

# Family Handbook



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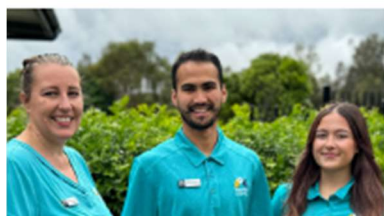
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# CHANCELLOR OSHC

## SERVICE PHILOSOPHY



### WHO WE ARE

Chancellor Outside School Hours Care (OSHC) is operated by Chancellor State College Parents and Citizens' Association (P&C). Our P&C Executive and Committee is made up of parent representatives who are dedicated to our College Community. Our P&C vision is **serving, connecting and caring for our community**, and our OSHC is one of many ways that we achieve this.

Chancellor State College P&C Association works hard to be an employer of choice and seeks to create a workplace that values, cares and invests in their staff to enable our Team to support our College Community.

Chancellor OSHC works in partnership with local family support services, such as Act for Kids, to create a community of support. We seek to support families and 'parent together'.

'Our service values inclusion' and Inclusion Support QLD have recognised that we have an active Strategic Inclusion Plan (SIP). Chancellor OSHC has an ongoing commitment to be an inclusive service.

Our Chancellor OSHC team describe themselves as **passionate, understanding, warm, open-minded, supportive, thoughtful, generous, calm, compassionate, sincere, approachable, dependable, creative and fun.**



# CHANCELLOR OSHC COMMIT TO

## **Your child's emotional and physical safety.**

The safety and security of each child in our care is our top priority. Our service is dedicated to creating an environment that is not only physically safe but also one that provides emotional care and safety for each child. Our Team is dedicated to ensuring that each child has a sense of belonging and ownership within our services, and that they feel seen, heard and valued.

We will achieve this by:

- Providing a safe physical environment.
- Close relationships with College staff to create good transitions in and out of the classroom.
- Regular wellbeing checks with each child and their families and strong relationships between staff and families.
- High quality observations and follow up for children.
- High quality risk assessments and management plans that are regularly reviewed and easily delivered.
- Consistent rules and boundaries for our service that our children play a part in creating.
- Friendly and approachable staff.
- Culturally safe environment for children, families and staff.
- An abundance of care.

## **An inclusive, strong, connected Community**

Our Team works to create an environment that is fair, accepting, and respectful of all our community. Chancellor OSHC are privileged to have a number of families from a number of different culture and language groups. We value and celebrate diversity across our community and work to create a space where children and their families feel welcome and celebrated. We are committed to celebrating different cultures in our OSHC and include important cultural celebrations in our education program.

We acknowledge the traditional owners and custodians of this land the Gubbi Gubbi/ Kabi Kabi people. Through our continued connection and collaboration with the Gubbi Gubbi people and other Aboriginal and Torres Strait Islander people in our community we hope to build the knowledge of First Nations culture and language with the children in our service who are the future leaders and Elders of our community.

We will achieve this by:

- Seeking to employ Educators from diverse backgrounds.
- Working with our families and community to share their culture in our service through art, music, dance, food, celebration of significant events, and increase knowledge of different cultures.
- Creating a calendar of cultural events and include these events in programming.
- Providing some OSHC documents in different languages to meet needs of our families.
- Displaying a world map showing different countries where our families come from.
- Creating a physical space that is welcoming of diversity, and children and families can see themselves and their culture in our service.
- Networking with Chaplain's MOSAIC family's program.
- Working alongside Aboriginal and Torres Strait Islander organisations, families and elders to share First Nations culture within the service.



# CHANCELLOR OSHC COMMIT TO

## **Your child's learning and development.**

Children learn best when they have space to play, create, be spontaneous, and connect with nature and their environment. Chancellor OSHC offers a daily program that follows the My Time Our Place Learning Framework that is driven by the interests of the children and our community. Our Educators use guidance, encouragement, curiosity, reflection and their strong relationships with each child to help build on the learning and fun the children experience in our service.

Chancellor OSHC Educators work with children, families, and College staff to enhance the social and emotional development of all children within the service. A child's ability to create friendships, work with groups of people from diverse backgrounds, learn from mistakes, and build relationships of trust are crucial to their future success.



We will achieve this by:

- Having a team of consistent educators who have positive relationship with each child, who understands their needs and feelings.
- Delivery of enhanced program of activities based on student interests.
- Socialising students with mixed age groups based on their development.
- Daily conversations with children about social cues, how to act in different situations, and understanding their emotions.
- Model good behaviour and respect for feelings of others.

## **Working in partnership.**

At Chancellor OSHC we recognise parents are the experts of their child and their child's primary educator. We value and include the feedback of parents into our daily program and provision of quality care. We work in partnership with our families to build strong positive relationships based on care and support.

We work closely with the College in the hope to create a seamless transition for children before and after school. Our Educators recognise and celebrate the important role of the College in children's education and always seek to maintain the College five C's or Care, Courtesy, Cooperation, Commitment and Challenge.

Chancellor OSHC has strong connections and partnerships across our broader community to create opportunities for our families and community. These partnerships include but are not limited to local family support providers, local disability advocates and supports, and representatives of local, state and federal government. Our service is a community OSHC that is dedicated to serving, connecting and caring for our Community.

We will achieve this by:

- Regularly seeking information from parents about their child to enhance our care and providing regular follow up.
- Providing information about services and support in our community and making referrals or providing support when needed.
- Meeting regularly with College staff to provide consistent and quality care, including regular updates from and to class teachers.
- Ongoing development and building of expertise of our Educators.
- Engaging in community events held by the College.



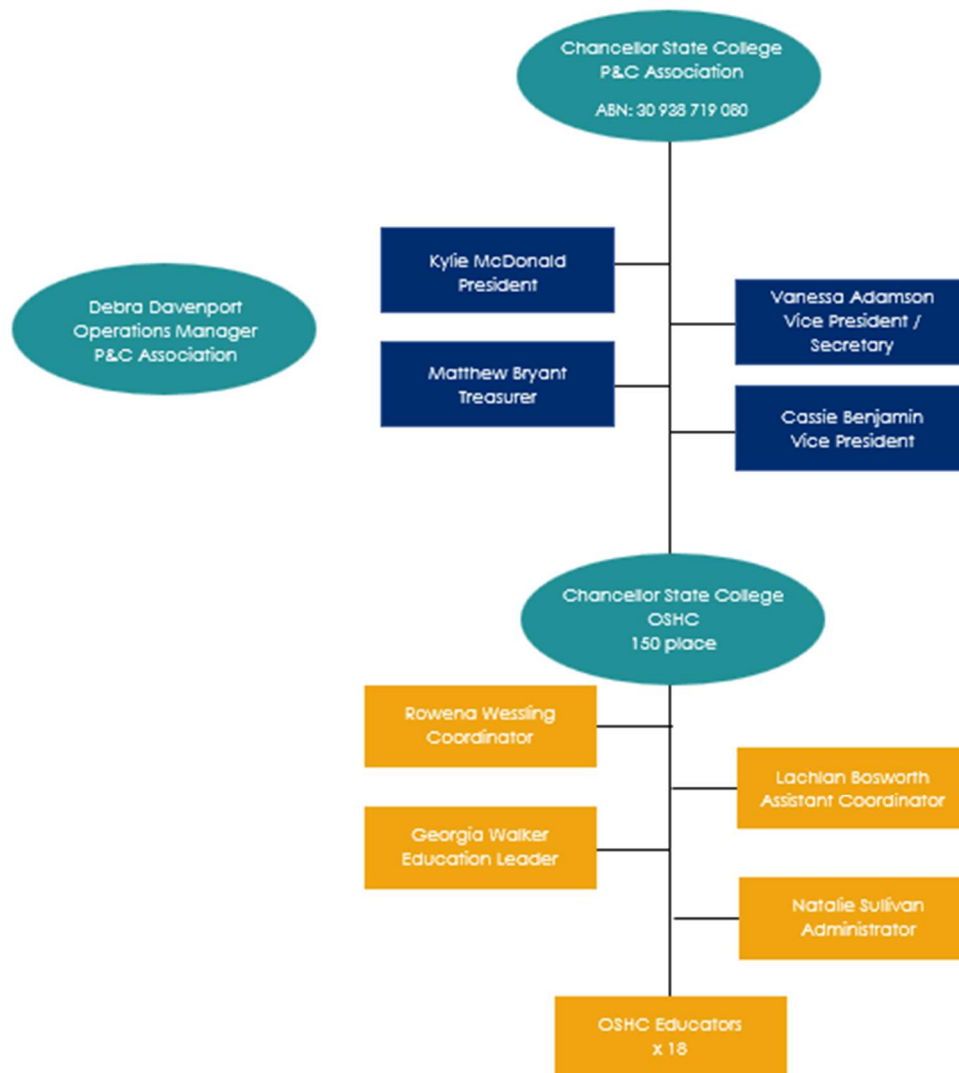
# Chancellor State College OSHC Approved Provider

The approved provider of Chancellor State College OSHC is the Chancellor State College P&C Association. Organisation structure is as follows:



## CHANCELLOR STATE COLLEGE OSHC Approved Provider

The approved provider of Chancellor State College OSHC is Chancellor State College P&C Association. Organisation structure is as follows:



QCAN are engaged by the P&C to provide external specialist OSHC support & audit/compliance services i.e. no direct reports

# Access

Chancellor OSHC is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children irrespective of background, culture, religion, gender, disability, marital status or income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation of the service.

**OSHC policy reference:** *Enrolments Policy*

## Arrivals and Departures

HOURS OF OPERATION:

**Before School Care:** 6.30am-8.50am

**Vacation Care:** 6.30am-6.30pm

**After School Care:** 3.00pm-6.30pm

**Pupil Free Days:** 6.30am-6.30pm

Chancellor OSHC's responsibility for the child begins when the child is signed into the premises and ends when the child is signed out of premises. For the safety and protection of children, and in keeping with Duty of Care considerations, the service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service. All children will be signed in and out by the parent, guardian or other person whom the parent/guardian has nominated on the enrolment form via the App or subsequently in writing, as being authorised to do so (authorised nominee).

**OSHC policy reference:** *Arrivals and Departures of Children Policy*

## Absences from Care

Cancellations that attract the prescribed fee for that session will be counted towards the family's initial 42 absence days for the current financial year, as per the Child Care Provider Handbook. Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence.

**OSHC policy reference:** *Arrivals and Departures of Children Policy*

# Bookings and Cancellations

All bookings are made via our online enrolment system (OWNA) and an enrolment form must be completed prior to your child's first attendance. All permanent and casual bookings made will be charged. Please ensure that if your child will not be attending their booked session that you notify the service using the OWNA app prior to the session start time. Should the child not attend due to illness or for any other reason, CCS will apply in accordance with allowable and approved absence provisions. Any alterations or cancellations to permanent bookings must be submitted in writing to the service e-mail address [oshc@cscpandc.org.au](mailto:oshc@cscpandc.org.au) observing the 7-day cancellation period, otherwise incurring the relevant fees.

To avoid any out of pocket costs, cancellations or alterations to bookings must be made at least 7 days in advance in writing. ***Cancellations within this period will incur the full fee, less any applicable CCS (VC, BSC and ASC)***

- Before school care:** Casual bookings can be made via the OWNA App, Permanent bookings must be submitted via e-mail.
- After school care:** Casual bookings can be made via the OWNA App Permanent bookings must be submitted via e-mail.
- Vacation care:** Bookings can be made via the OWNA App in the Casual booking section and will be opened mid-term until 1 week prior to the upcoming holidays.
- Non-Attendance:** Non-Attendance must be marked in the OWNA app prior to the start of the session. Failure to do this will incur a \$5 Non-Communication Fee (per family/day).

**OSHC policy reference:** *Bookings and Cancellations policy*

# Child Protection

Chancellor OSHC regard their role in the protection of children in their care as of the utmost importance. Chancellor OSHC has a range of policies and procedures to keep children and young people safe.

This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children.

All educators have been made aware of and trained in mandatory reporting and the Safeguarding Children and Young People.

**OSHC policy reference:** *Handling Disclosures and Reporting Suspicions of Harm Policy & Providing a Child- Safe environment*



# Communication with Families

Chancellor OSHC recognises and acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided. We use the OWNA app for our communication with families. Families are welcome to attend the service or talk to Educators during its operations as well. We encourage families to voice any concerns in a way that will assist us to provide a responsive and inclusive service.

**OSHC policy reference:** *Feedback and Complaints Policy*

## Daily Routines

Routines are flexible, meet the needs of all children and serve as an important role in the operation of the service. Before school care routines consist of homework (optional), breakfast before 8.00am and a variety of leisure-based activities to engage the children. These include reading, board games, group games, sports, art/craft etc.

During the afternoon routine educators will sign all children in on arrival and a light and nutritious snack will be served. Afternoon planned and spontaneous activities include homework (optional), sports, music and dance, craft, cooking and opportunities for children to engage in unstructured play.

## Enrolment

1. To complete an enrolment form for Chancellor OSHC, you must go to:  
<https://www.owna.com.au/enrol/chancelloroshc.html>
2. Once completed, submit your form
3. When your enrolment is received Chancellor OSHC admin will contact you to make a time to come in for an orientation of our service, check your enrolment and any necessary documents required before approving your enrolment.
4. Once approved, you will be emailed access to the OWNA Parent App.
5. On first accessing the App, you are required to sign the CWA and the DDR form to fully complete your enrolment.
6. Please upload a photo of yourself to the App for easier identification.

# Extra-Curricular Activities

Parents/guardians shall be responsible for informing the service of any extra-curricular activities that the child/ren may be involved in whilst enrolled and registered to attend the service. This may be done by completing an Activities Escort Form which can be found on the OWNA app.

The Chancellor OSHC team shall discuss with the parent/guardian the impact that this may have on the service. Such discussion shall include whether the child will be signed out of care by OSHC personnel, or the activity provider, and who shall be responsible for collecting the child and/or returning them to the service when the activity is over.

**OSHC policy reference:** *Extra Curricular activities*

# Excursions / Incursions

Chancellor OSHC will include excursions on occasion as a valuable part of its overall program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Risk assessments will be conducted, and all safety precautions identified and maintained, and parent permission will be obtained before a child is taken on an excursion.

**OSHC policy reference:** *Excursion Policy & Transport for Excursions*

# Fees and Overdue Fees

Fees are to be paid upon receipt of invoice. If accounts are overdue a reminder will be sent. If the account remains overdue and no arrangements are made, the account will be referred for debt collection and care may be cancelled.

<b>Before School Care</b>	\$26.00
<b>After School Care</b>	\$34.40
<b>Vacation Care</b> (without an incursion activity)	\$62.60 per day
<b>Vacation Care</b> (with an incursion activity)	\$83.50 per day
<i>All fees are before any Child Care Subsidy discounts are applied.</i>	

**Closing time of this service is 6.30pm. Parents who collect their child/ren after this time will incur a late fee of \$1 per minute.**

**OSHC policy reference:** *Fees Policy.*

# Food and Nutrition

Chancellor OSHC recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children. The service encourages and promotes the health and wellbeing of children by providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. The weekly menu is displayed at the entry.

**OSHC policy reference:** *Food and Nutrition Policy*

# Homework

To support families and children, the service will endeavour to provide adequate time, quiet space and supervision to enable children to do their homework as necessary, with the express understanding that time in school age care may be the optimal opportunity for homework completion. All children must have a signed homework/laptop rules permission form completed to utilise this option.

# Illness and Injury

Chancellor OSHC proactively strives to avoid injuries or trauma occurring at the service, and to minimise the impact of injuries, illnesses and trauma by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries, illnesses or trauma of their children is acknowledged and will be considered in administering all procedures.

**OSHC policy reference:** *Incident, Illness, Injury or Trauma Policy.*



# Inclusion

Chancellor OSHC supports the principles of equity and justice through implementing inclusive and anti-bias practices. Our aim is to embed equal opportunities and respectful relationships irrespective of nationality, race, religion, gender and/or special needs. Through inclusive practices, educators support each child to achieve a strong sense of belonging and achievement and to recognise and challenge bias. Programs and environments which support inclusion and anti-bias will be regularly reviewed and assessed, and changes implemented to address inequalities.

**OSHC policy reference:** *Interactions and Relationships with Children*

# Information Handling

In providing education and care, the service obtains and deals with personal and sensitive information relating to families, children, staff and others. The service respects the privacy of all individuals and seeks only information which it needs to protect and care for children and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

**OSHC policy reference:** *Information Handling (Privacy and Confidentiality) Policy.*

# Information Technology

Chancellor OSHC acknowledges and recognises the important role information technologies has in society today and therefore aims to have suitable policies and procedures in place to ensure that information technologies are used appropriately and in the best interests of the children, families and employees who use the service.

**OSHC policy reference:** *Information Technology*

# Medical Conditions

Chancellor OSHC recognises the increasing prevalence of children attending school age care services who have been diagnosed with medical conditions including asthma, diabetes or at risk of anaphylaxis, and are committed to a planned approach to the management of such medical conditions to ensure the safety and well-being of everyone at this service.

Children's medical needs may be broadly categorised into two types:

- Short-term – which may affect their participation in activities while they are on a course of medication. Short-term medical needs are typically an illness that the child will recover from in a short period (e.g. tonsillitis, chest infection, etc.)
- Long-term - potentially limiting their participation and requiring extra care and support. Long term medical needs are typically ongoing (e.g. asthma, diabetes, anaphylaxis, epilepsy, celiac disease)

Chancellor OSHC is committed to ensuring our educators are equipped with the knowledge and skills to manage situations, to ensure all children in attendance receive the highest level of care and that their needs are considered at all times. Providing families with ongoing information about medical conditions and their management is a key priority.

Medical Management Plans including Action plans are to be updated every year. Risk Minimisation and Communication plans are to be developed in consultation with the parent/guardian and OSHC leadership team. Medication that is supplied for your child must be in date.

**OSHC policy reference:** *Children with Medical Conditions Policy*

# Medication

In the interests of the health and wellbeing of the children, the service will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name, dose of medication required and expiry date. Working collaboratively with families, and with the parent's written authorisation, children can self-administer medications.

**OSHC policy reference:** *Medication Administration, Medication Authority and Administering Form.*

# National Quality Framework

As an education and care service, our service strives to meet the National Quality Standards and the requirements for Approved Providers and Nominated Supervisors under the Education and Care Services National Law Act, 2010 and Regulations 2011 in such a way as to best fulfil our responsibilities to educate and care for children and to carry out the agreed policies and procedures of the service.

**OSHC policy reference:** *Managing compliance with the National Quality Framework (NQF)*

## Parent Code of Conduct

Parents/guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from the service. Appropriate communication shall include, but not be limited to appropriate language and a calm and considerate tone. The police may be notified if a parent/guardian conduct within the service is threatening or violent. Please see the Service Grievance Resolution Procedure on display in the service.

**OSHC policy reference:** *Feedback and Complaints Policy, Parent conduct*

## Staffing

Educator to child ratios will be in keeping with, or better than, those set out in the *Education and Care Services National Regulations 2011*. In setting ratios, consideration will be given to the activities undertaken, the ages and abilities of the children and any additional needs that the children may have as well as the ongoing obligation to ensure effective supervision. Chancellor OSHC encourages the building of skilled, qualified, motivated educators who are provided with adequate resources, training and support enabling them to engage in their role effectively as the educators of children at the service.

**OSHC policy reference:** *Providing a Child- Safe Environment Policy*



# Sun Safety

Queensland has the highest rate of skin cancer in the world. Of all new cancers diagnosed in Australia each year, 80 per cent are skin cancers. Given that children may be in care during peak ultraviolet radiation (UVR) times throughout the day, education and care settings play a major role in both minimising children's UVR exposure and providing an environment where policies and procedures can positively influence long-term behaviour. Sun safety will be practiced at our service throughout the whole year.

Parents/guardians will be asked to provide for their child a bucket hat SunSmart hat which protects the face, neck, ears and crown of the head and encourage them to wear it. No caps.

Parents/guardians will be asked to provide appropriate SunSmart clothing that protects as much of the skin as possible, and in particular covers the shoulders. No singlet tops.

**OSHC policy reference:** *Sun Safety Policy*

# Supervision

Chancellor OSHC acknowledges that the safety of children is paramount and therefore takes a proactive approach, through the implementation of specific policies and procedures and regular supervision training, to ensure the adequate and appropriate supervision of children whilst enrolled and attending the service program. Educators will be required to do regular head counts and use educator communication methods when supervising activities indoor or outdoor activities. A site supervision map of the school grounds with the best areas to supervise the children is in the OSHC office for staff.

**OSHC policy reference:** *Providing a Child- Safe Environment*

# Support-Behaviour/Kippa Group

Chancellor OSHC recognises the wide range of age groups that access Outside School Hours Care, the differing developmental needs of individual children and the variety of diverse backgrounds.

Behaviour support and management strategies play a vital role in providing a safe and happy environment for all children. Families, staff and children all have roles to play, as detailed in this policy. Behaviour support and management are approached through:

- Consistency, understanding and supporting children to self-regulate their own behaviour;
- Respecting each individual child, preserving and promoting their self-esteem;
- Encouraging positive behaviour using praise and effective programming;
- Having regard to all principles as set out in the service Philosophy Statement.

In circumstances where a child is about to cause significant harm to themselves, staff or other children. Appropriate physical restraint may be used in order to protect and prevent harmful outcomes.

**OSHC policy reference:** *Interactions with Children Policy.*

## Toileting

Chancellor OSHC recognises the need to ensure the safety of all children whilst accessing toilet facilities and acknowledges that from time to time, children may require additional support and assistance. Thus, service management seeks to ensure that the personal health, hygiene and safety of children and educators is supported, through the consistent implementation of the following procedures to protect children from risk of harm or injury.

Educators shall check the toilet facilities for safety prior to the commencement of the daily program/s including before school, after school and vacation care. All children shall be actively supervised whilst accessing the toilet facilities. Educators shall observe practices to ensure that they are not placing themselves in a compromising situation while escorting children to the toilet area and shall ensure that a minimum of two children are escorted at any one time.

**OSHC policy reference:** *Providing a Child- Safe Environment*

# Water Safety

Chancellor OSHC acknowledges that water activities are a significant part of our Queensland culture therefore we aim to provide children with experiences that are safe and fun. The service recognises that the safety and supervision of children in and around water is of the highest priority therefore children will be closely supervised at all times during water play experiences. A comprehensive risk assessment of the venue and activity will be conducted to determine the required educator to child ratio. At least one educator with a current first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, is in attendance and immediately available in an emergency.

**OSHC policy reference:** *Water Activities and Safety Policy*

We look forward to supporting your child and family during their school age years.

The Chancellor OSHC Team

