



ALLENBY GARDENS PRIMARY SCHOOL OSHC

Family Handbook
July 2024

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Overview:

The Allenby Gardens Primary School OSHC offers Before School Care, After School Care and Vacation Care Services for primary school-aged children. The program operates in the OSHC block at the rear of the two-story building opposite the school office block near Barham Street and the music room.

This handbook has been designed to provide parents/caregivers with more information about the services, policies, and procedures. This handbook will be reviewed annually and updated as necessary.

Our Philosophy:

The Allenby Gardens Primary School OSHC service is committed to fostering the development of self-esteem and confidence in children. We respect the individual needs of each child and their families and encourage open, honest communication at all times. We strive to create an atmosphere and environment that is free from bias, prejudice, and discrimination; where staff, children and their families are treated equally and listened to with respect irrespective of their culture, gender, sexuality, ability, and beliefs. At our OSHC, children feel safe in a happy environment which enables them to learn new skills, develop positive social skills, whilst experiencing exciting, enjoyable activities and building new friendships.

We believe that all children learn and gain new skills through:

A safe, welcoming, creative environment that is stimulating and fun.

Where they are heard, respected, valued, and included.

Equity of opportunity

Programs and resources that actively promote the acceptance and inclusion of children of diverse ages, abilities, interests, family structures and cultural heritage.

Programs that support childhood development and value play-based experiences.

Programs that foster creativity, physical development, and social skills

The role and contribution of families to the child's development:

We believe that families have an important role in the child's experiences and development by continuous communication with educators. It is due to this belief that we utilise platforms such as Seesaw to keep parents informed of their child's learning.

We believe that families have the right to:

Responsive services that support families' needs

Be welcomed, informed, respected, and included.

Feel confident that their children are safe, supervised, happy and involved.

Timely and equitable responses to issues.

The role and contribution of the wider community in our centre:

We value the benefits that the wider community can provide and try to incorporate members of the community to engage in activities that enhance our children's learning. We respect all members of our community, including the Aboriginal and Torres Strait Islander people and acknowledge and respect their land. We celebrate and acknowledge all cultures within our service by celebrating relevant events, such as NAIDOC Week, Reconciliation Week, Harmony Day and Chinese New Year, etc.

The role of our educators and our expectations:

- Respect and cooperation with children, families, peers and management
- Create safe, healthy and equitable working environment which support the inclusion of staff of diverse ages, abilities, interests, gender, family structures and cultural heritage
- Encourage in the growth of children's learning and development against the National Quality Standard.

Our staff are from a wide and diverse cultural background:

They bring with them a great amount of cultural knowledge, skills and experiences. We have educators from a vast diversity of cultures. Most of the educators are currently studying to become teachers and are able to share their knowledge and skills amongst the other educators and children.

Physical Environment:

Our view:

As a center, we highly value the physical environment within our service, as we acknowledge the benefits it provides for our students.

Our aim is to:

- Take care in the treatment of the equipment and school property and encourage appropriate use.
- Encourage safe play and prompt adherence to OSHC Service rules.
- Provide a clean and safe environment for our children by ensuring all rubbish is disposed of in the correct bins.
- Conserve energy where possible, e.g., computers, lights, and water.

National Quality Standards:

Our OSHC is committed to obtaining high levels of quality in each of the new quality areas to ensure the best service is provided for your children.

The 7 areas of Quality Standards that the OSHC will be rated on are as follows.

Quality area 1: Education Program & Practices

Quality area 2: Children's Health & Safety

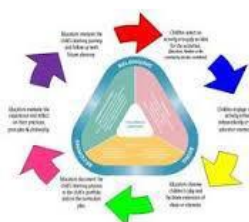
Quality area 3: Physical Environment

Quality area 4: Staffing Arrangements

Quality area 5: Relationship with Children

Quality area 6: Collaboration Partnerships with Families & Communities

Quality area 7: Leadership & Services Management



If you would like to have a look at our new National Quality Standards you can go onto the DEEWR website

www.deewr.gov.au/Earlychildhood/Policy_Agenda/Quality/Pages/Quality_Standards.aspx

Accreditation is provided by the Australian Children's Education and Care Quality Authority (ACECQA).

My time Our Place Framework for School age Care in Australia

Also, the implementation of Australia's first National Framework for School Age Care which is the educators guide to extend and enrich children's wellbeing and development in a school age care setting (OSHC)

My Time Our Place (MTOP) – Framework for School age children in Australia (The Framework) acknowledges time and place as children engage in a range of play and leisure experiences that allow them to feel happy, safe, relaxed and where they can interact with friends, practice social skills, solve problems, try new activities & learn life skills. The Framework is also devised from the Early Years Learning Framework (EYLF).

The service is working through the Framework and is implementing the Principles & Practices to achieve the set of 5 Outcomes for children. Children are involved in the planning process and parents/caregivers are encouraged to assist us with their ideas. We are looking for new incursion, craft, recipes, sports and multicultural ideas to help assist us to move the service forward for the children.

Listed below are the outcomes that we will be working within to provide Quality Care:

Outcome 1: Children have a strong sense of identity.

Outcome 2: Children are connected with and contribute to their world.

Outcome 3: Children have a strong sense of wellbeing.

Outcome 4: Children are confident and involved learners.

Outcome 5: Children are effective communicators.

If you would like to have a read of this framework, go onto the DEEWR website.

<http://education.gov.au/my-time-our-place-framework-school-age-care-australia>

Confidentiality:

The AGPS OSHC Service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, educators, and management are kept in a secure place and are accessed by or disclosed only to those who need the information to fulfil their responsibilities at the program or have the legal right to know.

No educators may give information on matters relating to children to anyone other than the custodial parent/caregiver. Confidential information may be discreetly exchanged between staff members of the service during the normal course of work.

Educators will protect the privacy and confidentiality of their colleagues by not relating personal information about another staff member to anyone either within or outside the service.

Priority of Access:

The AGPS OSHC Service follows the Commonwealth Government guidelines in the allocation of available places. The guidelines state priority as follows:

Priority 1: a child at risk of serious abuse or neglect

Priority 2: a child of a single parent who satisfies, or both parents/caregivers who both satisfy the work/training/study test under section 14 of the Family Assistance Act

Priority 3: any other child

Child Ratio:

1 - 15 children :1 Qualified
15 -30 children :1 Qualified / 1 Unqualified
31 - 45 children :2 Qualified / 1 Unqualified
46 - 60 children :2 Qualified / 2 Unqualified

Excursions: the ratio is based on our risk assessment, our usual ratio for excursion is as follows, please see risk assessment for individual excursion:

1 - 8 children: 1 educator to every 8 children
1 – 5 children: 1 educator to every 5 children Swimming (where swimming is involved)

Operating Hours:

Morning Session: 7:00am – 8:30am
Afternoon Session: 3:05pm – 6:00pm
Early Closure: 2:00pm – 6:00pm (usually the last day of the term)
Pupil Free Day: 7:00am – 6pm
Vacation Care: 7:00am – 6pm

The Service will be closed on Public Holidays and School Closure days.

OSHC Enrolments

Families wanting to utilize AGPS OSHC Care Service are encouraged to visit the OSHC as part of the induction process, during this induction families will meet the director / assistant director, have the opportunity to see the OSHC program and room, and ask any necessary information.

All families must complete an online enrolment form with all appropriate information including emergency contact information. This must be completed online and approved by the OSHC office before your child/children can attend the service.

Link to the OSHC enrolment form can be obtained from the OSHC, School Office or emailed if needed.

When booking your child/children into OSHC you must inform OSHC if your child/children are in reception and which area they are in so these children can be picked up on the day of their booking and be taken to OSHC.

If a child attends OSHC and has NOT been officially booked in, this child will be sent to the school office for the parent/caregiver to pick them up.

Child Care Subsidy/Rebate:

Upon completion of your enrolment and provision of family and child's CRN, OSHC will send out an enrolment information to Centrelink. This will require the CRN approved family member or guardian to approve the enrolment on Centrelink app. If you have not previously used Childcare or OSHC for your child you will have to contact the Family Assistance Office (13 61 50) to register. Please be advised that this process might take a long, therefore please attend to this as soon as you can.

Fees:

Before School Care

Permanent Booking - \$20 per session

Casual Booking - \$23 per session

After School Care

Permanent booking - \$28 per session

Casual Booking - \$31 per session

Early Closure Day – usually last day of school

Permanent Booking - \$36 per session

Casual Booked - \$42 per session

Vacation Care & Pupil Free Day–

Early booking - \$67 per a day – bookings processed 2 weeks prior to the day of booking.

Late booking - \$72 per a day – booking processed within 2 weeks prior to the day of booking.

*Child Care Benefits/ Rebates applies to those families eligible

Accounts:

Accounts are calculated each Tuesday and sent out to families via email. All accounts are calculated a week in advance and paid a week in advance. Accounts must be paid in full within 7 days of receiving them unless other arrangements for payment have been discussed with the Director. If accounts are still outstanding after 14 days, your child/ren will not be allowed to attend the service.

Please note: All term fees must be paid before accessing Vacation Care and all Vacation Care fees must be paid before accessing term again.

Outstanding Accounts:

Families not complying with this arrangement will not be eligible to book further care until suitable arrangements to pay the account have been made with the OSHC Director. All outstanding fees greater than 30 days will then be referred to the Debt Collector for actioning. Bookings can recommence once fees have been paid in full.

Method of Payment:

Payments are direct debited via the xplor system on Thursday.

Families may pay directly into the account to avoid using the xplor system, however this must be discussed with a director.

Bank account details, please always include child's full name in the description.

Students full name in Description

BankSA BSB -105-008 Account Number – 081534240

OSHC Bookings – Before & After School Bookings – Permanent and Casual

Before & After School bookings and Vacation Care bookings are separate, booking your child for a permanent booking only books them in for school term, please read information below to find out how to book your child in for vacation care.

Permanent bookings can be booked with the Director/Assistant Director. Bookings will remain on the system until last day of term 4, unless you make a change or account has not been paid. Casual bookings can be booked on the Xplore app 3 hours prior to session starting time. If booking need to be made within the three hours, please ring the OSHC.

Please note: some sessions may be booked out and casual booking may not be available on the day, always let the child know to come to OSHC via the school office.

If bookings are change in our service you will be sent out a CWA to inform Centrelink of the changes.

are taken yearly, and a reminder will be sent out in week 6 of term 4 for families to book for the coming year.

All bookings can be made with the Director/Assistant Director at any time.

Casual sessions can be made on the day, however there will be an extra cost of \$3 added to this session.

Non- Booked sessions can be made on the day, however there will be an extra cost of \$6 added to this session.

OSHC Bookings – Vacation Care Bookings – Early and Late

Vacation care program comes out in week 4, unless governing council meeting is postponed.

All Vacation care booking must be done on the Xplore app. All bookings for early vacation Care fee must be booked no later than two weeks before the vacation care program commences.

Vacation care day fill up very fast, please book your child as soon as you can.

Vacation program will often have food orders and consent forms attached to the program, please always check for these extra forms and return them to the office.

Cancellation Policy:

OSHC service must always ensure correct staffing ratio, as well as adhering to Child Care Award 2010 and Fair Work Australia act when cancelling educator hours. Therefore, we need adequate notice, so educators shift can be cancelled or rescheduled.

Cancellation of before school and after school care - Parents are required to notify the service no later than 5:30pm the day before.

Cancellation of Vacation Care and Pupil Free days – Parents are required to notify the service two working days prior to booked day. Without a medical certificate for an absence or if a booking has been cancelled with less than 2 working days' notice, then you will be charged as normal for the booking.

The Service is also unable to swap days or sessions. We are required to adhere to specific child/staff ratios and to provide relevant notice of shift changes to staff.

Allowable Absence – Centrelink information:

Regarding absences parents/ caregivers will be charged as usual and may still receive benefits by following the guidelines stated below:

Under the Child Care Management System (CCMS) and Child Care Benefits (CCB)

Parents are entitled to be paid up to 42 days absences for each child per financial year without the need to provide documentation such as medical Certificate.

Please call the service and speak with the Director or Assistant Director or leave a message on the answering machine to advise of your use of allowable absences or your acceptance of full payment.

This will apply to all sessions including Before School/After School, Care, Pupil Free Days, Early Closures, Sports Day, Camps and Early School Closure.

Signing in / signing out procedures:



On arrival to the OSHC parents/caregivers are required to report to staff to confirm attendance details and to sign for their child/ren. Parents/caregivers must also report to staff when arriving to pick their child/ren up at the end of a session. The Digital sign-in /out is available at the reception desk at the entrance of the service as well as in the music room when main building is closed.

Parents/caregivers must accompany their child/ren to and from the service and are required to vacate the service once the child has been signed in/out unless needing to speak with staff. Children will not be allowed to meet parents outside the facility. This procedure is to ensure the safety of your child and to meet government safety requirements. Only the person(s) specified on the enrolment form is allowed to pick up children from the OSHC. Staff must be notified prior to pick up on the day if you wish to authorise another person to collect your child/ren, this must be in writing and given to a staff prior to leaving your child/ren or via seesaw or text message. This person must be over the age of 18yrs. Proof of identity is required eg: Photo ID, Drivers Licence.

If for any reason a person comes to pick up your child from OSHC and they are not on your enrolment form, or we have not been notified in writing/message an educator will then call the parent/caregiver to get confirmation before allowing a child to leave the premises. If we cannot reach the parent, we will not allow the child to go until this has been confirmed.

Late pick up procedures:

Closing time is 6pm. Please arrive prior to this time if you wish to discuss your child's day and to allow enough time to gather your child's belongings and sign out.

Late Pick Up Fee:

Families who are late to collect their child will be charged a late fee of \$1per minute which will be added to their account.

In emergency situation parents are asked to:

Please phone the OSHC if you are unable to collect your child by closing time.
Keep all emergency contact numbers up to date. Failure to pick up your child/ren by 6pm (unless specific authorised extension has been granted due to an emergency) will result in the following procedure being implemented –

- Staff will attempt to contact the parent/caregiver via telephone.
- If the parent/caregiver cannot be contacted, the emergency contact person will be contacted and asked to collect the child/ren.
- If the emergency person is unavailable and suitable arrangements cannot be made within 15 minutes of the advertised closure time the Police will be contacted to ascertain whether the parent/caregiver may have been in an accident. Should this not be the case then the child will accompany the police until parent /caregivers is contacted.

This is our procedure due to crisis care not being available after hours.

Contact numbers for these organisations are listed below.

Family and Youth Services: 8304 0120

Local Police: 131 611

Port Adelaide Police: 8207 6444

Court Orders & Custody:

Parents/authorised persons have access to their children at all times unless a relevant Court Order is given to the OSHC service stating otherwise. A copy of a current Court Order must be given to the Director /Assistant Director on enrolment. Parents/authorised persons must notify the OSHC Service if there are any changes to these documents.

If the OSHC Service does not have a copy of the Court Order, then it is assumed that both parents have equal access to the child/ren.

The document will be filed with the child/rens records and treated in strict confidence.

Verbal confirmation on authorised Parents/person will not be accepted. OSHC service requires this in written form.

Food and Snacks:

The AGPS OSHC Services encourages parents/caregivers to make healthy food choices with their children. The OSHC Service provides breakfast cereals and toast. The children also have access to cool drinking water as required.

The OSHC Service provides a fruit and vegetable platter along with an additional snack at each afternoon session.

During Vacation Care we ask parents to pack health recess and lunch for their child/children, at times, we will have a shared lunch – please see the vacation care program when it is released.

We encourage the sharing of multi cultural food experiences and support families that have dietary requirements such as vegetarian or halal foods.

The AGPS OSHC Service is a Nut Free Zone.
Please do not send your children with peanut paste.
or any nut products for safety of all children



Electronics & Toys:

Electronic items such as mobile phones must be handed in for safekeeping. Smart watches must be placed in school mode. During the service hours. It is preferred that children do not bring their own toys from home unless we have planned it into the program.

Clothing and Personal Belongings:

Please ensure the clothing your children wear is SunSmart and appropriate for planned activities and covers your children's shoulders – No singlets they are not considered SunSmart clothing.

Please make sure your child/ren wears appropriate footwear for planned activities. Sneakers, enclosed footwear or sandals with back straps are acceptable. We recommend packing a spare change of clothing.

Please clearly label all clothing and personal belongings

Due to risk of damage, loss or theft, children are asked to refrain from bringing personal belongings and toys to OSHC Service. E.g. expensive jewellery, dolls, mobile phone, ipads, cars, trading card etc.

These Items cannot be brought to the OSHC Service unless it has been scheduled into the program as a part of an activity. All items brought to OSHC Service is at the owner's risk.

Footwear:

For the safety of all children attending the OSHC Program we ask that all children wear shoes that are appropriately secured with straps. No thongs please!



Sunscreen/Hat Policy:



Our OSHC service closely follows the Cancer Council South Australia guideline to keep all children safe and sun smart when UV rays are high.

Children participating in outdoor/water activities must apply sunscreen. Children who have an allergy to sunscreen (as written on their enrolment form) must supply their own if they wish to participate in the outdoor activities. Sunscreen (30+ SPF) will be re-applied every 2 hours. Children are encouraged to apply their own sunscreen; Educators will assist a child applying sunscreen if consent has been given on their enrolment form.

OSHC children will be provided with a hat which must be worn for any outdoor activities, in conjunction with our Sunscreen/Hat policy - No Hat = No Play.

Outdoor activities are discouraged during the hottest part of the day (11am – 3pm) during summer.

Health and Illness:

The AGPS OSHC Service aims to provide a healthy environment in which children can grow and learn safely. Staff model appropriate health and hygiene practices including the handling, preparation, cooking and storage of foods. We manage children's ongoing health needs in cooperation with parents/caregivers. If your child has a health issue; no matter how small, staff must be informed as soon as possible so they can monitor and support your child fully. Health information is part of the enrolment form that must be updated yearly. We ask parents/caregivers to simply review existing information and inform staff of any changes on arrival to the OSHC service. If your child has any allergies, please inform staff, and include this on their enrolment forms and provide a medical health care plan you must also include Epi pen or asthma medication.



Children and staff members will be excluded from the service if they have an infectious condition. After a serious illness or injury, a medical certificate of fitness may be required before returning to the OSHC service.



Accidents and Injury:

Should your child be injured whilst at the OSHC Service, First Aid will be administered, and you will be notified. If you cannot be contacted, we will call the emergency contact person on your child's enrolment form. In the case of a minor incident staff will inform you when collecting your child. All accident forms must be read and signed by the parent/caregiver. Please ensure that you advise staff of any changes to your circumstances eg: Change of address/phone numbers.

In emergency situations we will seek immediate medical help. This will be performed without hesitation. Your child is our priority.

Medication:

It is the parent/caregiver's responsibility to ensure that a current Medication Authority form has been completed and handed in with your booking. If the child is taking medication this needs to be handed and signed into a staff member using the Medication Form. It must be in its original container with a chemist label that includes the child's name, dosage required and time to be taken.

Medication will be checked by two staff members then administered by the child. Both staff members will sign the form.

Staff Training:

All staff are trained in the following:

First Aid/Asthma/Anaphylaxis
CPR (Cardiopulmonary Resuscitation)
Child Safe Environments

All staff must have a working with children check (WWCC) and have experience working with children 5-12 years.

Behaviour Management:

We strive to keep the AGPS OSHC Service a happy and safe place for all children. Children attending are expected to show care and consideration for other people and their property.

Children who frequently exhibit unacceptable or dangerous behaviours may be excluded from the OSHC service. Violent behaviour will not be tolerated at all. Children are familiarised with a set of positive group behaviour expectations and consequences based on responsibility and respect.

Children are encouraged to:

- treat staff and other children respectfully.
- use appropriate language.
- understand expected behaviours and consequences.
- know and follow the daily routine.
- participate in the programmed activities.
- make a range of choices of play in free time.
- move through transition times in an orderly manner.
- offer ideas and suggestions for activities.
- be good role models.

Staff are expected to:

- use appropriate language.
- role model appropriate behaviours
- be positive and encouraging.
- Listen.
- Assist with conflict resolution.
- Be consistent.
- Offer ideas and suggestions for activities.
- Participate in program activities.
- Know and follow daily routines.

Parents/caregivers are expected to:

- be respectful of the staff, children, and other parents/caregivers whilst on the OSHC premises.
- use appropriate language.
- role model appropriate behaviours
- speak positive and encouraging.
- offer ideas and suggestions for program activities.

Equal Opportunity:



The AGPS OSHC Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, sexuality, political conviction, family responsibility or family status. The OSHC service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences.

Mandatory Reporting:



The AGPS OSHC Service staff have an obligation to all children attending the service to defend their right to care and protection. To support this right, the service will follow the procedures set down by the Department of Family and Community Services under the Children's Protection Act 1993 Section 11(1) & (2), when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection. The service also has a responsibility to its employees to defend their right to confidentiality unless allegations against them of abuse are proven.

Grievance Procedure:

We strive to provide a safe and enjoyable program for your children. If you have any concerns or dissatisfaction with the program or staff/educators, please consider the following options.

1. Be courteous.
2. Talk directly with staff on duty.
3. Talk directly to the OSHC Director or arrange a meeting time.
4. Make a comment in writing to the Director via email.
5. Correspondence can also be addressed to OSHC Director

Allenby Gardens OSHC
Barham Road
Allenby Gardens SA 5009

Please refrain from discussing your concern with your children, other parents or other staff members. This is to protect the interest of any involved parties' interests and ensure only the relevant facts applicable to the complaint are pursued.

If the concern is with the Director or Assistant Director, we ask you to contact the School Deputy Principal telephone number (08) 8346 1541

Parents can also contact the Complaints Department of the Education and Early Childhood Services Registration and Standards Board of South Australia on (08) 8346 154.

Homework:

Staff will provide a quiet safe area for children to do their homework. Staff can assist with homework when time and resources permit. All efforts will be made to encourage students to occupy their time in a constructive and worthwhile way.



After School Sport or other Activity:

If your child is attending after school sport or other activity here at the Allenby Gardens Primary School, you **MUST** inform the OSHC Director or Assistant Director giving the child's name/ day/ time/ sport or other activity and coaches/teachers full name.

To ensure consistency and duty of care for your child's safety, children attending after school sports or other activity on site must first sign into OSHC.

An OSHC educator will then walk your child to their sport or activity. Once the after-school sport or activity has finished the coach/teacher will walk the children back to the OSHC service.



Communication / Noticeboard / OSHC Information:

Communication is an important part of our relationship with families, please feel free to come and talk to us about anything. Our forms of communications are in person, via text or email, seesaw and playground app. Feel free to use any of the above.

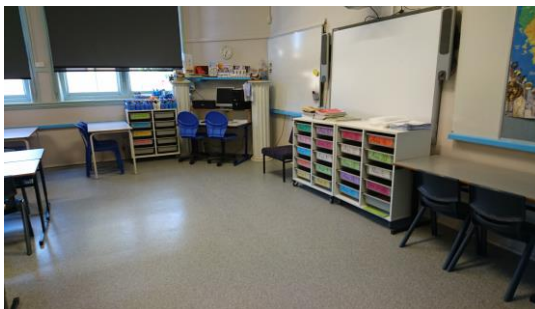
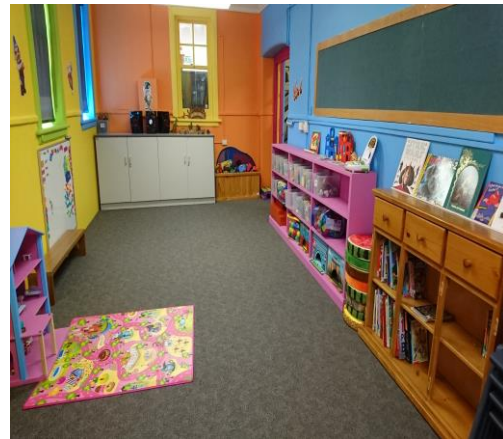
Notices / OSHC information will be displayed on the display board near the OSHC front entrance, notices will also be posted on seesaw and Xplor. Notices may include advertisement for pupil free days, vacation care programs, lost property, or special day at OSHC information.

Allenby Gardens Primary School Seesaw App under OSHC. The Apps is easy to download to your phone and is a great way to ensure you don't miss any important OSHC information.

Feedback:

Parents are encouraged to provide feedback as often as they wish via seesaw/email or directly with OSHC Director at oshc.agps618@schools.sa.edu.au.





Allenby Gardens Primary School OSHC Service
Barham Street
Allenby Gardens SA5009
Phone: 8346 1541
Mobile: 0423 475 593
Fax: 8340 3239



Updated 10/05/2024.

Declaration signed by parent.

ATTENTION!

Attention Parents/Caregivers please read and sign the form provided after reading the Allenby Gardens Primary School OSHC Family Handbook and return to the OSHC Director or Assistant Director.

I _____ have read and understood the Allenby Gardens Primary School OSHC Service Family Handbook. I agree to abide by these Policies and Procedure

Parent /Caregivers signature: _____

Date: _____

← Please cut along line and return to OSHC