



CLARENDON PRIMARY SCHOOL
OUTSIDE SCHOOL HOURS CARE INC.

FAMILY HANDBOOK 2026

BEFORE SCHOOL CARE
AFTER SCHOOL CARE

PUPIL FREE / SCHOOL CLOSURE DAYS
VACATION CARE - ABERFOYLE CAMPUS SITE

TELEPHONE:

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INTRODUCTION

This booklet has been prepared by the Staff and Management Committee of the Aberfoyle Campus Schools OSHC

Our OSHC Program is a self-funded non for profit incorporated body with Charity Status. We are a Commonwealth funded program and Child Care Benefits are available to all users of the program.

We are considered an important part of the school community and aim to maintain the standards and policies of the school.

The program must comply with regulations set by the Department of Education and Australian Children's Education and Care Quality Assurance (ACECQA) as well as operating a viable but non-profit organisation, paying award wages and all associated cost of a small business.

The OSHC Management Committee is made up of parents of children who attend OSHC, OSHC Directors and staff representatives who meet approx. once a term to discuss and make decisions on the effective running of the program. Anyone who is interested is welcome to contribute or attend these meetings.

Our Staff are skilled, trained and experienced childcare workers who are able to give your child the special care and attention they need.

The OSHC program is designed specifically for children between the ages of 4 and 13 years of age. Pre-schoolers are accepted from the school holidays prior to starting kindergarten.

It is advised to make an appointment if you wish to discuss any issues with the Director.

PHILOSOPHY AND AIMS

At OSHC, we aim to provide the children with a safe, stimulating, friendly and enjoyable environment for them to stay and play before, after school, and during school holidays.

Breakfast is provided before school if required and the children are offered a variety of healthy afternoon snacks on arrival from school each afternoon. A late afternoon snack is provided at 5pm.

The program aims to provide quality care where children can participate in interesting and fun activities such as art/craft, games, construction, sport, free play etc and the opportunity to complete homework.

We understand that the time children spend at OSHC is their recreation time, just as it would be if they were at home. Therefore, we try to offer the children activities and experiences they might not have available to them outside the program.

Children can gain many skills from the activities and experiences available to them at OSHC. They can play and mix with children of other ages and social groups.

The staff organise a recreational based program each week, which aims to provide activities that initiate new experiences, foster current interests and meet the individual developmental needs of each child while respecting gender, race, cultural background and ability.

We aim to achieve these goals by -

- Fostering self-esteem and confidence in children and respecting the diversity of a child's background and abilities. Accommodating their individual needs and treating all children equitably.
- Creating a responsive and inclusive atmosphere for children and staff and ensuring that communication between staff is professional, respectful and displays teamwork; while guiding children's behaviour in a positive way.
- Providing a service responsive to the interests of families and encouraging participation in the operation of the service, also building links with the community; and ensuring we are responsive to the diverse needs of the community.
- Providing programs, which reflect our service's philosophy, aims and goals; programming for the needs, interests and abilities of all children; working collaboratively with the children to plan and implement experiences; and regularly evaluating these programs.
- Encouraging children to initiate and participate in play and recreational experiences; supporting children's physical development; supporting the development of children's life skills; and supporting children's creative and aesthetic development.
- Promoting balanced and healthy eating following recommended guidelines; implementing effective and current food handling and hygiene practices; controlling the spread of infectious diseases; and planning to meet the individual health needs of children.
- Having effective policies and procedures on protective care, promoting a safe environment for children and staff; and promoting occupational health, safety and welfare.
- Managing the service within relevant legislation; providing effective communication and support between management and staff; management using effective strategies to communicate with families; having effective recruitment, orientation and induction processes for staff; providing and facilitating professional development opportunities for staff; and ensuring management adheres to effective grievance and complaints procedures.

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OUR STAFF AT CLARENDON PRIMARY SCHOOL

Director:	Carmel Button
Senior Staff:	Casey (Educational Leader/Nominated Supervisor) Joy (Nominated Supervisor) Danni (Responsible Person)
Supporting Staff:	Kayla Hudson Mia

We are a team of friendly, welcoming, skilled professionals with many years of experience and training within the childcare field.

LOCATION

The OSHC Program is located in the Resource Centre on the school ground. Other areas available are the kitchen and outside area. The oval and playground equipment are visited daily, weather permitting. Breakfast and afternoon tea is held in the school kitchen area.

Clarendon Primary School
Potter Road
Clarendon, S.A 5157
Phone: 0421 155 559
E-mail: clarendonpsoshc@gmail.com

CONNECTING FAMILIES AND OSHC

Clarendon OSHC uses the program Xplor to connect with our families, there is an app available to download for apple and android.

The app allows you to request bookings or changes, notify us when your child will be absent, check your account balance and view observations and posts made by educators about what is happening at OSHC.

When you enrol with us you will receive an invitation via email to create an account and get started. If you have any questions please ask an educator for guidance.

BOOKINGS & CANCELLATIONS

Bookings are essential and it is important staff be notified as early as possible when your child/ren will be attending so as adequate staffing and provisions can be provided.

It is very important that you advise us if you need to **cancel a booking**. In case of absence a text message or phone call can be made to **0412 155 559**.

Please note that this is the family's responsibility. All fees have Child Care Subsidy (CCS) applied to reduce the gap incurred by families.

Late Pick-up:

The Centre must be contacted in the event that children cannot be picked up by 6:30pm so alternative arrangements can be made if necessary. A late pick-up fee of \$10.00 per child, per 15 minutes or part thereof, will apply if children are picked up after our 6:30pm closing time.

HOURS OF OPERATION

Before School Care session:	6:30am - 9.00am.
After School Care session:	3:00pm - 6:30pm
Pupil Free / School Closure Days (Aberfoyle Campus Site)	6:30am - 6:30pm.

CLARENDON OSHC IS CLOSED DURING SCHOOL HOLIDAYS

VACATION CARE IS AVAILABLE AT ABERFOYLE CAMPUS OSHC:

6.30AM - 6.30PM

VACATION CARE FORMS COME OUT WEEK 8 EACH TERM.

HOW TO ENROL YOUR CHILD

To enrol your child in the OSHC Service, please complete the following.

- See the school Principal or OSHC staff for an enrolment package (Enrolment form and Family Handbook).
- Return the completed form prior to your child commencing care.
- Include any relevant medical information (i.e. health conditions or allergies).
- Enrolment form are updated annually, however if information or details change, please advise immediately.

Children must be booked for Vacation Care separately. All Vacation Care Bookings forms are available from Monday morning week 8 of each term in the Aberfoyle Campus OSHC Office. Forms must be signed and handed in to the office to accept the bookings.

ACCESS TO THE SERVICE

Families attending the Aberfoyle Campus Schools and Clarendon Primary School will be given first priority for bookings during Vacation Care.

Priority of Access guidelines are:

- A child at risk of abuse or neglect.
- Special needs children
- Parents / guardians, who are working, studying or training.
- Recreational

Director's discretion may be used in special circumstances.

Before and After School Hours Care: When all permanent bookings are filled, a waiting list is prioritised in the above order.

Vacation Care: When all bookings are filled, a waiting list is prioritised in the above order.

FEE STRUCTURE as of November 2025

**Fees increases occur in January of each year inline with CPI and other contributing factors - any changes are notified by the management 2 weeks before the start date.*

Full session fees (per child) without Child Care subsidy are:

- Before School Care session - \$21.00
- Cancellation Before School Care - FULL FEE
- Cancellation with Medical Certificate - \$10.50
- After School Care session - \$29.00
- Cancellation After School Care - FULL FEE
- Cancellation with Medical Certificate - \$11.50

VACATION CARE - ABERFOYLE CAMPUS OSHC SITE

- Vacation Care Session - \$76.00
- Cancellation Vacation Care- FULL FEE

Cancellation with Medical Certificate - \$28.00

CHILD CARE SUBSIDY APPLIES TO ALL FEES TO REDUCE THE GAP FOR PARENTS

SEE STAFF IF YOU NEED HELP WITH CENTRELINK

OSHC FEES:

Setting fees

Clarendon OSHC aims to provide a quality service to families at an affordable price. The Management Committee will annually determine the fee level required to meet the operational costs of the service.

Details of each family's account will be confidential and stored appropriately. Families may access their own records at any time.

Payment of Fees

Payments of accounts are to be made weekly/fortnightly unless a prior arrangement with the Director is arranged. A late fee of 3% will apply if payment is not received on time AT THE DISCRETION OF THE DIRECTOR AND COMMITTEE

Direct Bank Transfers can be made to:

Clarendon OSHC

BSB: 105 186

ACC: 045835240

All fees must be finalised by the end of each term or vacation care.

- Accounts can be paid at the service during opening hours by cash, cheque, credit card or direct bank deposit
- Receipts will be issued for all payments at time of payment
- A print out of child's attendance and receipt of payment is available on request.

Non-Payment of Fees

- Families receive a fortnightly account to remind them to pay.
- Following further non-payment of fees, or non-contact with the Director, a letter will be sent advising that the child/ren's attendance at the service may be refused until **all outstanding fees are paid**.
- If no further contact is received from the family then the Program's debt collection agency will be advised.
- **Cost Clause:** Parents are advised that they will be liable for any additional costs incurred by OSHC in engaging a credit management company if necessary.

CHILD CARE SUBSIDY

Child Care Subsidy is available to all families, at a variable rate depending on parental income. Information is available from the OSHC service, and processed through the Family Assistance Office, (CENTRELINK Phone No. 13 6150).

PUPIL FREE / SCHOOL CLOSURE DAYS

ABERFOYLE CAMPUS OSHC SITE

Care is provided on Pupil Free and School Closure days if there are bookings for a minimum of 10 children. This care is hosted by the Aberfoyle Campus OSHC site.

ALL FEES WILL BE REDUCED WITH CCS REBATE

VACATION CARE

ABERFOYLE CAMPUS OSHC SITE

Vacation care forms are to be handed in ASAP. Waiting lists may be prioritised under our Priority of Assess guidelines. **HIGH OUTSTANDING FEES MAY RESTRICT YOUR USE OF VACATION CARE AT THE DISCRETION OF THE COMMITTEE**

A full fee without a doctor's certificate will be charged if you cancel any days that you have booked unless cancelled prior to the end of term as we have already rostered staff for these days and the buses and venues have been booked and paid for.

With Doctors Certificate a \$10.00 cancellation fee will be charged if cancelled once the prior school term has finished. Fees then have CCS rebate applied.

SETTLING NEW CHILDREN INTO OSHC

When enrolling new children in OSHC families are able to discuss their child/ren's routine with the Director. We encourage each family to bring their child/ren along to the service and view the facilities. Each family is given a Family Handbook outlining OSHC procedures, and each family is asked to complete an "About You" sheet for each child. This information enables staff to better understand each child's routines, likes and dislikes, as well as enabling staff to prepare the service program according to individual needs of the children. This information is treated confidentially.

Kindy children will be walked between the kindergarten and school grounds to attend sessions each morning and afternoon.

Families are encouraged to discuss any concerns they have with the Director or OSHC staff at any time.

POLICY STATEMENT ON CONFIDENTIALITY

The Clarendon Primary School OSHC Inc. 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 people who need the information to fulfil their responsibilities at the service or have a legal right to know.

LOST PROPERTY

We regret we cannot take responsibility for children's toys and personal items. Cherished items are best left at home or looked after by staff during the session when needed.

BEHAVIOUR MANAGEMENT

Our aim is to provide a safe and enjoyable place for children to stay, and your help and support with this makes it much easier for all involved.

Please note if there are any factors that may affect the behaviour of your child/ren (home or school life, health considerations, etc.) it is very helpful to let the educators know so that we can modify our expectations and the way we deal with situations. The following Behaviour Code will be put into use when and if necessary

BEHAVIOUR CODE

The purpose of the Behaviour Code is to:

- Ensure the safety and security of the children and educators.
- Ensure respect for the rights and feelings of the children and educators.
- Ensure smooth running of the program.
- Ensure the child takes responsibility for their own actions

To achieve these goals the OSHC educators:

- Aim to be consistent.
- Reinforce positive behaviour (with verbal encouragement).
- Follow through with clear and established expectations of the school and OSHC community.
- Ensure that rules and consequences are known and understood by children, educators and families through ongoing discussion and review.
- Encourage children to seek support.
- Seek family support as part of our strategy

Children attending the program are expected to:

- Respect the rights of other children and be courteous.
- Care for their own property, and the property of others.
- Move sensibly throughout the space.
- Endeavour to resolve conflict appropriately.
- Listen to and follow instructions.
- Remain within OSHC boundaries and be seen at all times.

The following behaviours are not acceptable:

- Hurting another person emotionally and/or physically.

- Swearing/abusive language.
 - Harassment.
 - Stealing
 - Any discrimination in relation to age, gender, sexuality, culture, religion, impairment or disability.
- Families are informed of child/ren's behaviour and consulted about strategies if child/ren display consistently negative behaviour that detracts from the care and attention other children receive or impacts negatively on the operation of the service.

Suspension/expulsion from the program by the Director will be considered in consultation with families, as a last resort.

In the event of harassment, children are encouraged to undertake the following steps:

- Tell the person to stop.
- Move away from the person who is harrassing you.
- Warn the person that they will be reported to a staff member.
- Report the person to n educator.

We support the Clarendon Primary School's policies through our practices and have aligned our behaviour expectations accordingly. This includes a zero tolerance policy for physical violence in our setting.

ARRIVAL AND DEPARTURE

Before School care:

Children must be brought to the centre each morning and signed in by the family member/caregiver. Children are dismissed from Before School Care from 8.30am when school staff members come on duty.

Kindergarten children are escorted over to their centre at 9.00am by educators.

After School care:

Children must walk over from their classrooms to the library building for roll call and afternoon snack. Children with bookings who do not arrive will be located by an educator, it is important to notify OSHC of any changes to your bookings ASAP.

Family members/caregivers must sign out their children out.

Kindergarten children are escorted to OSHC from their centre at 3.00pm by educators.

HOMEWORK

All children are given the opportunity to complete homework at OSHC. Children may take advantage of a quiet area, as well as assisting each other with various aspects of their homework. If any families wish their child to complete their homework during this time, please notify the Director or OSHC staff.

PERSONAL LAPTOPS AND ELECTRONIC DEVICES

Personal laptops are permitted for homework purposes **ONLY**. Other electronic devices such as Ipad, Iphone and handheld games are not to be used in our sessions unless otherwise discussed with the nominated supervisor. **OSHC takes no responsibility for any damage caused accidentally or deliberately by any person or persons.**

OSHC has policies available to all families with regards to safe online environments and the storage of data and photos - **it is an expectation of enrolment that you adhere to our strict no photo policy while in the centre or during centre experiences.** Photos taken during sessions are with registered service devices and securely stored and used in our private online program, Xplor, and in the educational diary on display each session.

EDUCATIONAL PROGRAM

The Clarendon Primary School OSHC provides a program that is developmentally appropriate to the leisure needs of the children attending the service. The program allows for the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity.

Children are encouraged to be involved in the program planning, implementation and evaluation process. We encourage any suggestions from children, family and other interested people for activities for the program.

Varieties of age-appropriate activities are provided on a daily basis. These activities may include:

*art	*craft	*board games	*toys	*quiet area
*drama	*dance	*outdoor play	*sport	

Children are free to choose their activities and are encouraged to be actively involved. Educators encourage the children's input into the evaluation of the program. Evaluation considers both positive and negative aspects of the activities, as well as extensions and spontaneous aspects, to assist with future programming.

FOOD AND NUTRITION

We encourage a healthy nutritional diet in accordance with current dietary guidelines.

Our Before School Care session offers breakfast such as toast, cereal, fruit and milk. Afternoon snack at 4:00pm provides a variety of healthy snacks including fruit, vegetables, cheese, savoury biscuits and dips. Drinking water is available at all times.

Children with special dietary needs are considered in the planning of snacks and alternatives are provided by the program. Families can supplement the dietary requirements of their child/ren following discussion with the Nominated Supervisor. An allergy/illness data base is kept. Vacation Care / Pupil Free Days families must provide recess, lunch and drinks for their children unless the program indicates otherwise. Afternoon snacks and drinks are provided each day.

NUT FREE AREA

Due to the severe health risks posed to some children the OSHC endeavours to be a "**NUT FREE**" Area.

SUN SMART POLICY

There is Sun Smart" policy in place at OSHC.

We follow the Clarendon Primary School's policy: Hats must be worn during outdoor play in terms 1, 3 and 4.

Sharing of hats is not permitted.

The program does provide sunscreen but if your child has an allergy to certain creams please provide your own sunscreen for application before play.

INFECTIOUS DISEASES

If any child has an infectious disease, such as Chicken Pox, Conjunctivitis, Measles, Whooping Cough, Head Lice, etc. it is important the educators be notified immediately.

In the case of infectious disease, parents, caregivers, or emergency contacts will be notified to collect the child as soon as possible and the child will not be permitted to attend OSHC for a specified exclusion period. If the Nominated Supervisor deems necessary, school staff and OSHC families will be informed regarding any infectious disease.

MANDATORY REPORTING

Under the Child Protection Act 1993, OSHC educators have a legal obligation to report any suspicion of child abuse and neglect. OSHC educators have training in Mandatory Reporting.

MEDICAL INFORMATION

Please ensure educators are informed and updated with any details regarding your child/ren's health, diet, daily routine, physical condition and any other special needs.

Concerning allergies (bee stings, etc.) the required medication with instructions and action plan must be provided.

ADMINISTERING/MEDICATION

Educators will assist with a child's medication if:

- A "Medication Plan" - Long Term or "Short Term Medication Plan" form has been completed and signed by the parent/guardian.
- The medication has been prescribed by a doctor and is in the original container with complete instructions and dosage details.
- The medication is left with educators and stored correctly

ILLNESS / EMERGENCY

If a child is injured or becomes unwell, educators will administer the necessary First Aid. Family and/or emergency contacts will be notified to collect the child as soon as possible. The child will be cared for and comforted whilst awaiting pick-up.

If the injury is serious, we will contact parents and seek further medical attention that may include calling a doctor or an ambulance.

The program is not responsible for ambulance fees.

ACCIDENT PROCEDURE

When a minor accident occurs, educators qualified in First Aid will:

- Assess the injury.
- Attend to the injured child and administer first aid.
- Contact the parent (depending on the nature of the injury). If the parent/caregiver is not contacted at the time of the accident, they will be informed about the incident when they arrive to collect their child.

When a serious accident occurs, which required more than first aid, the educator qualified in First Aid will:

- Assess the injury.
- Attend to the injured child and administer first aid.
- Call an ambulance.
- Educators will contact the parents/guardians or emergency contact persons regarding the child's condition.
- If parents/guardians or emergency contact person is unable to arrive before the ambulance departs an educator will accompany the child to hospital with the child's information. The educator will remain with the child until parent/guardian or emergency contact arrives.

- Educators will document the incident. These must be counter-signed by parent/guardian.

STAFF/CHILD RATIOS

During OSHC hours a minimum of 2 educators are present at all times and there must be one qualified responsible person on duty at all times. These are Government Licensing & Standards for the safety and welfare of the children and duty of care requirements OSHC operates with the ratio: 1 educator: 15 school aged children. 1 educator 11 preschool aged children

ROLES AND RESPONSIBILITIES OF FAMILIES, PARENTS AND CAREGIVERS

- Collect child/ren on time.
- Keep in touch with the educators regarding the physical and emotional state of child/ren if necessary.
- Book and cancel as per policy requirements.
- Advise the Nominated Supervisor of changes to family circumstances, change of address, contact details.
- Advise the service if not able to pick up child/ren before the 6:30pm closing time.
- Pay fees on time. High outstanding fees may result in exclusion from the program.
- Contact the Nominated Supervisor if you are having trouble paying fees. Alternative arrangements may be made.
- Take an active interest in the program and support the staff in their roles.
- Advise Centrelink of any changes in family circumstances.

PARENT/GUARDIAN GRIEVANCE PROCEDURE

The procedure for consideration of grievance of any parent/guardian will be as follows:

- The parent/guardian shall consult with the Nominated Supervisor.
- Failing to reach a settlement with the Nominated Supervisor, the parent/guardian will submit a written statement of the situation to the committee, requesting that the grievance be reviewed through interview with the committee. A copy of this statement of grievance and request for interview should also be addressed to the Nominated Supervisor where appropriate.
- The committee will meet to interview the parent/guardian and to review the grievance within 10 working days from receipt of request, and will recommend any necessary action.

- The committee will advise the parent/guardian in writing of the outcome.
- If for any reason the committee isn't called together, or the committee fails to meet with the parent/guardian, or the grievance isn't resolved to the satisfaction of those concerned, it is right of the parent/guardian concerned to write to the Chairperson of the Management committee (with copies to the Nominated Supervisor and Director, where appropriate), setting out issues, and requesting that the issue be raised at the next meeting of the Management Committee.
- The Nominated Supervisor and Director may make use of the same procedure, requesting that a parent/guardian attend an interview with the committee, informing the parent/guardian in writing.
- Parent/guardians are entitled to be accompanied by a third party to the Interview.
- Management reserves the right to be equally represented.

THE SERVICE'S POLICY AND PROCEDURES DOCUMENT IS AVAILABLE TO ALL FAMILIES FOR MORE DETAILED INFORMATION.

OUR PROGRAM AIMS TO OFFER CHILDREN A SAFE AND FRIENDLY ENVIRONMENT - ANY INPUT FROM YOU IS VALUED.

Last Updated: 24/10/25