



**ALLENBY GARDENS PRIMARY  
SCHOOL**

OSHC Service  
Family Handbook  
2018- 2019

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### **Overview:**

The Allenby Gardens Primary School offers OSHC Service for primary school aged children. The program operates in the OSHC Building opposite the School Office Block near Barham Street

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

### **Our Philosophy:**

The AGPS 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. Where children feel safe in a happy environment which enables them to learn new skills, develop social skills in appositive way, whilst experiencing exciting, enjoyable activities and building new friendships

#### **We believe that all children have the right to:**

- A safe, welcoming, creative environment that is stimulating and fun
- Be 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

#### **We believe that all parents and 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.

#### **We believe that all staff have the right to:**

- Clearly defined roles and responsibilities
- Respect and cooperation from children, families, peers and management
- A safe, healthy and equitable working environment which support the inclusion of staff of diverse ages, abilities, interests, gender, family structures and cultural heritage
- Access to quality resources which actively promote inclusion, diversity and equality
- Regular opportunities for professional development

## **Environment:**

### **It is our aim to:**

- Take care in the treatment of the equipment and school property and encourage appropriate use
- Encourage safe play and encourage children to follow OSHC Service rules
- Put all rubbish in the correct bins.
- Conserve energy where possible eg: computers, lights and water

## **National Quality Standards:**

As at the 1<sup>st</sup> of January 2012 all Childcare, OSHC & Kindergarten Services have started their transition to new National Quality Standards.

Accreditation will now be provide by the Australian Children's Education and Care Quality Authority (ACECQA)

Allenby gardens 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](http://www.deewr.gov.au/Earlychildhood/Policy_Agenda/Quality/Pages/Quality_Standards.aspx)

## **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 – 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.

We do need to dive deeper into each area to seek & source new ideas, parents/care-givers are encouraged to assist us with their ideas. We are looking for new incursion ideas, craft, cooking recipes, sports, multicultural and any kind of new 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 Allenby Gardens OSHC Service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff 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 member of staff may give information on matters relating to children to anyone other than the custodial parent/care-giver. Confidential information may be discreetly exchanged between staff members of the service during the normal course of work.

Staff 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/care-givers 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

### **On general excursions the ratio is:**

- 1 - 8 children: 1 staff member to every 8 children
- 1 – 5 children : 1 staff member to every 5 children Swimming

### **Operating Hours:**

Before School Care – 7:00am – 8:30am (Monday to Friday)

After School Care - 3:00pm - 6pm (Monday to Friday)

Pupil Free Day - 7:00am – 6pm

Early Closure – 2:00pm – 6pm

**The Service will be closed on Public Holidays**

## **OSHC Bookings – Permanent and Casual**

- Permanent casual bookings can be made with the Director/Assistant Director at any time
- Term Bookings **MUST** to be in no later than **TWO WEEKS** before end of each term to ensure you bookings
- Non- Booked sessions can be made on the day there will be an extra cost of \$6 added to this session

**Bond:** A Bond is required for OSHC care. This will be one week in advance payment for your child or children's care charged at the full rate not including CCB and CCR rebate. This bond is refundable when you no longer use the service.

**Fees:** There will be an extra cost of \$3 added to fees for casual bookings  
There will be an extra cost of \$6 added to fee for non-booked sessions (These are bookings made on the day of service)

### **Before School Care**

Permanent Booking - \$17per session  
Casual Booking - \$20  
Non - Booked Session - \$23

### **After School Care**

Permanent booking - \$25 per session  
Casual Booking - \$28  
Non - Booked Session - \$31

**Early Closure Day** - \$33 per half day  
Non - Booked Session - \$38

**Pupil Free Day** - \$58 per session  
Non - Booked Session - \$64

## **Child Care Benefits/ Rebates applies to those families eligible**

### **Accounts:**

Accounts are processed weekly and emailed no later than Tuesday. These must be paid in full within 7 days of receiving them unless other arrangements for payment have been discussed with the Director. If these accounts are still outstanding after 14 days your child/ren will **Not be allowed to attend the service.**

### **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:**

- EFT into our OSHC Bank Account. If you would like to pay by EFT please use the details below: **Note Please make sure to write you are paying the OSHC fees. If you are paying your OSHC Bond please make sure to write Bond**

EFT PAYMENTS – OSHC FEES

Students full name in Description

BankSA      BSB -105-008      Account Number - 081534240

**Please note: When paying by EFT the amount paid once receipted on our system will not show on your invoice until the following week.**

- Accounts can be paid by Eftpos at the School Office Please have your Invoice statement.

- By phone and email giving your credit card details to the school Finance Manager.
- Cash or Cheque payments can be made at the OSHC Office. Please have the correct money when paying in cash.
- If no one is at the OSHC to take your cash payment, place payment in the envelope provided with your details, date and amount paid. Put the envelope in the mail box on the wall next to the OSHC Office.

### **Child Care Benefit/Rebate:**

Child Care Benefits from Department for Families & Social Inclusion, to eligible families. The Family Assistance Office number is 13 61 50 for families wishing to know if they are eligible. You will then receive an Income Assessment Notice and a reduction in the cost of care as applicable. We will need to know your percentage rate and if you have been approved for 24 or 50 hours of care per week.

Any family who has outstanding fees from previous care must ensure these are paid in full or your child/ren will not be allowed to attend the service

### **Signing in / signing out procedures:**



On arrival to the OSHC parents/care-givers are required to report to staff to confirm attendance details and to sign for their child/ren. Parents/care-givers must also report to staff when arriving to pick their child/ren up at the end of a session. The Sign in book is available at the reception desk at the entrance of the service.

Parents/care-givers must accompany their child/ren to and from the Service and are required to vacate the service within 10 minutes of drop off/pickup 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; this person must be over the age of 18yrs. Proof of identity is required eg: Photo ID, Drivers Licence.

### **Cancellation of Bookings AGPS OSHC**

To allow the OSHC Service to run smoothly and to ensure appropriate staffing, **1 WEEK NOTICE IN WRITING OR VIA EMAIL OF ANY CANCELLATION is required.**

This will apply to all sessions including Before School/After School; Care, Pupil Free Days, Early Closures, Sports Day, Camps and Early School Closure. 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. We may be at risk of non-compliance with these requirements if parents cancel at short notice

Parents are required to notify the service if their child/ren will not be attending a session. Failure to do so will mean you will be charged the full fee rate for any session or day in question.

In regards to 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.

**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 \$1 per minute which will be added to their account.

**In an Emergency parents are asked to:**

- Telephone the program if you are unable to collect your child by closing time
- Keep all emergency contact numbers up to dates

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:

1. Staff will attempt to contact the parent/caregiver via telephone.
2. If the parent/care-giver cannot be contacted, the emergency contact person will be contacted and asked to collect the child/ren.
3. If the emergency person's are 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.
4. 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

Parks Police: 8207 6500 after hours

**Court Orders & Custody:**

1. Parents/authorised persons have access to their children at all times unless a relevant Court Order is given to the program stating otherwise.
2. A copy of a current Court Order must be given to the Director on enrolment.
3. Parents/authorised persons must notify the program if there are any changes to these documents.
4. If the program does not have a copy of the Court Order then it is assumed that both parents have equal access to the child/ren.
5. The document will be filed with the child/rens records and treated in strict confidence



### Food and Snacks:

The AGPS OSHC Services encourages parents/care-givers to make healthy food choices with their children. The program provides Breakfast consisting of Weet-bix , Toast or rice bubbles. 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

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



### 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/care-givers. It is therefore requested that if your child has a health issue; no matter how small, that staff are 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 each holiday. We ask parents/care-givers to simply review existing information and inform staff of any changes on arrival to the program. If your child has any allergies please inform staff and include this on their enrolment forms.

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 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/care-giver. 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 first priority.**

**Medication:**

It is the parent/caregivers responsibility to ensure that a current medical form has been completed and handed in with your booking. If the child is taking medication this needs to be handed and signed in to a staff member using the Medication Form. It must be in its original container with 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:**

- Senior First Aid/Asthma/Anaphylaxis
- CPR (Cardio Pulmonary Resuscitation)
- Child Safe Environments

All staff have a Police Clearance and have experience working with children 5-12 years

**Sun Screen/Hat Policy:**



All children who are 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 should be re-applied every 2 hours. When purchasing sunscreen, 30+ SPF Sunscreen is recommended. Children are encouraged to apply their own sunscreen, but workers will check that they apply it to **all** exposed skin.

OSHC children will be provided with a hat which they are responsible for. There will be a cost of \$5 for the hat. Please put your child's name inside their hat.

This should be worn for any outdoor activities. **No Hat = No Play.** Outdoor activities are discouraged during the hottest part of the day (11am – 3pm) during summer.

**Footwear:**

For the safety of all children attending the OSHC/Vacation Care Program we ask that all children wear shoes that are appropriately secured with straps. On excursion Sneakers or covered in shoes must be worn.

**No thongs please!**



**Personal Belongings:**

Due to risk of damage, loss or theft, children are asked to refrain from bringing the following items to the OSHC Service.

MP3 Players	iPods	Mobile Phones
Game Consoles	Trading Cards	Expensive Jewellery

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.**

### **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 program. 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/care-givers are expected to:**

- be respectful of the staff, children and other parents/care-givers whilst on the OSHC premises
- use appropriate language
- role model appropriate behaviours
- speak in 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 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, please consider the following options.

- Be courteous
- Talk directly with staff on duty.
- Talk directly to the OSHC Director, or arrange a meeting time.
- Make a comment in writing. Correspondence can 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) 8226 2518**

### Homework:

Staff will:

1. provide a quiet safe area for children to do their homework
2. staff will assist with homework when time and resources permit
3. all efforts will be made to encourage students to occupy their time in a constructive and worthwhile way



### After School Sport:

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

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

An OSHC staff member will then walk your child to their sport. Once after school sport has finished the coach will walk the children back to OSHC



**Noticeboard/OSHC Information:**

To inform families of any OSHC information they may need to know eg: Outstanding accounts, lost property, early school closure and Pupil free days etc. The OSHC Director will put notices on the Allenby Gardens Primary School FlexiBuzz App under OSHC. The App 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 the "Feedback Form" which can be obtained in OSHC next to the sign-in book or via email to the OSHC Director at [carol.sheehan397@schools.sa.edu.au](mailto:carol.sheehan397@schools.sa.edu.au)



**AGPS OSHC Service Feedback Box is next to the sign-in book**



**Allenby Gardens Primary School OSHC Service**  
Barham Street  
Allenby Gardens SA5009  
Phone: 8346 1541  
Fax: 8340 3239



Up dated July 2018

**ATTENTION!**

**Attention Parents/Care-givers 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**

