow their child to participate in local excursions. Regular outings may include walks around Summer Hill, visits to local shops, parks, cafés, and other community locations to support children's learning, independence, and connection with the local community.

Medication authorisations

The Authorisation for Administration of Medication allows SHARE staff to administer medication to your child during their time at the service. It must be completed by a parent or legal guardian in accordance with Regulation 93 of the Education and Care Services National Regulations, for example, if your child requires a daily medication during care hours.

Annual re-enrolment

Each year, SHARE conducts an annual re-enrolment process in October. This process allows families to confirm whether they require care for the following year, request changes to their existing bookings or apply for additional permanent days.

Re-enrolment is completed through OWNA. Requests for additional permanent days submitted during the re-enrolment period are prioritised ahead of new families, subject to availability.

If re-enrolment is not completed by 31 October, any requests for additional days are placed on the waitlist with new enrolments and are considered based on availability.



Vacation Care Bookings and Selecting the Correct Room

All Vacation Care bookings are made through OWNA. When booking, it is important that parents select the correct room for their child to ensure they are booked into the appropriate program for the day. Our available rooms are: Vacation Care, Vac Incursion K-3, Vac Incursion Y4-Y6, Vac Excursion K-3, and Vac Excursion Y4-Y6. To help with this, please refer to our Vacation Care Program, which is published on our website prior to each holiday period and outlines whether a day is a standard care day, incursion, or excursion for each year group.

Viewing Statements/Invoices

- Tap the three lines (≡) in the top left corner of the screen.
- Click 'Statements/Invoices'

Updating Banking and Credit Card Details

- To update your payment details:
- Tap the three lines (≡) in the top left corner of the app
- Select Statements/Invoices
- Select 'DDR Form' in the top right corner
- Follow the prompts to update your details

Sending a Message to the Team

Got a quick question or need to reach us?

- Tap the + icon
- Select 'Create Post'
- You are able to tag specific staff and children, as well as add photos.
- Send the message by clicking the arrow in the top right corner.

Updating Payment Details

Got a quick question or need to reach us?

- Tap the ≡ icon
- Select 'Statements/Invoices'
- Click on 'DDR Form' in the top right of the screen
- Enter new details



Accessing and Signing Forms

- Tap the ≡ icon
- Select 'Forms'
- Select form and enter details

Some forms, such as our Authorisation for Regular Outings, require yearly resignings.

If you wish for us to administer regular medication for your child, you must fill out the Authorisation for Administration of Medication form. Learn more [here](#).

Need further help?

If you need assistance with OWNA, including bookings, cancellations, or accessing your account, you can contact OWNA directly for support:

OWNA Support:

- * Website: www.owna.com.au
- Email: support@owna.com.au
- Phone: 1300 739 395

For any service-specific questions or issues, please also contact SHARE OOSH at care@shareoosh.com.au.



Home Page

01

Once you have logged in you will automatically be on the home page.

- daily information
- invoices
- reports
- records
- forms
- documents
- newsletters



- filter your posts
- by room
- by popularity

- home page

- calendar

- create post
- casual bookings
- handover form
- mark child not attending

- notifications

- settings
- change details
- change password



8. Arrival, Departure and Collection

Signing children in and out

All children must be signed in and out by an authorised adult using the iPads located at the service entrance. Each authorised adult is issued a unique PIN, which must be used to sign the child in and out at each session.

PINs must not be shared between adults or with children. Sharing PINs poses a serious safety and absconding risk and is not permitted.

If you experience any issues with signing in or out, please speak with an educator on duty so this can be resolved immediately.

Authorised nominees

For a one-time or occasional collection (for example, a friend, relative or another parent), families must provide authorisation in writing (via email) prior to collection. This authorisation must clearly state who will be collecting the child and on which day.

Once-off authorised collectors are not provided with a PIN and are not added to the child's OWNA profile. Photo identification will be checked on arrival. If written authorisation has not been received, the child will not be released until this is provided.

Ongoing Collection Authorisation

For adults who will collect a child on an ongoing basis and require independent sign in and sign out access, families must provide the following information in writing:

- full name
- date of birth
- mobile phone number



Once approved, the authorised nominee will be added to the child's OWNA profile and issued a unique PIN. **PINs must not be shared with other adults or children, as this poses a significant safety and absconding risk.**

Additional Information

- Children and young people under the age of 18 cannot be authorised nominees.
- Where a child is being collected by someone under 18, written authorisation must be provided, and an educator will sign the child out on the family's behalf.

Changes to collection arrangements

If collection arrangements change on a particular day, families must notify the service **in writing** as soon as possible. This ensures educators can verify permissions and support a smooth and safe collection process.

Verbal messages, authorisations, or messages passed through children cannot be accepted.

Late collection procedures

Families are asked to notify the service if they are running late and provide an estimated time of arrival. This is particularly important so educators can reassure the child and reduce unnecessary stress.

Late collection fees apply in line with the Fees Policy. Where late collection becomes frequent, the service may follow up with families to discuss support or alternative arrangements.



9. Daily Routines and Program

Before School Routine

Before school care is designed to provide children with a calm and supported start to the day. Children are welcomed, signed in and supported to settle into the morning routine through quiet play, social time and low-key activities.

Breakfast is offered between 7:00am and 8:00am. If you are running late and your child requires breakfast, families must **call the service to place a breakfast order.** This allows educators sufficient time to prepare food before the morning transition to school.

Mornings can be a sensitive time for some children, particularly those experiencing separation anxiety. Research and our professional training show that **brief, confident drop-offs without loitering** are the most effective way to support children to settle successfully. Educators are present to take over, provide reassurance and support children through the transition to school.

After School Routine

After school care provides children with the opportunity to unwind after a full day at school. Educators collect children from school, support the transition to SHARE and ensure children are settled, accounted for and ready to begin the afternoon.

Afternoons include a balance of outdoor play, planned experiences and free play, along with afternoon tea. Children are supported to choose how they spend their time, whether that involves active play, creative activities or quieter social connection.



Vacation Care Days

Vacation care operates as a full-day program during selected school holiday periods and offers a different rhythm to school term care.

Days include a mix of onsite activities and special experiences, with flexibility built in to allow for extended play, rest and group engagement. Families are provided with program information in advance, including daily schedules, excursion details where relevant, and what children need to bring.

Program Planning and Child Voice

SHARE's program is shaped by children's interests, ideas and feedback and is designed in alignment with the National Quality Framework (NQF) and the My Time, Our Place Framework. These frameworks guide how educators plan experiences that support children's wellbeing, engagement and sense of belonging.

Educators observe children's play, listen to their suggestions and use this information to plan experiences that are engaging, inclusive and responsive. Children are encouraged to contribute to decision-making in age-appropriate ways, supporting agency, confidence and positive relationships.

When families notice that a child may not be thriving at SHARE, collaboration is key. Sharing information about a child's current interests, challenges or needs allows educators to adjust the program and approach to better support that child. Co-designing experiences in partnership with families often leads to more positive and successful outcomes for children.



10. Outdoor Play, weather and clothing

Outdoor Play Expectations

Outdoor play is a core part of daily life at SHARE and is embedded across before school care, after school care and vacation care. Children are provided with regular opportunities to engage in active play, exploration and connection with the outdoor environment.

Given SHARE's location within a public park, educators take an intentional approach to supervision, boundaries and movement through shared spaces. Children are supported to play confidently and responsibly within clear expectations that prioritise wellbeing and group safety.

Required Weather Protection

To ensure children can participate comfortably and safely in outdoor play, families are responsible for providing appropriate weather protection each day.

Hats

Children must attend SHARE with a suitable sun-safe hat for outdoor play. Hats are required during warmer months and when UV levels are high.

Raincoats

Children should also be provided with a raincoat during wet or unpredictable weather. Raincoats allow children to continue participating in outdoor play and transitions between spaces when conditions permit.



Why Umbrellas are not permitted

Parents are asked to not provide umbrellas for SHARE. Due to the large number of children moving together between locations during drop-off and pick-up, umbrellas present a safety risk in crowded walkways and shared public spaces and often result in injury.

Raincoats provide a safer and more practical alternative. If your child has an umbrella, they will be asked to instead put on a raincoat.

Very hot weather procedures

On very hot days, educators closely monitor weather conditions, temperature and UV levels. As SHARE is not located on school grounds, children are still required to walk down from school to the service.

To support children during hot weather:

- educators monitor children more closely, particularly the younger groups
- children are encouraged to drink water before leaving school
- educators may bring water sprays to help children stay cool during the walk
- cold, filtered drinking water is always available at the service
- indoor spaces are air conditioned to support comfort and wellbeing

Programs are adapted in response to conditions on the day and may include quieter activities, additional rest periods, water play and, at times, natural ice blocks as a treat to help children cool down. Outdoor play is adjusted to prioritise shade, hydration and reduced intensity.

Wet or extreme weather procedures

Outdoor play continues during wet weather where conditions are safe and appropriate, with raincoats allowing children to participate comfortably.



During periods of heavy rain, storms or unsafe conditions, the program is adapted to provide indoor or sheltered activities. Where lightning is present, children are required to remain at school and will not walk down to the service until it is safe to do so. During these periods, children are not permitted outdoors.

Decisions during wet or extreme weather are made in real time and are guided by current conditions, safety considerations and the needs of the group.



11. Food and Nutrition

Food Provided by the Service

SHARE provides food to support children's energy, wellbeing and participation across the day. This includes breakfast, afternoon tea and an evening fruit snack.

Food provided by the service is nutritious, age-appropriate and sufficient for the time children spend at SHARE. In line with the National Quality Framework, our regular menus are planned in accordance with the Australian Dietary Guidelines. This ensures food offered supports children's health, growth and energy needs while promoting positive, balanced eating habits in a shared care environment.

Menus are planned in advance and displayed at the service for families. Where possible, adjustments are made to support documented dietary requirements.

While children's preferences are acknowledged, the service does not provide alternative meals outside documented dietary, medical, cultural or religious requirements. This approach supports consistency, safety and positive food practices in a shared care environment.

Children are regularly involved in food-related experiences, including activities that explore food, nutrition and menu planning. These experiences allow children to share ideas, learn about balanced eating and contribute to menu development in age-appropriate ways, while ensuring menus continue to meet regulatory and nutritional requirements.

Food Brought from Home

Families may be asked to provide food from home in specific situations, such as lunch during vacation care.



SHARE is a nut-free service. Foods containing nuts, or foods with visible nut ingredients, are not permitted and will have to be destroyed if discovered. Where there are other high-risk allergies enrolled at the service, families may be asked to avoid sending particular foods.

Food brought from home must be safe to eat and suitable for a shared care environment. Educators may remove food that presents an immediate safety risk (for example allergens, spoiled food or choking hazards) and provide a safe alternative where possible.

For food safety reasons:

- food sharing between children is not permitted
- food brought in for birthdays or celebrations cannot be accepted

Allergies and Dietary Requirements

SHARE is committed to supporting children with allergies, intolerances, medical conditions and cultural or religious dietary requirements.

Dietary information is collected at enrolment and must be kept up to date. Families are responsible for notifying the service as soon as possible if a child's dietary needs change. Where dietary requirements relate to a medical condition, current medical documentation and management plans are required.

Educators review dietary information before serving food and actively supervise children during mealtimes to reduce the risk of allergic reactions, choking or cross-contamination.



Mealtimes and Food Safety

Mealtimes at SHARE are supervised, calm and respectful. Children are supported to eat at their own pace and to have a choice in when they do or do not eat, in line with the expectations of the NQF.

All staff follow safe food handling and hygiene practices, including handwashing, appropriate food storage and allergen management. The service maintains trained staff and systems to ensure food is prepared, served and managed safely at all times.

Families are encouraged to speak with the service if they have questions or concerns about food, nutrition or dietary requirements.



12. Health, Safety and Incident Management

Children's health, safety and wellbeing underpin every aspect of daily life at SHARE. Our practices are shaped by legislation, training and experience, as well as our unique environment as a large, park-based service.

Illness and Exclusion

To support the health of the whole community, families are asked to keep children at home when they are unwell. Children who become unwell while at the service will be supported in a quiet, supervised space, and families will be contacted to arrange collection where appropriate.

Exclusion periods for infectious illnesses are guided by NSW Health advice. Families are expected to notify the service promptly if a child is diagnosed with an infectious condition so appropriate steps can be taken.

Emergency and Evacuation Procedures

SHARE has clear emergency, evacuation and lockdown procedures in place. Educators are trained in emergency responses and regularly practise procedures so children are familiar with routines and feel reassured during drills.

Emergency plans and assembly points are displayed at the service. In the event of a real emergency, families will be informed as soon as practicable through appropriate communication channels.



Supervision and Safety

Educators actively supervise children at all times, including during indoor play, outdoor play and transitions between locations. Supervision at SHARE is intentional and responsive, with educators positioning themselves strategically, scanning environments continuously and adjusting supervision based on activities, group dynamics and individual needs.

Given our unfenced public park setting, supervision practices at SHARE are designed to go beyond minimum regulatory requirements and are regularly reviewed to ensure children can explore, play and move confidently within clear boundaries.

Incident, Injury, Illness, and Trauma

When Families Are Notified

Families are notified if their child is involved in an incident, injury, illness or traumatic event while in the service's care. Where a situation is serious, involves medical attention or requires urgent collection, families are contacted directly as soon as possible, as outlined in policy.

How Families Are Notified

SHARE uses OWNA as the primary method for incident, injury, illness and trauma notification. When a report is published, families receive a notification and are required to review and acknowledge the record through the app.

For more serious matters, phone contact may also occur to ensure timely communication and coordination.

Timeframes for Incident Reports

Incident reports are completed and shared with families as soon as practicable and within the required legislative timeframes. Reports outline what occurred, actions taken by educators and any follow-up or monitoring required.



Privacy and Confidentiality in Incident Reporting

Incident, injury, illness and trauma reports relate only to the child named in the report. For privacy, safety and child protection reasons, educators are not able to share the names or identifying details of other children involved in an incident.

Families are expected to respect the confidentiality of all children at SHARE. If the service becomes aware that a family has approached another child or family in relation to an incident, this may result in formal action by the service, including a written warning, suspension or, in serious cases, termination of care.

This approach is in place to protect the dignity, safety and wellbeing of all children and to ensure concerns are managed appropriately through the service.



13. Medical Conditions and Medication

Medical Management Plans and Commencing Care

If a child has a medical condition, including allergies, anaphylaxis, asthma, diabetes or any other diagnosed health need, SHARE requires current medical documentation and management plans to be provided before the child attends care.

Where a medical condition requires prescribed medication to be available (for example an EpiPen, reliever inhaler or other essential medication), the child cannot commence care until the required medication has been supplied to the service in the correct form and the service has had time to prepare a Risk Minimisation and Communication Plan (RMCP) in partnership with the family.

Risk Minimisation and Communication Plans (RMCPs)

For children with medical conditions, SHARE develops an RMCP with families. This plan outlines triggers, prevention strategies, supervision considerations, medication access and how communication will occur. The RMCP supports educators to respond consistently and safely to a child's needs.

Medication Administration

Medication is only administered where families have completed the required medication authorisation through OWNA.

Medication must be supplied in its original packaging and be clearly labelled.

Requirements differ depending on the type of medication:

Prescribed medication:

- Must be provided in the original pharmacy container
- Must be labelled with the child's name
- Must be within its expiry date



Non-prescription (over-the-counter) medication (for example paracetamol, antihistamines or topical creams)

- Must be supplied in the original manufacturer packaging with directions
- Must be within its expiry date
- Loose blister packs, decanted medication or unlabelled items are not accepted

Short-term over-the-counter medication may only be administered in line with label directions and with completed OWSA authorisation. Illness procedures still apply, and families may be contacted to collect their child where appropriate.

Expiry, Updates and Suspension of Care

The service monitors the expiry of medical documents and medication and will notify families four weeks prior to expiry. After notification, it is the family's responsibility to provide updated documentation and/or replacement medication to avoid interruption to care.

If required medical documentation or medication expires and is not replaced by the due date, **care may be suspended until the information is updated and medication supplied.**

If the service becomes aware that a child has a medical condition that has not been disclosed, care will be suspended immediately while documentation is obtained and an RMCP is prepared or updated. This process may take time, and care can only resume once the service is satisfied it can safely support the child.

Keeping Medical Information Current

Families must notify the service as soon as possible of any changes to a child's medical condition, diagnosis, triggers, medication or management plan. Outdated information cannot be relied upon to safely support a child's care.



14. Behaviour Guidance and Support

Our Approach to Behaviour Guidance

At SHARE, behaviour guidance is grounded in relationships, understanding and support. We recognise that children are learning how to navigate emotions, social situations and boundaries, particularly in an out of school hours setting after a full day of learning.

Our approach focuses on supporting children to develop emotional regulation, problem-solving skills and positive relationships over time. Guidance strategies are proactive, consistent and respectful, and are informed by children's developmental stages, individual needs and the group context.

Behaviour guidance at SHARE is not punitive. It is designed to support learning, safety and wellbeing for all children.

Supporting Emotional Regulation

Educators support children to recognise and manage emotions through calm, responsive interactions. This may include helping children take space, offering reassurance, supporting problem-solving or guiding children to re-engage when they are ready.

Children are not removed from play or excluded as punishment. Instead, educators focus on helping children return to participation in a way that feels safe and achievable.

Expectations and Boundaries

While children are supported to make choices and express themselves, clear boundaries are essential in a shared care environment. Expectations are communicated consistently and are in place to support:

- the safety and wellbeing of all children
- respectful relationships
- inclusion and participation



Where behaviour impacts the safety or wellbeing of others, educators intervene promptly and proportionately.

Working in Partnership with Families

When a child requires additional support, collaboration with families is key. Educators and service leadership may seek information from families to better understand a child's needs, interests or current challenges.

In some cases, a behaviour support plan may be developed in partnership with families to provide consistency and targeted support. This plan focuses on strategies, strengths and supports rather than punishment.

Open communication helps ensure children experience consistency between home and SHARE, leading to more positive outcomes.

When and How Families Are Contacted

Families are contacted when behaviour:

- results in an incident, injury or significant distress
- poses a safety concern
- requires additional support beyond day-to-day guidance

Minor or developmentally typical behaviours that do not result in incident or injury are managed by educators and may not be reported individually. Where patterns emerge, families will be contacted to discuss support strategies.

Behaviour incidents are documented where required and shared appropriately through OWNA or direct communication, depending on the situation.



15. Child Safety and Protection

Our Commitment to Child Safety

At SHARE, child safety is central to everything we do. We are committed to fostering and maintaining an environment where children feel safe, respected, supported and empowered to participate fully in their care and community.

We have zero tolerance for any form of child abuse, harm or neglect. This commitment is shared by all educators, staff, volunteers and committee members, and is embedded across our policies, training and daily practices.

Creating a Child Safe Environment

We embed a child safe environment by:

- promoting respectful relationships
- maintaining clear professional boundaries
- ensuring children are always appropriately supervised
- listening to and valuing children's voices
- reducing risks through thoughtful planning and supervision

Children are supported to understand their rights, to feel confident raising concerns, and to know that they will be listened to and taken seriously.

Staff Screening, Training and Conduct

All educators and staff at SHARE are carefully recruited and screened. This includes Working With Children Checks, referee checks, questions ahead of and during interviews, and ongoing, regular, child protection training.

All staff are required to follow SHARE's Child Safe Code of Conduct, which sets clear expectations for appropriate and inappropriate behaviour with children. This applies at all times, including during online interactions and communication.

Breaches of the Code of Conduct are taken seriously and responded to in line with regulatory and legal requirements.



Responding to Child Safety Concerns

SHARE has clear processes in place for identifying, responding to and reporting child safety concerns. Educators are trained to recognise signs of harm and to act promptly and appropriately, in line with their Mandatory Reporter legal obligations.

Where concerns arise, the service follows its reporting obligations and works with relevant authorities when required. Confidentiality is maintained, and information is shared only on a need-to-know basis to protect children's privacy and dignity.

Working Together to Keep Children Safe

Child safety is a shared responsibility. Families play an important role in supporting a safe environment by:

- communicating openly with the service
- respecting boundaries and safety procedures
- raising concerns with service leadership rather than approaching other families or children

To protect all children involved, families are not permitted to seek information directly from other children or families following an incident. Doing so may compromise safety and confidentiality and may result in formal action by the service.



16. Communication with Families

Clear, respectful and timely communication is central to our partnership with families. SHARE aims to keep families informed while ensuring educators can prioritise children's care and supervision during sessions.

How We Communicate

SHARE uses a combination of communication methods, including:

- **OWNA** for bookings, incident reports, forms, updates and direct messages
- **Email** for service-wide updates, reminders and formal communication
- **Phone** calls for urgent matters or where immediate follow-up is required
- **In-person** conversations where appropriate and feasible

OWNA is the primary platform for day-to-day communication and record keeping.

What to Contact Us About

Families are encouraged to contact the service regarding:

- changes to permanent bookings
- health, wellbeing or medical updates
- behaviour or support needs
- concerns or questions about their child's experience
- administrative or account-related matters
- complaints or feedback

For sensitive or complex matters, families are encouraged to contact the Nominated Supervisor or leadership team directly.



Expected Response Timeframes

While we aim to respond promptly, educators are primarily focused on supervising and supporting children during sessions.

- Non-urgent enquiries will generally be responded to within 1-3 business days.
- Urgent matters should be communicated by phone or a private OWNA message
- Messages sent outside business hours will be responded to when admin staff return

We appreciate families' understanding that immediate responses are not always possible during peak care times.

Meetings and Conversations

Families are welcome to request meetings with leadership to discuss their child's needs or any concerns. Meetings may be arranged in person or by phone, depending on availability.

Where possible, more detailed conversations are best scheduled rather than held during busy arrival or departure times, allowing for privacy and focused discussion.

Respectful Communication

SHARE is committed to respectful, professional communication at all times. Families are expected to communicate with staff in a courteous and constructive manner, in line with the [Parent/Carer Code of Conduct](#).

Abusive, aggressive or inappropriate communication will not be tolerated and may result in formal action to protect staff and the service community.



17. Fees and Financial Information

Community Not-for-Profit Context

As a not-for-profit service, all income generated through fees is reinvested back into SHARE. This includes educator wages, professional development, program resources, excursions, equipment, facilities and continuous improvement initiatives that benefit children and families.

How Fees Are Determined

SHARE is a community-based, not-for-profit parent co-operative. Our fees are set to balance affordability for families with the cost of providing high-quality care, maintaining safe staffing levels and meeting regulatory requirements.

Each year, the Management Committee carefully reviews the service's budget, taking into account staffing costs, operating expenses, program delivery and long-term sustainability. Fees are determined through this annual review process and approved by the Committee.

Families are formally notified of any approved fee changes ahead of the upcoming year, allowing time to plan and ask questions where needed.

Where to Find Current Fees

To ensure families always have access to the most up-to-date information, current fees are published on the SHARE website. Families are encouraged to refer to the website for the latest fee schedule and relevant details.



18. Family Feedback and Concerns

Providing Feedback

SHARE welcomes feedback from families as an important part of our continuous improvement. Feedback helps us reflect on practice, strengthen relationships and ensure the service continues to meet the needs of children and families.

Families are encouraged to share ideas, suggestions or reflections at any time. Feedback may be provided informally or through more formal channels and is always considered respectfully.

Raising Concerns

If a family has a concern, we encourage it to be raised directly with the service as early as possible. Many concerns can be resolved through open, respectful communication when raised promptly.

Concerns may be raised in a range of ways, including in person, in writing, via OWNA or through other communication channels. Concerns may also be raised anonymously.

Families are asked not to approach other families or children about incidents or concerns, as this can compromise privacy, safety and procedural fairness.

Complaints and Child Safety

SHARE treats all complaints seriously and manages them in line with its Management of Complaints Policy. Complaints are viewed as opportunities to strengthen quality and keep children safe.

Where a complaint raises concerns about a child's safety or wellbeing, the service prioritises immediate safety and responds in line with its child safe and reporting obligations. Some matters may require escalation to leadership, the Management Committee or external authorities, depending on the nature of the concern.



Families will be kept informed of outcomes where appropriate, noting that confidentiality and legal obligations may limit the level of detail that can be shared.

Continuous Improvement and Family Involvement

Feedback and complaints inform service planning, staff development and quality improvement. Where appropriate, themes and learnings contribute to the service's Quality Improvement Plan.

As a parent co-operative, SHARE also welcomes family involvement through committee participation and community engagement opportunities.



19. Policies, Privacy and Records

Accessing Service Policies

SHARE operates in line with a comprehensive set of policies that guide our practice, decision-making and legal responsibilities. All current policies are available on the SHARE website, and families are encouraged to familiarise themselves with those relevant to their child's care.

Policies are living documents and are reviewed regularly to ensure they remain current, reflective of best practice and responsive to the needs of the community.

Policy Review and Family Consultation

Families are invited to provide feedback during policy review periods. Where significant changes are proposed, families are notified at least 14 days prior to implementation, allowing time for feedback and questions.

This process supports transparency and shared responsibility within our parent co-operative model.

Privacy and Confidentiality

SHARE is committed to protecting the privacy and confidentiality of children, families and staff. Personal information is collected only for lawful and operational purposes and is handled in accordance with privacy legislation.

Information about children and families is shared only with authorised staff and only where necessary to support care, safety or legal obligations. Confidential information is not discussed with other families or unauthorised parties.



Use and Storage of Records

Records relating to children, including enrolment information, medical documentation, incident reports and attendance records, are securely stored and managed through approved systems, including OWNA.

Families are responsible for ensuring information held by the service remains accurate and up to date. Outdated or incomplete information may impact the service's ability to provide care.



20. Key contacts and Further Information

Service Contact Details

SHARE OOSH

- **Phone:** 02 9799 7393
- **Mobile:** 0419 486 587
- **Kindergarten Team mobile:** 0492 905 599
- **Email:** care@shareoosh.com.au
- **Website:** www.shareoosh.com.au

Leadership Contacts

SHARE's leadership team includes:

- **Nominated Supervisor:** Lottie Gerber
- **Assistant Coordinator:** Margaret Borg

To support timely responses and ensure messages are directed appropriately, leadership email addresses are not shared directly. Families are encouraged to contact the service via the main email address, and the administration team will forward requests to the Nominated Supervisor or Assistant Coordinator as needed. Families are also encouraged to speak to leadership in-person at the service.

Regulatory Authority

SHARE operates under the Education and Care Services National Law and Regulations and is regulated by the NSW Department of Education.

NSW Department of Education – Early Childhood Education and Care

- **Website:** <https://education.nsw.gov.au/early-childhood-education>
- **Phone:** 1800 619 113



Useful Links

- [SHARE website](#) (policies, fees, team information and resources)
- [OWNA Parent App cheat sheet](#)
- [SHARE website “Useful Links” page](#) (including ACECQA, My Time, Our Place and related resources)