

Cowandilla Primary School Out Of School Hours Care Service Family Handbook

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Welcome

Welcome to the Cowandilla Primary School Out of School Hours Care Program (OSHC). We look forward to working with you and your child. We respect each child and their unique abilities with an emphasis on working together as a team to create a homelike atmosphere.

Philosophy

“Quality childcare for primary school aged children”

At Cowandilla Primary School OSHC, we value **inclusion, kindness, respect**, and our **community**. We strive to create a **fun and inclusive environment** for children that promotes their **social, emotional, and educational development**. We build our program around our children’s diverse interests and needs to create engaging activities and spaces that inspire their creativity. We view children as curious and capable individuals and promote their agency. As a play-based service, we encourage children to learn through **play and hands-on experiences**, and we empower them to take on challenges and learn from their mistakes. Every child is unique, and we celebrate their **individuality and diversity**.

As educators, we view ourselves as **mentors, friends, and role models**. We believe that Cowandilla OSHC is more than a service; it’s a community where children, families, and educators work together to create a vibrant and supportive environment.

Organisation Values

We are guided by the core values of Cowandilla Primary School.

Compassion

- A supportive environment that promotes wellbeing through empathy, understanding, respect and joy.
- Valuing our community and celebrating our collective experiences and successes.
- Collaboration and the sharing of ideas and feedback.

Courage

- The courage to be independent, take risks, try new ideas and challenge ourselves, with the support of quality learning experiences.
- Honesty, integrity, effort, and reliability.

Creativity

- Daring to be different through implementing creative, adaptive, and reflexive approaches to learning.

Curiosity

- Intrinsic motivation to take up new opportunities to explore, discover and develop new skills, knowledge, and understandings.

Connection

- Identifying connections between learning domains to create opportunities for deeper conceptual understanding and application in new and unfamiliar contexts.

General Information

Our program supports the Framework for School Aged Care, My Time Our Place. The aim of this document is to extend and enrich children's learning and development. We are committed to providing an engaging educational and leisure-based program which caters for each child's individual needs, abilities, and interests.

Our program will continue to develop as we use the relationships children have with their families and communities. Working in partnership with parents, we aim to ensure each child's knowledge, ideas, culture, abilities, and interests inform the foundation of our programs.

In school-age care settings Educators collaborate with children to provide play and leisure opportunities. These are meaningful to children and support their wellbeing, learning and development.

Children in school-age care settings have choice and control over their learning as they collaborate with Educators to extend their life skills and develop dispositions towards citizenship. Our programming links to both local community and extended community days of interest. Our Educators develop a daily program by observing children in their care, consulting the children, and planning their programmes based on the needs and interests of the children.

We also seek families' contribution by emails, surveys, informal and formal discussions. All Educators have had training and experience in areas of OSHC and early childhood education or are currently undertaking training and building their experience under the mentorship and support of our highly skilled, experienced, and passionate leadership team. Due to Cowandilla Primary School OSHC's high expectations and standards, and via the commitment of our valued Educators, we provide developmental and educational programmes for each group of children, that are play-based, fun, and engaging.

Our emphasis at Cowandilla Primary School OSHC is on your child's social and community interaction and wellbeing.

The Outcomes are designed to capture the integrated and complex wellbeing, development and learning of all children. The Outcomes are:

1. Children and young people have a strong sense of identity.
2. Children and young people are connected with and contribute to their world.
3. Children and young people have a strong sense of wellbeing.
4. Children and young people are confident and involved learners.
5. Children and young people are effective communicators.

Nut Aware Zone

Cowandilla Primary School and OSHC is a Nut Aware Zone. Please ensure that no nuts or nut products are packed in your child's school bag or lunch box.

OSHC Advisory Committee

The OSHC Advisory Committee oversee the operation of Cowandilla Primary School OSHC. The committee meets once a term to discuss the operation of the OSHC Service. Parents are encouraged to join the advisory committee, to assist in creating a service that meets the needs of the families.

Cowandilla Primary School Governing Council

Cowandilla Primary School Governing Council is the approved provider of the Out of School Hours Care Service, which is comprised of parents who have children attending the school. The Governing Council are involved in the management of the service and are responsible for approving legislative and financial decisions within the service.

The Governing Council has authorised the School Principal to oversee the OSHC Service.

Privacy and Confidentiality

The service follows confidentiality guidelines outlined in the Education and Care Services National Regulations and *The Privacy Act, 1988*.

All staff and volunteers are required to maintain strict confidentiality and not disclose any confidential or private information about staff, children or families/guardians.

Dealing With Complaints

We recognise that families, educators, other staff and the community need to feel confident that any concerns or issues they may raise will be handed promptly and professionally. We will provide effective complaints management which meets our families/carers needs.

Feedback from families, educators, staff and the wider community is fundamental in creating an evolving Out of School Hours Service working towards the highest standard of care and education. It is foreseeable that feedback will include divergent views, which may result in complaints. Parents can lodge a grievance or complaint with management in the understanding that it will be managed conscientiously and confidentially.

Families

Responsibilities

- be informed of our duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to the management of complaints. The complaints procedure for families ensures a fair opportunity for all stakeholders to be heard and promotes effective conflict resolution within our Service
- attempt to discuss their grievances/complaints with the relevant educator associated with a particular child and/or family as the first step to resolving the issue
- communicate any concerns they may have in writing addressed to the Director or the Principal [see: Complaints/Grievance Form]
- raise any unresolved concerns with the Director or the Principal
- maintain confidentiality at all times.

Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Director in the first instance. The Director will follow the steps as outlined in this policy, including advising the Principal and Governing Council of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the dedicated Child Care Tip-Off Line either via phone or email:

Phone: 1800 664 231

Email: tipoffline@dese.gov.au

First Aid

The First Aid Officer administers first aid. Should a student receive first aid treatment while at OSHC, a note will be displayed on the sign in sign out iPad informing parent/caregivers of their child's injury and the treatment given.

If the First Aid Officer believes a student may need non-urgent medical attention, parents/caregivers will be contacted and asked to collect their child as soon as possible. If parents/caregivers are unable to be contacted or to attend the OSHC, or nominate another adult to do so for them, an ambulance will be called to the OSHC to transport the child to hospital. If a student requires emergency first aid, an ambulance will be called in the first instance to provide medical support. Parents/caregivers will be notified as soon as it is practical to do so.

Medication

Student medications require a doctor plan or script. Please refer to the Medication OSHC policy regarding the administration of student medication and immunisation requirements. A pharmacist label attached to pharmacy-approved medication clearly identifying the student, dosages, frequency and use by details will need to accompany a Short-Term Medication Authority form. No student should carry any medications. All medications are held in a locked cupboard.

Infectious Diseases

Children suffering from infectious diseases are required to stay away from school and OSHC until a medical certificate is produced, or the periods and actions stated below are observed:

COVID 19 Please see the school for the latest information

Whooping Cough (pertussis) 5 days after the beginning of antibiotic treatment or 3 weeks if not treated

Measles and German Measles 7 days after the beginning of the Measles rash

Mumps 14 days, at least 9 days after onset of symptoms

Infectious Hepatitis Doctor's certificate must be produced

Conjunctivitis Not until all discharge has ceased after using eye treatment

Ring worms (Tinea) Must stay away from school and OSHC until the day after treatment has commenced

Head Lice Must stay away from school and OSHC until hair is treated and free from nits (eggs).

School sores (Impetigo) Must stay away from school and OSHC until treatment has begun, sores are covered, and a doctor has been advised.

Viral Gastroenteritis Must stay away from school until no diarrhoea or vomiting for 24 hours

Staff Information

Our OSHC Team

Our service is staffed by qualified, experienced and caring educators who are committed to providing a safe, inclusive and engaging environment for all children. We follow the Education and Care Services National Regulations and the National Quality Framework (NQF).

Service Leadership

Nominated Supervisor / OSHC Director

- Responsible for the overall management of the service
- Ensures compliance with legislation and oversees daily operations
- Primary contact for families regarding enrolment, wellbeing and concerns

Educational Leaders

- Assist with leadership, programming and supervision
- Support staff to deliver high-quality educational experiences
- Coordinate daily routines and maintain communication with families

Educators

Our educators:

- Hold relevant ACECQA-approved qualifications or are actively working towards them
- Maintain valid Working with Children Checks (WWCC) and required training
- Participate in ongoing professional development
- Promote children's wellbeing, safety and inclusion
- Build strong, respectful relationships with children and families

Minimum training includes:

- **First Aid (HLTAID012)**
- **Anaphylaxis Management**
- **Asthma Management**
- **Child Protection / Mandatory Reporting**

Staff Responsibilities

All staff are responsible for:

- Providing active supervision at all times
- Supporting children's physical, emotional and social needs
- Implementing the daily program and activities
- Maintaining safe environments (indoors, outdoors and excursions)
- Monitoring allergies, medical conditions and individual plans
- Managing behaviour using positive guidance strategies
- Communicating respectfully with families
- Maintaining confidentiality and professionalism
- Reporting incidents, hazards and concerns promptly

Staff Code of Conduct

All staff must:

- Act ethically and professionally
- Respect all children, families and colleagues
- Maintain safe practices and duty of care
- Use positive language and behaviour management practices
- Never use physical punishment or humiliating discipline
- Follow confidentiality and privacy guidelines

Staff–Child Ratios

Our service adheres to National Law ratios:

- **1 educator to 15 children (OSHC standard ratio)**
 - **1 educator to 11 pre-school aged children**
 - **1 educator to 8 children** on excursions (may vary depending on risk assessment)
 - **1 educator to 5 children** near water
- Additional support staff may be provided for children with additional needs.

OSHC Access

The OSHC entrance is via the gate to the front of the building (Jenkins Street).

Drop Off and Pick Up

We request that parents/caregivers avoid parking in the staff carpark for drop off and pick up. Use Jenkins Street.

Sun Protection

Cowandilla Primary School OSHC encourages and promotes the need to protect children’s skin and educate them about sun smart behaviour, thus reducing of skin damage from exposure to the sun. The purpose of this Sun Safety policy is to ensure that all children attending our service are protected from the harmful effects of the sun throughout the year. Cowandilla Primary School OSHC will provide environments that support Sun Safety practices and create an awareness of the need to reschedule outdoor activities to support Sun Safety practices.

Opening Hours (Open Monday-Friday)

Before School Care	6:45am-8:45am
After School Care	3:15pm-6pm
Vacation Care	6:45am-6pm
Pupil Free Day	6:45am-6pm

Enrolment Information

Cowandilla Primary School OSHC aims to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

Our Service accepts enrolments of children aged between 4 and 13.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved capacity of the Service (80 children).

Families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details.
- A parent information book.

Signing In/Out Process

When dropping off children in the morning for Before School Care, families are required to sign their children into the OSHC Service electronically using their unique pin code on the iPad.

When families are collecting their children in the afternoon from After School Care, they are required to sign their children out of the OSHC Service electronically using their unique pin code on the iPad.

Children are not to sign themselves in or out of the Service.

Fees

BSC Permanent: \$14

BSC Casual: \$17

Time: 6:45am -8:45am

ASC Permanent: \$21

ASC Casual: \$26

Time: 3:15pm -6:00pm

Vacation Care Day: \$50

Vacation Care Day (Incursion/Excursion) \$60

Time: 6:45am -6:00pm

Pupil Free Day \$44

Time: 6:45am -6:00pm

Late Fees

Our OSHC Service is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations.

It is unacceptable to pick children up late from the OSHC Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of **\$1.00** per minute block or part thereof will be incurred by the family.

A review of the child's enrolment will occur where families are consistently late with fee payment.

Child Care Subsidy

The Australian Government provides assistance to eligible families to reduce the out-of-pocket costs of childcare. There are different types of financial assistance to help with the cost of placing children in childcare.

The main payments families may be eligible for are:

- Child Care Subsidy.
- Jobs, Education and Training Child Care fee assistance.
- Grandparent Child Care Subsidy.
- Special Child Care Subsidy

More information is available on <http://www.mychild.gov.au/pages/CCInformation.aspx#>

Child Care Subsidy (CCS) can be applied to your account. We need to be provided with individual Customer Reference Numbers from the eligible parent/caregiver and child/ren. Families need to apply to Centrelink for Customer Reference Numbers (CRN). Centrelink will start applying fee reduction directly into the family's OSHC account once the family has accepted our enrolment on their MyGov account. Any queries with CCS require the family to contact Centrelink direct.

Educational Program

Cowandilla Primary School OSHC is committed to providing a quality program where the children's physical, emotional and social needs are met in a safe, caring, and supportive environment.

The Service provides a program where children have access to a wide variety of safe and stimulating, age and developmentally appropriate activities, including indoor and outdoor opportunities, which are developed to cater to the social, intellectual, physical, and emotional needs and interests of all children present. The program will reflect the importance of play in middle childhood, cultural diversity of the community, abilities of the children, and individual uniqueness, whilst incorporating the views of parents and the children attending the Service.

Programs will be gender, culture and age inclusive and will reflect the Service's Philosophy and Goals and Cowandilla Primary School's Vision Mission and Values.

The Service's programs will be evaluated regularly and will include feedback, suggestions, comments and views from parents, children, Service staff and the community and are displayed within the Service. Programs are designed to meet the changing needs of the children and are flexible. Children with special needs will be encouraged to participate in all activities. These activities may be modified by staff to ensure that all children are treated with dignity and their uniqueness and individuality respected.

Daily Routine

3:15pm	Sign In Children
3:15pm	Snack Time
3:25pm	Daily Meeting
3:30pm	Outside Play/Hall
4:15pm	Roll Call Meeting Mat
4:20pm	Homework Time
4:30pm	Hall Time
5:00pm	T.V Allowed On
5:10pm	Hall Closed
5:20pm	iPads Available
5:50pm	Clean Up Room
6:00pm	OSHC Closed

Policies

Please speak with an OSHC staff member if you wish to view or discuss any OSHC policy.