



MARION PRIMARY OSHC HANDBOOK



From the Director

Welcome to Marion OSHC!

At Marion OSHC, we are dedicated to providing a safe, supportive, and engaging environment for all children outside of regular school hours. Our program is designed to complement the school day by offering a diverse range of activities that foster learning, creativity, and social development. We value the individuality of every child and aim to create a positive partnership with families to best support each child's needs.

Our experienced and caring staff are committed to ensuring your child feels welcome and included in all aspects of our service. We look forward to working together to make OSHC a memorable and enjoyable experience for your family.

If you have any questions or would like to discuss your child's care, please feel free to contact me or speak with a member of our team.

Warm regards,

Robyn Shanahan



Hours of Operation:

Before School Care 7:00am-8:25am

After School Care: 3:05pm-6:15pm

Pupil Free Days: 7:00am-6:15pm Vacation Care: 7:00am-6:15pm

The service is closed on public holidays.

Marion Primary OSHC is open to the wider community. We welcome all children, including those with additional needs. Support is available through the Inclusion and Professional Support Program and the Inclusion Support Subsidy, enabling the inclusion of children with diverse needs. When considering enrolment, the service will assess individual needs and facility requirements to ensure appropriate care can be provided.

There is no requirement for families to be Australian citizens to access the program. However, please note that the Family Assistance Office (FAO) generally only provides childcare assistance to Australian residents.

Children aged 4 years who are enrolled to commence school the following year are eligible to attend the Christmas vacation care program, subject to supervision ratios. Our license permits a maximum of 39 children in attendance at any one time.



Priority of Access:

When demand for child care exceeds the number of places available, the Australian Government's Priority of Access Guidelines are used to allocate places.

The following priorities apply:

Priority 1: Children at risk of serious abuse or neglect

Priority 2: Children of a single parent who meets the work, training, or study requirements, or children whose parents both meet these requirements under section 14 of the A New Tax System (Family Assistance Act) 1999

Priority 3: Any other child from Marion Primary School

Priority 4: Any other child

Priority 5: Four-year-old children not yet attending school

Additional priority is given to children who are:

From Aboriginal or Torres Strait Islander families

In families that include a person with a disability

From low-income families

From culturally and linguistically diverse backgrounds

From socially isolated families and children of single parents.

These guidelines help ensure that places are offered fairly and to families who need them most.

Facilities and Program

The OSHC room is located in the wooden transportable building, situated between the gymnasium and the playground, and directly opposite the main school building. Children attending OSHC have access to a range of school facilities, including the OSHC room, gym hall, oval, playground, sandpit, and netball courts.

Our program provides a variety of opportunities for children to develop socially, creatively, emotionally, physically, and cognitively. Activities are age-appropriate and designed to reflect the interests of the children.

Regular experiences include art and craft, cooking, active sports and games, dance, music, drama, and dress-ups. Children also have the freedom to choose from a variety of other activities such as board games, building blocks, dolls, Lego, recyclable materials for creative projects, books, computers and various games.

Accreditation:

Marion Primary OSHC has been accredited as an approved provider and has been granted service approval by the Education and Early Childhood Services under the Registration and Standards Act 2011.

Service approval number: SE-00014406

Provider approval number: PR-40001376

Our Philosophy:

At Marion Primary School OSHC, our program is highly child-focused and designed to support every child who attends. We strive to create a “home away from home” where primary school-aged children feel welcome, safe, and happy, and can participate in all aspects of the program with respect, just as they would in their own home. Our OSHC environment encourages children to embrace challenges and reach their full potential.

We value and celebrate diversity, treat children, families, and staff as individuals, and ensure equity is at the core of our practices.

We are committed to fostering inclusion, as described in our inclusive directions statement:

“Inclusion means being an active participant in the environment – more than just being present. It is about learning, playing, communicating, and socialising alongside peers. Inclusion is about BELONGING. When children, families, and staff experience a sense of ownership and belonging, they feel happy and confident in their surroundings.”

Children:

- We recognise and respect each child as an individual, with unique needs.

Our aims are to:

- Encourage self-expression of ideas and feelings
- Provide opportunities for social development, initiative, and the building of self-esteem
- Support the development of communication skills, tolerance, participation, responsibility, and positive behaviours

Staff:

Our staff are expected to work collaboratively as a team and demonstrate:

- Warmth, care, and responsibility in all interactions
- Flexibility and adaptability in meeting the needs of all children
- Awareness and sensitivity to the diverse cultural backgrounds of families and children
- Strong communication with fellow staff, families, and children

Our Program:

At Marion Primary School OSHC, we offer a relaxed and flexible program where children are encouraged to use their imagination to expand their knowledge and skills, rather than always following strictly structured activities. Children have the freedom to explore, take appropriate risks, and use their creativity, supporting their cognitive development and overall growth.

In line with recommendations from educational experts such as Professor Philip Gammage, we achieve this by:

- Employing skilled and professional staff who foster positive working relationships with children and each other
- Supporting the ongoing growth of staff through regular professional development and onsite training
- Meeting and adhering to childcare requirements as set out by OSHC Quality Assurance standards.



Contact Phone Numbers:

During the OSHC operating hours, staff may be contacted by ringing **0481187627**. During school hours, a message can be left on the service's answering machine by ringing **8277 4486** or with the school front office staff on 8277 2293. Please email marion.oshc@schools.sa.edu.au

Fees and Payment/Late Fees/Child Care Benefit:

The full fee structure is as follows and are subject to change.

Fees as of 1/1/2026

Before School Care \$20.80

After School Care \$31.25

Pupil Free Day \$60.40

Vacation Care \$60.40 Excursion \$32 Incursion \$22

There are no separate fees for split sessions.

Most families are eligible for the Child Care Subsidy, which applies to all fees, including those for excursions and incursions. We strongly encourage you to register for the subsidy. Please refer to the Child Care Subsidy Assessment Tips included in your enrolment pack for further information. An annual administration fee of \$5 per family is charged at the time of enrolment. This fee covers the administrative costs associated with processing enrolment forms and other related tasks arising from new and renewed enrolments.

Weekly statements will be emailed to the designated account holder. Printed copies of statements are available on request. The following account conditions apply:

Maximum 14-day payment term:

Accounts must be settled within 14 days.

If payment is not received within this period, a reminder will be sent via text message or email.

Late fees:

If the account remains unpaid after 21 days, a \$10 late fee will be charged.

After 28 days of non-payment, children will be excluded from the service until the outstanding balance is cleared and a deposit is paid towards future bookings (deposit amount to be negotiated with the Director).

Consistent overdue accounts and suspension of access:

If accounts are frequently overdue or if access is suspended, families will be required to pre-pay or make “pay as you go” payments.

If an account is 50 days overdue, access will be suspended and outstanding fees will be referred to debt collection.

Unfortunately families will be unable to use OSHC if balance owed exceeds \$200.

Financial difficulty:

If you are experiencing difficulty in paying your account, it is essential that you contact the Director before your account becomes overdue. Alternative arrangements may be considered if contact is made prior to the account due date. If no contact is made, standard account policies and overdue fees will apply.

Term requirements:

All accounts must be cleared by the end of each term. Bookings for the following term will not be accepted if an outstanding balance remains.

Marion Primary School OSHC reserves the right to deny attendance if fees are overdue.

Payment methods:

The preferred payment method is via online bank transfer. Payments can also be made by credit card. OSHC banking details will be provided upon enrolment.

Late Collection Fees:

Children must be collected from the service by 6:15 pm. The following late fees apply:

Time Collected Fee

6:15 pm – 6:30 pm \$10

After 6:30 pm \$20

Please note: Late fees are not eligible for the Child Care Subsidy. For further information regarding fees, please consult the Director.

Parent/Caregiver Details:

It is vital that Marion Primary OSHC has up-to-date contact information for all families to ensure we can reach you in the event of an emergency. Please notify staff promptly of any changes to your contact details. Providing your current email address is important so that you receive your account statements and any other important communications.



Enrolment Procedures:

Enrolment packs are available from OSHC staff or the school's front office. Please complete all sections thoroughly, ensuring you provide detailed information, especially regarding any medical conditions. We recommend scheduling an appointment with the Director to discuss program details and to assist with registration for Child Care Subsidy (CCS) fees.

Once your enrolment is formalised (successfully matched with the Family Assistance Office online), your fees will be automatically adjusted according to your entitlement level. Weekly account statements will be emailed to you at the start of each week, and printed copies can be provided upon request. Regular and timely payments are appreciated, as they enable us to continually enhance our OSHC facilities for all children.

Induction for New Children:

We are committed to ensuring that every child new to Marion Primary OSHC feels comfortable and confident in our environment. To support a smooth transition, families are required to meet with the Director prior to their child commencing at the service. This meeting provides an opportunity to discuss individual needs, routines, and any specific arrangements, as well as to organise transition visits as required on a case-by-case basis.



Our induction process includes:

- Providing families and children with a tour of the centre before the first day of attendance
- Ensuring all OSHC staff are briefed on the needs and requirements of each new child
- Encouraging current OSHC children to help make new children feel welcome
- Collecting new children from their classroom as they settle in
- Pairing new children with a buddy, either from the same class or an older child, to help them become familiar with routines and daily procedures

These measures are designed to support each new child's confidence and sense of belonging at OSHC

Bookings, Cancellations, and Absences:

All bookings must be made in advance. If your child attends without a prior booking, a fee will apply: \$1 for the first occurrence, \$2 for the second, and \$5 for each subsequent occurrence. Please note, these fees are not eligible for Child Care Subsidy (CCS). It is important to book ahead, as Marion Primary OSHC is required to maintain specific staff-to-child ratios, and unbooked arrivals may compromise safety for both children and staff.

To make a booking, please contact the centre via email, text message, or phone, and leave a message with staff or on the voicemail prior to the start of the session.

If you need to cancel a session or if your child will be absent due to illness or other reasons, please inform OSHC by phone, email, or text message at least one week before the session. Timely notification is essential so we know which students will be attending. If a child is booked in but does not arrive and no prior notification is received, our staff will follow the missing person's procedure, as we must assume your child is missing.

OSHC Cancellations

Cancellations must be received at least one week prior to the booked session. If notice is not given within this timeframe, your child will be recorded as absent and standard fees will apply.

Vacation Care Cancellations

Excursion and incursion fees for Vacation Care are non-refundable. To cancel all booked days, a minimum of two weeks' notice is required. Cancellation requests will only be processed from the next OSHC business day. For example, any notifications submitted during weekends, or closure periods will be actioned on the next business operating day, and the two-week notice period will commence from that date. Please refer to the information sheet at the end of the Vacation Care program for further details.

Signing Children In and Out of OSHC:

For the safety of all children, strict sign-in and sign-out procedures are in place. Parents and caregivers are required to sign children in for morning sessions and out for afternoon sessions each day. On pupil free days and during Vacation Care, children must be signed in upon arrival and out upon departure.

Only individuals listed on the enrolment form are authorised to collect children from OSHC. If an alternative caregiver will be collecting your child, please notify the centre prior to the relevant session. Anyone unfamiliar to staff will be asked to provide identification when collecting a child. If an unauthorised person arrives to pick up your child, staff will make every effort to contact the primary caregiver.

If an older sibling is responsible for drop-off or collection, or if your child rides a bike to or from OSHC or leaves for sports training, a completed authorisation form must be signed and returned to the centre.

Single Staffing:

At times, Marion Primary OSHC may operate with one qualified staff member, particularly during before school care sessions when attendance is 15 children or fewer. In these instances, there are always other adults on site at the school (e.g., Principal, teachers, cleaners) should an emergency arise. Comprehensive emergency procedures are in place and clearly displayed near the front entrance. When attendance exceeds 15 children, a second staff member will be present.

Staffing Ratios:

We maintain staffing levels in accordance with government licensing and standards, prioritising the safety, welfare, and duty of care for all children.

The following ratios apply during OSHC hours:

- Up to 15 children: 1 qualified staff member
- Over 15 children: 2 staff members (1 qualified, 1 unqualified)
- Over 30 children: 3 staff members (2 qualified, 1 unqualified)

For excursions, our supervision ratios are:

- 1 staff member for every 8 children
- 1 staff member for every 5 children for swimming or water-based activities

Please note: Staff ratios may be increased to provide additional support for children with specific health needs.



Policy Guidelines:

To ensure the safety and wellbeing of all children, staff, and families, we ask that you follow our policy guidelines. If you wish to review our policies in greater detail, please speak to a staff member. A complete set of policies is available to read in the OSHC office.

Behaviour Management Policy:

Managing children's behaviour is essential for maintaining a safe, inclusive, and learning-focused environment at Marion Primary OSHC. We believe successful behaviour management is based on the following principles:

- Ensuring the safety and wellbeing of all children and staff
- Promoting responsibility, ownership, and the skills necessary for children to resolve conflict
- Respecting the rights, feelings, and property of others
- Supporting the smooth operation of the centre and its programs

Expectations at OSHC:

- Clear expectations for appropriate behaviour are communicated to staff, parents/caregivers, and children
- Positive behaviour is consistently recognised and natural consequences for inappropriate behaviour are applied in a fair manner
- Behaviour is regularly discussed and reflected upon
- Parents/caregivers are expected to support the behaviour management policy and strategies
- Children are expected to follow staff instructions and cooperate
- Children are encouraged to play respectfully, share resources, and look after each other
- The OSHC room and play areas are kept clean and safe to maximise wellbeing

Children are encouraged to:

- Make positive choices and decisions
- Accept responsibility for their actions and work towards resolving issues
- Adjust their behaviour when needed

Unacceptable Behaviours

The following behaviours are not tolerated at Marion Primary OSHC:

- Physical actions such as fighting, kicking, punching, playfighting, spitting, or pushing
- Verbal abuse, including name-calling, teasing, swearing, or harassment
- Leaving the OSHC area or designated boundaries without staff permission
- Misuse of toilet facilities (e.g., soiling, vandalism, or graffiti)
- Intentional misuse or damage to equipment (replacement costs may be charged to parents/guardians if equipment is broken or damaged)

Consequences

- Verbal warning or reminder
- Thinking time (appropriate to age and developmental stage)
- Quiet time until collection (may include homework, reading, or drawing) and discussion with parents/caregivers
- Repeated or serious behavioural issues may result in exclusion from OSHC

Sun Protection Policy:

Hats must be worn at all times when outdoors. Children are required to bring a suitable, school-approved hat to OSHC, Vacation Care, and Pupil Free Days. Caps and visors are not permitted. Please ensure your child's hat is clearly labelled with their name (and classroom number if possible).

Marion Primary OSHC provides sunscreen and encourages regular application throughout the day. If your child has sensitive skin, please provide a labelled sunscreen for their personal use.

Snacks:

Please ensure you inform staff of any allergies, dietary requirements, or cultural needs when completing the enrolment form so that we can accommodate your child appropriately. You may occasionally be asked to provide specific foods from home to help meet your child's needs.

After School Care

Afternoon tea is provided to all children and includes a variety of healthy options, with a daily platter of fresh fruit and vegetables.

Before School Care

Breakfast is offered to all children until 8:00am and typically consists of cereal, toast, and milk.

Pupil Free Days and Vacation Care

Breakfast will be available until 8:00am for those who need it, consisting of cereal, toast, and milk. Children should bring a healthy recess snack, lunch, and a water bottle each day. Please ensure that lunches do not require heating, and use a freezer block for items that need to stay cool. On some pupil free or vacation care days, OSHC may supply a special lunch; notice will be provided when this occurs. Afternoon tea will always be provided daily, including a variety of healthy foods and a fruit and vegetable platter.

Nut Awareness:

Marion Primary OSHC is a nut aware centre. Products containing nuts or nut products must not be brought to the centre, including items used for making and craft activities, to protect children with allergies.



Grievance Policy:

While we strive for open communication and positive relationships among staff, parents/caregivers, and children, we understand that concerns or misunderstandings may sometimes occur. Marion Primary OSHC is committed to resolving any grievances promptly and fairly to maintain a harmonious and respectful environment for everyone. Our aim is to address and resolve all issues or concerns that may impact the operation of the service in an equitable and timely manner.

Our grievance procedure is as follows:

1. Arrange a suitable time to discuss the matter with the Director or relevant staff member.
2. Please avoid discussing major grievances or concerns at school or in the OSHC office without prior arrangement.
3. Clearly outline your concerns when meeting with the Director or staff.
4. Allow a reasonable period for the issue to be investigated and addressed.
5. If your concern remains unresolved, request a meeting with the principal or a member of the OSHC Management Committee. They may act as a mediator or support you in speaking with the person involved.
6. If you are still dissatisfied, you may seek further resolution by involving the Governing Council or an external mediator.

When raising concerns, please keep in mind:

- Focus on facts rather than rumours.
- Approach issues calmly and be open to negotiation.
- Prioritise the best interests of your child.
- Address the issue itself, not the person involved.

Confidentiality:

Marion Primary OSHC is committed to protecting the privacy and confidentiality of all individuals. All records and information relating to children, families, staff, and management are securely stored. Access to this information is limited to those who require it for their roles at the service or who have a legal right to access it.

Health:

Special Health Care Needs

If your child has specific health care needs—including allergies, sensitivities, medical conditions, or dietary restrictions—a current Health Care Plan from your doctor is required. This plan should outline any special care or procedures to assist staff in managing symptoms if they arise. All relevant health details must also be recorded on your child's enrolment form, which should be updated annually.

Infectious Disease

If your child contracts an infectious disease, they must be excluded from the centre for the exclusion period recommended in the Childhood Infectious Diseases list, which is available at the front office. Any staff member or child showing signs of an infectious illness will be isolated and sent home as soon as possible.

Medication:

For children requiring ongoing medication, a Health Support Plan signed by a medical professional must be provided to OSHC staff, along with the prescribed medication in its original labelled container.

Controlled medications must be handed to staff on a daily basis for secure storage and administration. Other medications such as puffers or EpiPens may be stored at the centre for use as required.

If your child needs temporary medication (e.g., antibiotics), a "Permission to Administer Medication" form must be completed by the parent/caregiver. These forms are available from the OSHC Director. All medication must be supplied in its original packaging with clear instructions and dosage information. It is the responsibility of parents/caregivers to ensure all enrolment and medical information is up to date.

Head Lice:

Please check your child's hair regularly and inform staff if your child has head lice, to help prevent outbreaks.

Accident Procedure:

- A staff member will administer first aid in the event of an accident.
- A qualified staff member will determine if further medical treatment is necessary.
- Parents/caregivers will be notified as soon as possible about any accidents involving their child.
- An ambulance will be called if required, and parents/caregivers will be informed immediately.
- An accident report form will be completed and signed by both the staff member and the parent/caregiver.

Emergency Procedures:

In the event of an emergency, evacuation and safety procedures will be followed. These procedures are displayed near the OSHC entrance and are practiced once each term during OSHC, Vacation Care, and Pupil Free Days. The OSHC room is equipped with a fire extinguisher, smoke detectors, and a fire blanket.

Child Protection Policy:

Marion Primary OSHC is committed to upholding the rights of all children to care and protection. To ensure the safety and wellbeing of every child, the service adheres to the procedures established by the Department for Education under the Children's Protection Act 1993, Section 11(1) & (2), when responding to any allegations of abuse or neglect. These procedures are followed to protect both the child concerned and all other children in our care.

Parent Participation:

We welcome and value parent participation in accordance with our Parent Participation Policy. Marion Primary OSHC strives to be responsive to the needs and interests of families, and encourages parents to be involved in decision-making through participation on the Management Committee and by providing feedback to the OSHC Director regarding the program and policies.

Families are invited to contribute their ideas by joining the Management Committee or by using the parent/child feedback box located by the family notice board in the OSHC room. All families are welcome to attend Management Committee meetings, and we encourage membership when positions are available. OSHC staff also foster daily, informal communication with families to discuss their child's experiences, activities, and any general matters. Inclusive support is available for families from non-English speaking backgrounds through Inclusive Directions.



Roles and Responsibilities of Parents:

- Ensure children are collected on time. For child safety reasons, once children are collected, they must remain in the company of their parent or carer and leave the school grounds. Children are not permitted to stay and play on equipment or with other children still in OSHC care.
- Notify staff of any changes to your child's attendance, including if your child will not be coming or is attending unexpectedly.
- Pay fees promptly.
- Maintain communication with the Director about your child's health and attendance.
- Show an active interest in the Centre's operations and support OSHC staff in their roles.

If you have any concerns or wish to discuss any issues, please speak with us. This is your centre, and we value your input and feedback.

Child Care Subsidy Checklist:

- Information about subsidy entitlements is available at Australian Government Department of Education, Skills and Employment.
- To access the Child Care Subsidy system, parents/carers must log onto their Centrelink online account through myGov.
- You will need to provide your combined family income estimate for the current financial year, the hours of recognised activity (including work, training, study, or volunteering), and the type of childcare your family uses.
- Ensure you select the option for flexible care arrangements, even for term bookings. If you don't, you may be required to re-approve changes or additions to your child's bookings through myGov.
- If you are eligible for the Child Care Subsidy (CCS), your percentage entitlement will be automatically calculated by Centrelink and applied directly to your account, leaving you to pay only the remaining balance

Activity Level of Parents:

The number of hours of subsidised care families can access is determined by an activity test. The more recognised activities you participate in, the more hours of subsidised care your family can receive, up to a maximum of 100 hours per fortnight.

Recognised activities include:

- Paid work
- Leave
- Study and training
- Unpaid work in a family business
- Looking for work
- Volunteering
- Self-employment
- Other activities considered on a case-by-case basis

Please make an appointment to speak with the Director if you require further information or assistance.

Thank you for choosing Marion Primary School OSHC for your child's care and education. We are committed to creating a safe, welcoming, and nurturing environment where every child can grow, learn, and thrive. Our team values open communication and strong partnerships with families, and we invite your ongoing feedback and participation. If you have any questions or require support, please do not hesitate to contact us. Together, we can ensure your child's experience at OSHC is positive, enriching, and memorable.

