



Government of South Australia  
Department for Education

# OSHC PARENT HANDBOOK

*"A learning community encouraging achievement and embracing diversity."*



# ROSE PARK PRIMARY SCHOOL





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# Welcome to Rose Park Primary School Out of School Hours Service.

This handbook has been designed to provide parents/caregivers with more information about the service policies and procedures. This handbook will be reviewed annually and updated as necessary. If there are any additional questions you have that we have not covered in this handbook, please feel free to contact the Director on [oshc@roseparkps.com.au](mailto:oshc@roseparkps.com.au)

## **Philosophy**

At Rose Park Out of School Hours Care (OSHC), we are committed to fostering a warm, welcoming, and safe environment that values and supports the diverse needs and cultural backgrounds of all children and families. By building positive, trusting, and reciprocal relationships with everyone involved in our service, we prioritise wellbeing in everything we do. We also acknowledge and pay our respects to the First Nations peoples, embedding Aboriginal and Torres Strait Islander culture into our program.

Our approach is to inspire, guide, and nurture children in a holistic way. We take the time to understand each child as an individual, empowering them to explore their unique interests, strengths, and passions. We believe that children are capable and competent, and actively involve them in decision-making processes.

Play plays a vital role in children's social and emotional development, and we provide a wide range of activities—both planned and spontaneous—that allow children to develop these essential skills. Our program is inspired by the 100 Languages of Children, offering an exciting and diverse array of experiences that cater to the individual needs of each child.

Recognising the environment as a key educator, we create meaningful learning opportunities through carefully designed provocations that reflect children's interests and curiosities. We work and learn alongside the children, fostering a sense of discovery and collaboration. We also place great importance on developing a strong connection with the natural world, offering daily opportunities for outdoor play to nurture an appreciation for the environment and promote sustainable practices.

Our team works together in a collaborative and inclusive manner, modelling the school values of care, respect, honesty, and courage. Through reflective practices, we continue to grow as individuals and as a service, ensuring that our team's diverse skills and strengths contribute to a positive experience for children and families at OSHC.

## **National Quality Standards**

All childcare, OSHC, and kindergarten services are required to meet the National Quality Standards set by the Australian Children's Education and Care Quality Authority (ACECQA). Rose Park Primary School OSHC is dedicated to achieving excellence in all quality areas to ensure the highest standard of care and service for your children. The seven Quality Standards that services are assessed 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 the National Quality Standards you can go onto the ACECQA website: <https://www.acecqa.gov.au/national-quality-framework>

## **My Time, Our Place Framework for School Aged Care in Australia**

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia's first national framework for school age care to be used by school age care educators, and aims to extend and enrich children's wellbeing and development in school age care settings.

The National Quality Standard for Early Childhood Education and Care and School Age Care supports the implementation of this national framework by ensuring that necessary environments, facilities, staffing arrangements, resources and management structures are in place.

Educators guided by the Framework will reinforce in their daily practice the principles laid out in the United Nations Convention on the Rights of the Child (the Convention). The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children's rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities and languages.

The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities.

The Framework conveys high expectations for all children's play and leisure activities in school age care settings. It communicates these expectations through the following five Outcomes:

Outcome 1: Children have a strong sense of identity

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

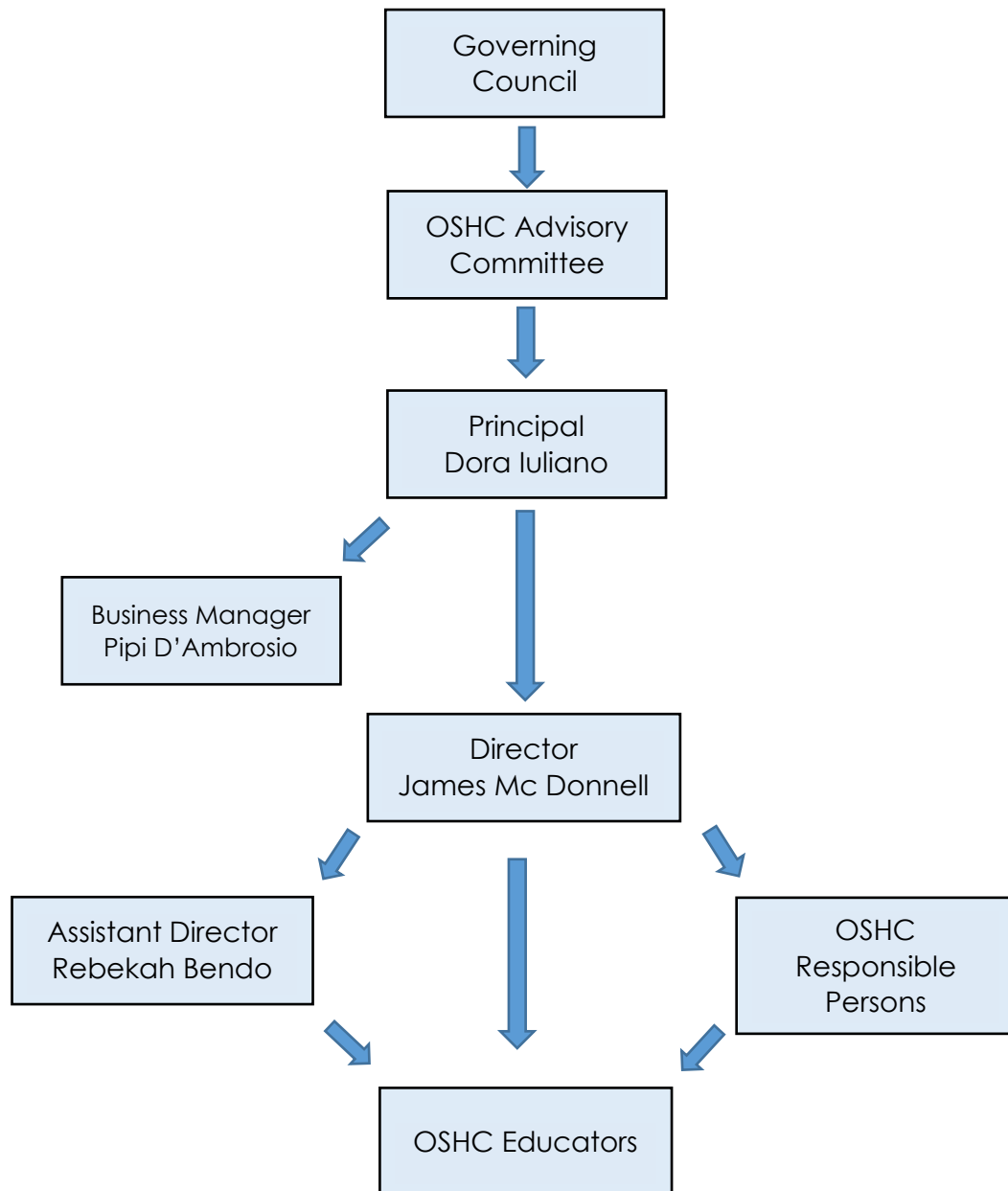
Outcome 3: Children have a strong sense of wellbeing

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 website:  
[https://www.acecqa.gov.au/sites/default/files/2020-05/my\\_time\\_our\\_place\\_framework\\_for\\_school\\_age\\_care\\_in\\_australia.pdf](https://www.acecqa.gov.au/sites/default/files/2020-05/my_time_our_place_framework_for_school_age_care_in_australia.pdf)

## OSHC Management Structure



### On Site Leadership

At Rose Park OSHC, we have established a dedicated leadership team consisting of five members: The Director, Assistant Director, and three Responsible Persons. This structure ensures that a leadership team member is on-site during every session, overseeing the smooth operation and management of each session.

## Educators

The educators that work at LNPS OSHC consist of permanent part time staff and regular and casual educators in accordance with the EECRSRB SA requirements. All educators are trained in the following:

- Providing First Aid in an Education and Care Setting
- CPR (Cardio Pulmonary Resuscitation)
- Responding to Risks of Harm Abuse and Neglect – In Education and Care (RRHAN-EC)
- All educators have a current Working with Children Check (WWCC)
- Safe Food Handling

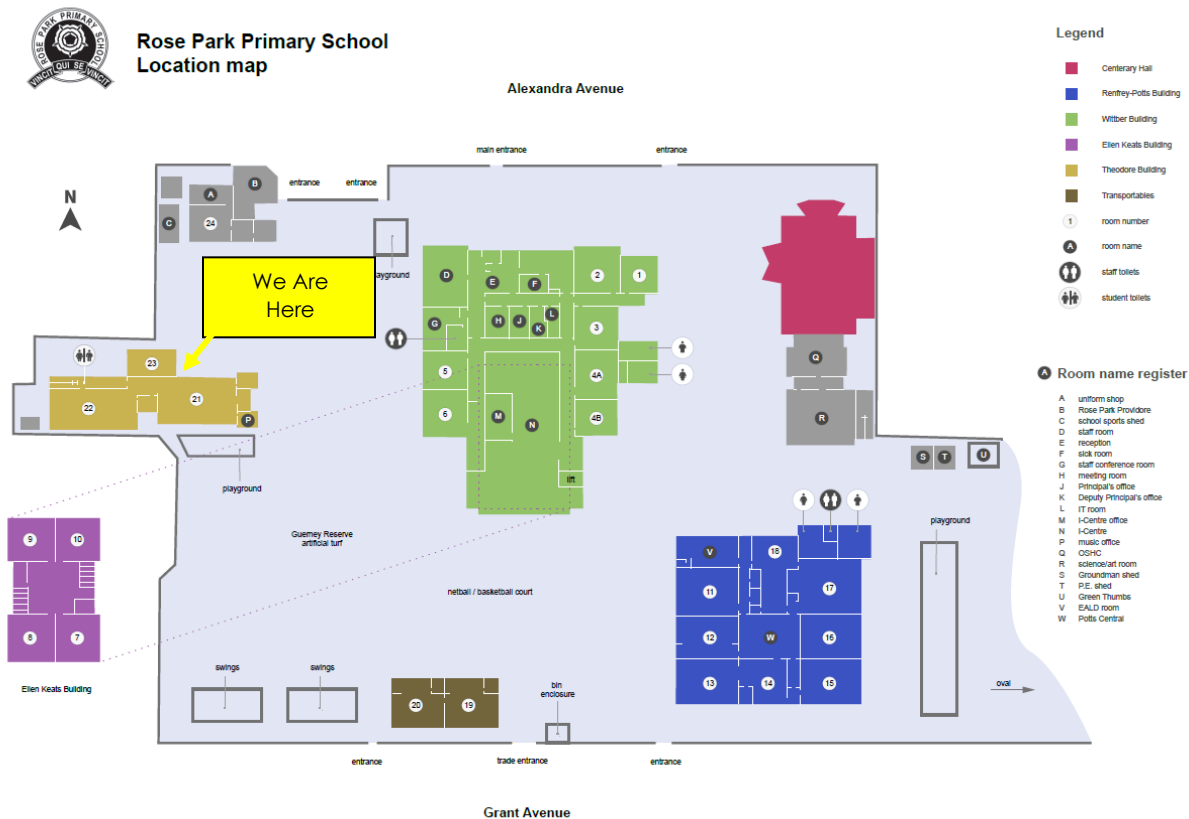
## CHILD RATIO:

- 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

## Where Are We

Please refer to the site map below for our location.

OSHC has access to all site facilities, i.e. the Library, ICT centre, gym, and oval, etc. If your child is engaged in an activity in another location of the school an educator will retrieve your child via a Two-Way Radio



## **Service Policies and Procedures**

The Policies and Procedures folder is located in the main OSHC room in the parent library. It outlines our policies and procedures which assist us in the smooth running of the program, as well as ensuring that we meet all of the regulatory and quality standards for our industry.

The folder is available for all parents or guardians to read at their leisure, however the folder must remain on site at all times. All policies are available online via the school website.

Our policies and practices will be reviewed regularly to ensure that we are providing the best quality of care, and service delivery in our field.

Reviews will also ensure that we are continually in line with the policies of the school, best practice in our industry, and we are meeting the requirements of the National Quality Framework, National Quality Standard, Education and Care Services National Law and the Education and Care Services National Regulations.

## **Enrolment**

Before and After School Care, and Vacation Care are available to children currently enrolled and attending Rose Park Primary School from Reception to Year 6. Vacation Care is open to other community members with primary school aged children during the school holidays.

The enrolment process consists of completing a Fully Booked account in which you follow the prompts and fill in all the necessary information. You can follow the link below that takes you to the parent portal. The link can also be found on the school website or upon request from the Director or Assistant Director.

<https://rppsoshc.fullybookedccms.com.au/family/login>

## **CONFIDENTIALITY**

All information regarding you and your family is kept strictly confidential. We protect the privacy of all individuals by ensuring records are kept in a secure place and are accessed by, or disclosed only, to those people who have responsibility at the service or have the legal right to know. All educators are bound by a confidentiality agreement upon induction that precludes them from sharing information about anyone at the service.

## **Hours of Operation**

### **Monday to Friday**

Before School Care: 6:45am - 8:40am

After School Care: 3:10pm - 6:00pm

Early Close days: 2:10pm – 6:00pm

Vacation Care: 6:45am - 6:00pm

Student Free Days: 6:45am - 6:00pm

We are not open on Public Holidays and during a 2-week period over Christmas.

Early finishing and student free dates for 2025 are:

### **Early Finish**

Term 1: Friday 11 April

Term 2: Friday 04 July

Term 3: Friday 26 September

Term 4: Friday 12 December

## **Student Free Days**

Term 1: Tuesday 11 March

Term 2: Monday 05 May

Term 3: Friday 29 August & **School Closure Day** Monday 01 September (OSHC availability TBA)

Term 4: Monday 17 November

## **OSHC Fees**

Before School Care	\$15.50 per session
After School Care	\$31.25 per session
Student Free Days	\$70.00 per session
Vacation Care - Centre based	\$70.00 per session
Vacation Care – Excursion	\$80.00 per session

(inclusive of transport costs and any excursion entrance costs)

## **Bookings**

All bookings are made via Fully Booked, session can also be cancelled through Fully Booked parent portal the same way bookings are made or by contacting a member of the OSHC Leadership Team via email ([oshc@roseparkps.com.au](mailto:oshc@roseparkps.com.au)) or mobile (0437 132 522) Monday to Friday 6:45am to 6:00PM.

Upon enrolment families are sent a Guide to Bookings PDF which breaks down every step of the booking process. If families would like to make booking for the entire year, then it is possible as soon as session are posted at the start of each year. Alternatively, you are able to make bookings from week to week, however it is important to keep in mind a casual booking fee applies if a booking is made before the following deadlines.

**After School Care:** before 9am the day before the booking.

**Before School Care:** before 12:00pm the day before the booking

**Student Free Days and Vacation Care:** before 6pm the week before the programmed start date.

When bookings are taken, the "Priority of Access Guidelines" as set out by The Australian Government will be followed.

They are:

When the demand for child care exceeds supply (available places) in some locations, the following three levels of priority must be followed by child care services;

- Priority 1 – A child at risk of serious abuse or neglect;
- Priority 2 – A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999;
- Priority 3 – any other child.

Spaces are limited due to licencing requirements and staffing availability so there may be times we are unable to support casual booking requests.

## **CANCELLATIONS**

All cancellations follow the same rules as casual bookings, as they must be made Prior to the below times to avoid charges:

**After School Care:** before 9am the day before the booking.

**Before School Care:** before 12:00pm the day before the booking

**Student Free Days and Vacation Care:** before 6pm the week before the programmed start date.

## **Accounts**

Account holders will receive a weekly invoice, which is due for payment within 7 days. We accept two payment methods: the school's preferred method, Qkr!, a manual payment system, or a direct debit bank transfer. To set up direct debit, please contact the Director for bank details and use your banking app.

All accounts must be fully settled by the end of each term. Invoices will be emailed to the address provided by the account holder.

## **Late Payment of Fees**

Account holders will receive a reminder text message regarding outstanding fees of 8+ days. If not acknowledged within 7 days a formal letter will be sent and your child's enrolment may be denied until payment has been received. If you are experiencing financial difficulties please contact the Director during office hours. All matters will be handled in the strictest of confidence.

Any fee's that remain outstanding, and require the support of an external agency to recover, will incur the full cost of that agency's services added to the outstanding debt.

## **Child Care Subsidy**

The rate of the Child Care Subsidy (CCS) is based upon family income. If you wish to apply for Child Care Subsidy you must do so through Centrelink (phone 13 61 50).

You may be eligible for CCS if you or your partner meet all of the following requirements:

- Care for your child at least 2 nights per fortnight, or have 14% care
- Are liable for fees for care provided at an approved child care service
- Meet the residency rules

Your child must also meet both of these:

- Immunisation requirements
- Not be attending secondary school unless an exemption applies

CCS is not payable until the program receives the details of both the primary parent and child's Customer Reference Numbers (CRN) and date of birth.

Please quote the following carer reference number to Centrelink when applying for Child Care Benefit:

Rose Park Primary School OSHC  
Reference Number: 190021616V

We are an 'Approved' Service.

## **Signing in and Out**

As required by Regulation 158, a parent, guardian or person with collection authority **must** sign the child into the service for before school care, vacation care and pupil free days, and when collecting from after school care. Children cannot under any circumstances be allowed to enter or leave OSHC without a parent, guardian or person with collection authority accompanying them. A staff member will sign in each child at the start of the After-School Care service.

Only people listed on the collection authority list on your child's enrolment will be allowed to collect your child. Parents are able to add additional persons as a collection authority via the Fully Booked at any stage. If there is an emergency parents must inform the Director that someone else will be collecting their child. This will need to be in writing and the person collecting is required to show a form of ID and be over 18 years of age.

## **Absent Child**

If a child is booked into OSHC and does not arrive, the following steps are taken:

- Qualified staff member will check the school daily attendance system 'Sentral'
- A check of the school grounds will occur
- Parents/caregivers will be contacted if the child is still not located

Students who attend co-curricular activities must report to OSHC before commencing (see co-curricular activities).

## **Late Collection of Children & Fees**

All children must be collected by 6:00pm Monday to Friday. If any child is collected after 6:00 pm a late fee of \$15.00 for the first 15 minutes will be added to your account, the late fee then will accrue at a rate of \$2.00 per minute thereafter. This fee is to cover additional staffing costs. Please contact the OSHC as soon as possible if you are running late.

When a child is not collected by 6:00pm, a qualified educator will:

- Attempt to contact the parent/caregiver.
- If the parent or caregiver is unavailable, the first nominated emergency person will be contacted to make alternative arrangements for collection.
- The qualified educator will contact the appropriate authorities Crisis Care or the local police.

Contact numbers for these organisations are listed below.

After Hours Crisis Care 131 478

Family and Youth Services: 8304 0120

Local Norwood Police: 8207 6800

## **Co-Curricular Activities**

We understand that many children have co-curricular activities immediately after school. To ensure each child's safety please inform the OSHC of your child's co-curricular program and any changes which may occur. Arrangements can be made for your child to enter OSHC after their activity. Fees are charged at the normal rate for any time up until 6:00pm. Each child is expected to report to OSHC first before heading off to their activity. This is so that all OSHC educators are aware of their whereabouts at all times and so that we can accommodate to their dietary needs once they return.

## **Program**

### **Before School Care**

Parents or caregivers are to sign children in upon arrival. Children are provided with breakfast with a choice of toast, cereal or the 'Special Breakfast' option that changes daily. Programmed activities are available for all children, as well as free choice play, and as weather permits children have the choice to go outside before being signed out at 8.30.

### **After School Care**

Children arrive at 3.10 and are signed in by a qualified educator. A nutritious and healthy afternoon tea is provided with all dietary requirements met. The daily menu is displayed on the activity board and the weekly menu is located on the fridge and sent to families via the email. Meal times will be treated as social occasions. Staff members will sit with the children and interact to encourage good eating habits and an appreciation of a variety of foods and drinks. Where possible, snacks and drinks will reflect a wide variety of cultures, especially the cultural backgrounds of families within our local community. We offer Homework Club for all children between 4-4:30pm each afternoon with the support of an educator. Programmed and free choice activities are provided for the children to participate in throughout the afternoon that link to the My Time, Our Place Learning Outcomes.

### **Vacation Care**

Vacation Care programs and booking forms are emailed to parents in week 5 of each term. Vacation Care forms are also available online the school's website. During vacation care, breakfast and afternoon tea are provided. It is advisable that you provide your child with lunch, recess and extra snacks in case they get hungry throughout the day, unless otherwise stated on the program.

## **Medication Policy**

Under the *National Childcare Quality standard 2.1* we strive to ensure that *each child's health needs are supported*.

If your child requires any prescribed medication the following conditions apply:

- Parental written consent and Action Plans or instructions from your Doctor, including clear dosage times on the medication form must be given to the Director.
- Medication must be in the original container with the child's name, date, description of medication and dosage clear and legible. Only the Director and/or a qualified educator member will administer the medication.
- The times and doses of all medication administered will be recorded on the medication sheet;
- All medication will be kept in a locked cupboard in a box labelled with the child's photo and details.

## **Health Care Plans**

Any child attending the program who suffers with an allergy or medical condition, is required to supply a current health care plan before commencement. Plans are kept on file and all staff will be made aware of necessary information. Health care Plans must be updated at the start of every school year. Privacy will be maintained at all times.

## **Illness and Accidents**

If your child is unwell it is recommended you keep them home until they are able to safely and happily engage in the program with other children. If your child becomes unwell during the course of a session the parent / caregiver will be contacted, the child will be cared for and comforted until the parent/caregiver or emergency contact arrives. In the event of an accident while at OSHC, educators will provide first aid. If the injury or illness is of a serious nature, educators will seek medical assistance or call an ambulance as they see necessary and parents/caregivers will be contacted. The Service's First Aid Policy may be viewed at any time for further information.

## **Serious Accidents or Incidents**

In the unfortunate event of a serious accident or incident involving a child, the SA Ambulance Service will be contacted to take the child to hospital. Parents will be notified as soon as possible. The cost of the ambulance service will need to be met by the parent. An incident report must be signed by the parent.

## **Hot Weather Policy**

On days where the temperature is 36°C or higher as described at [www.bom.gov.au](http://www.bom.gov.au), the students will stay inside in air-conditioned rooms.

## **Sun Smart Policy**

The service is an approved SunSmart member and our policy states that children will wear their hats for outdoor play in Terms 1 & 4.

Hats will also be worn when the UV is moderate or high as specified at [www.arpansa.gov.au](http://www.arpansa.gov.au)

No Outside play will be permitted when the UV is rated as extremely high or extreme on [www.arpansa.gov.au](http://www.arpansa.gov.au)

A strict 'No hat, No outside Play' policy will be adhered to at all times where the UV ratings are higher than 3.

OSHC will provide sensitive sunscreen to children before playing outside. If your children require a specific sunscreen brand this must be provided to the service.

## **Movies**

During periods or days when children are unable to be outside a movie may be played. The content of "PG" rated movies will be discussed with our Director and Principal before viewing and an educator will always be present. Please see the Director if you have any concerns regarding this practice.

## **Parental Involvement**

It is vital that parents are involved at every level of the OSHC service to ensure we work collaboratively to support your child's wellbeing and learning. Your input into the service can be given by becoming a member of the OSHC Advisory Committee, discussion with the Director via email, or the 'Inspiration Station'.

OSHC Advisory Committee Meetings are held each term and members consist of the Director, Governing Council Parent Representative, parents and community members, and school leadership. Nominations are held at the beginning of each year and will be publicised in the OSHC Newsletter. The OSHC Advisory Committee is responsible for:

- assisting the school governing council to comply with the Education and Care Services National Regulations

- supporting the school governing council, principal and OSHC director to ensure the quality of care being offered is in keeping with the values, principles and policies of the school, council, community and the department
- ensuring that children, families and staff have a voice in the management of the OSHC service
- supporting the OSHC director and staff on a day-to-day basis
- making recommendations to the school governing council for its endorsement (ratification).

We welcome any donation of craft supplies such as boxes and paper as well as toys, dress ups, books and other learning resources. Please contact the Director if you have any donations. If you would like to volunteer to help in the service, please let the Director know. A current Working with Children Check is required for all volunteers at OSHC.

## **Parental Responsibility**

### **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 toe covering shoes must be worn. No thongs/sandals please, (Sandals and thongs are exempt on excursions to pools and waterslides).

### **LOST PROPERTY**

Any lost property including clothing, hats, drink bottles etc are kept in the hessian basket located near the OSHC front door. Items of school uniform are taken to the school lost property tubs.

### **TOYS OR PERSONAL BELONGINGS**

Due to risk of damage, loss or theft, we discourage children bringing the following items to the OSHC Service

- Mobile Phones
- Game Consoles/ electronics
- Expensive Jewellery
- Trading Cards
- Toys

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 own risk. Educators have no responsibility in any lost or damaged items. The amount of time spent on electronics will be monitored.

## **Grievance Procedure**

A grievance policy is in place in the OSHC service. If anyone has a grievance about the service, they should initially put it in writing to the Director, or alternatively the school principal. All grievances are important to us and will be documented and reviewed by management as soon as possible.

## **Student Responsibilities**

Students are responsible for their own behaviour and as such are expected to be:

AWARE that we create our own future as a consequence of our actions

RESPECTFUL of others and their property

CARING of others and school resources

HONEST in all things they do

SELF DISCIPLINED

POSITIVE & INVOLVED in all things they do

COURTEOUS to all children, staff and parents that use our service and members of the local community

SAFETY CONSCIOUS in all things they do

MINDFUL to enhance the School's reputation at all times

## **Behaviour Management**

Children are expected to follow the OSHC Rules while they use our service.

We use a Strengths Based, Trauma Informed approach to behaviour management. This encompasses our Positive Behaviour Management Strategies and the use of the Calm Down Campground for regulation.

### **Positive Behaviour Management strategies**

Educators will follow the below strategies when promoting children to make their own behaviour choices

- Provide the child with a reminder of what the appropriate rule, expectation or behaviour is
- Give the child their first warning. remind them again of the required behaviour and redirect if necessary.
- Provide the child their last warning. remind them that it is their choice to choose appropriate behaviour to be safe and respectful.
- Engage in a restorative conversation with the child and discuss the outcomes (consequences) of their choices e.g. use the Calm Down Campground, Community Service, parent notification, behaviour support plan.
- Record all behaviour and interventions in the behaviour observation book for follow up and critical reflection.

### **The Calm Down Campground**

In 'The Calm Down Campground' we are focused on the holistic view of the child and know that feelings, choices, and decisions are all interconnected. In this space we have the opportunity to discuss our expectations of behaviour, how we treat ourselves, one another and resources while making our way around the campsites. We may not always make the best decisions, but in this space, we can engage in respectful and meaningful interactions with children to help support emotional regulation, positive behaviour management tools, and effective conflict resolution techniques to make better choices. This is a grounding environment that provides children with dignity when facing emotional challenges.

### **Serious Breach of OSHC or School Rules**

Parents and the Principal will be notified regarding ongoing behaviour issues. Suspensions or exclusions from the program may be a result of any serious breaches of OSHC or School Rules. A Re-entry meeting may be required between our Principal, Director, Child and Parent to discuss the issue.

A behaviour plan may be required for the student to re-engage in to the OSHC program. If the child's behaviour puts the other children at risk, the parent or guardian or emergency contacts will be notified and told to pick the child up from the program immediately.

We look forward to welcoming you and your children into our service and encourage you to provide your feedback on ways in which we can improve and continue to meet the ever-changing needs of your family.