ALLENBY GARDENS PRIMARY SCHOOL

Curiosity – Courage – Connectedness - Compassion

Family Handbook
OSHC

ALLENBY GARDENS
PRIMARY SCHOOL & PRESCHOOL

Updated: February 2026

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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 and preschool children. The program operates in the OSHC block at the rear of the two-story building, the performance arts room and area 10 of the school.
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:

At Allenby Gardens Primary School OSHC, we are dedicated to nurturing each child's self-esteem and confidence. We value and respect the unique needs of every child and their family, and we promote open and honest communication at all times. Our service strives to create an inclusive, welcoming environment that is free from bias, prejudice, and discrimination. We are committed to ensuring that all staff, children, and families are treated equally and with respect, regardless of culture, gender, sexuality, ability, or beliefs.
At OSHC, children feel safe, supported, happy, and empowered to develop new skills, build positive social connections, and engage in meaningful, enjoyable experiences.

We believe that all children learn and gain new skills through:
An environment that is safe and welcoming as well as stimulating and fun, where children 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 backgrounds.
Programs that support childhood development, encourage play-based learning, and foster creativity, physical development, and social skills.

The role and contribution of families to the child's development:
We believe that families play an essential role in each child's experiences and development, strengthened through ongoing communication with educators. Because of this, we use platforms such as Seesaw and Xplor to keep families informed and connected to their child's learning.

We believe that families have the right to:
Be welcomed, informed, respected, and included. Have access to a responsive service that support families' needs in a timely manner. Feel confident that their children are safe, supervised, happy and involved.

The role and contribution of the wider community in our centre:
We value the benefits that the wider community brings and actively seek opportunities for community members to contribute to enriching children's learning.
We respect all members of our community, including Aboriginal and Torres Strait Islander peoples, and acknowledge and honour their connection to the land.
We celebrate and embrace cultural diversity through events such as NAIDOC Week, Reconciliation Week, Harmony Day, Chinese New Year, and many others. We continue to explore new ways to support and connect with our community.

The role of our educators and our expectations:
Our educators:
• Demonstrate respect and cooperation with children, families, peers, and management.
• Create a safe, healthy, and equitable environment that supports the inclusion of staff with diverse ages, abilities, interests, genders, family structures, and cultural backgrounds.
• Encourage the growth of children's learning and development in line with the National Quality Standard.

Our staff are from a wide and diverse cultural background:
Our staff come from a wide range of cultural backgrounds, bringing a wealth of knowledge, skills, and experiences. Many of our educators are currently studying to become teachers and are able to share their growing expertise with children and colleagues, contributing to a rich and supportive learning environment.

Our OSHC philosophy is proudly displayed at the service entrance and is reviewed annually to ensure it continues to reflect the values, voices, and diversity of our OSHC and school community.

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

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

My time Our Place Framework & Early Years Learning Framework
The implementation of Australia's National Framework for School Age Care and Preschool children, which is the educators guide to extend and enrich children's wellbeing and development.
My Time Our Place (MTOP) – Framework for School age children in Australia.
Early Years Learning Framework (EYLF) – Framework for Preschool children in Australia.
The Frameworks focus on engaging children in a range of play and leisure experiences that allow them to feel happy, safe, relaxed and where they can interact with friends, practice f skills, solve problems, try new activities & learn life skills.
The service is working through the Frameworks 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.

https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf
https://www.acecqa.gov.au/sites/default/files/2023-01/EYLF-2022-V2.0.pdf

Physical Environment:

Our view:
As a service, 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.

Child Ratio for school children:

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

Child Ratio for Preschool children:

1 - 11 children : 1 Qualified / 1 Unqualified
12 -26 children : 1 Qualified / 1 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 when Preschool children are present
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
Preschool Wednesday:	12:30pm – 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 from 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 preschool or 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 advice that this process might take a long, therefore please attend to this as soon as you can.

Fees:

Permanent Booking		Casual booking	
Before School Care	$22	Before School Care – Casual	$25
After School Care	$31.50	After School Care – Casual	$34.50
Early School Closure	$41	Early School Closure – Casual	$47.50
Preschool Half Day Care	$52.50	Preschool Half Day care - Casual	$55.50
Pupil Free Day	$75	Pupil Free Day – Late Booking	$80
Pupil Free Day Excursion	$84	Pupil Free Day Excursion – Late Booking	$84
Vacation Care	$75	Vacation Care – Late Booking	$80
Vacation Care Excursion	$84	Vacation Care Excursion – Late Booking	$84

*Child Care Benefits/ Rebates applies to those families eligible

Accounts:

Accounts are calculated each Monday 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 3hours 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 changed in our service, you will be sent out a CWA to inform Centrelink of the changes.
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.

OSHC Bookings – Vacation Care Bookings – Early and Late

Vacation care program comes out 4 weeks prior to vacation care starting date, unless governing council meeting is postponed.
All Vacation care bookings 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.

Cancelation 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.

Before and After School session cancelation Policy: Please refer to the chat below

To cancel this day with no fee:	Please notify OSHC by 6pm on previous
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

Vacation Care & Pupil Free Day - A minimum of two weeks' notice** is given prior to the beginning of the program.
April, July, Oct Vacation Care program and pupil free days – all changes and cancellations need to be made by or on Friday, two weeks prior to the start of the program.
Dec Vacation Care program
First two weeks– all changes and cancellations need to be made by the Friday, two weeks prior to the start of the program.
Second two weeks – all changes and cancellations need to be made by Friday, the end of the first two weeks of vacation care program.

Cancellations Due to Illness (No Charge)
Families will not be charged if:
The service is notified before the session begins and a valid medical certificate is provided within 5 days of the absence.

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 and fee:

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.
If arriving late, whenever possible, the parent should ring the service to advise them they will be late to collect their child. A parent is regarded as being late when they arrive to collect their child/ren after closing time.
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 the service will follow the crisis late pick up procedure.

Late Fee -

- A fee of $1.00 per minute after the closure time will be charged. Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees.
- Where a parent is late a second time to pick up their child a late fee of $25 for the first 5 minutes will be applied, followed by a $1 per minute.
- When a parent is continually late arriving at the service to collect their child, the Director/Assistant Director may discuss ceasing care.

In crisis late pick up situation educators will:

If the educator is unable to contact the family and emergency contacted within 30 minutes of the advertised closure time the Police will be contacted, 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 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.
If hat is lost a replacement hat can be obtained from the OSHC office, cost $15.00
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 be 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. In accordance with Childcare regulation, we cannot provide care for children that have expired medical plans or medication and if their medication is not labelled correctly.

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)

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 1541.

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 and sign a written consent, 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 and suggestions on all aspects of the program, parents can do that via seesaw, xplor, email, sms, competing surveys and face to face conversations with our educators.

Allenby Gardens Primary School OSHC Service
33 Barham Street, Allenby Gardens SA5009

Email: oshc.agps618@schools.sa.edu.au.
Phone: 8346 1541
Mobile: 0429 541 302
Fax: 8340 3239

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 Polices and Procedure

Parent /Caregivers signature: _____

Date: _____

← **Please cut along line and return to OSHC**