

Family Handbook



CONTACT DETAILS

Phone 0407 219 511

Email oshc@cscpandc.org.au

May 2026

CONTENTS

OSHC Service Philosophy.....	3
OSHC Approved Provider.....	7
Access.....	8
Arrivals and Departures.....	8
Absences from Care	8
Bookings and Cancellations.....	9
Child Protection	9
Child Safety	10
Communication with Families	10
Daily Routines.....	11
Digital Devices and Technology	11
Enrolment.....	11
Extra-Curricular Activities	12
Excursions / Incursions	12
Fees and Overdue Fees.....	12
Food and Nutrition.....	13
Homework	13
Illness and Injury	13
Inclusion	13
Information Handling	14
Information Technology.....	14
Medical Conditions	14
Medication.....	15
National Quality Framework.....	15
Parent Code of Conduct	15
Staffing.....	16
Supervision.....	16
Support-Behaviour	17
Toileting.....	17
Water Safety.....	18

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 **servicing, connecting and caring** for our community, and our OSHC is one of many ways that we achieve this.

We provide high-quality care for children in our community, with a strong focus on supporting children and families and strengthening education and strengthening connections that build a sense of belonging. Our program is designed to offer children meaningful opportunities to rest, play, learn, explore and develop friendships, while giving families confidence that their children are cared for by trusted educators in a consistent and nurturing setting.

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 VISION

Chancellor OSHC is a trusted and responsive service for families, where children feel safe and loved, are listened to and respected, and are empowered to lead their play and make choices. We will celebrate cultural diversity, uphold inclusion and dignity for every child.



Our Values

Our values guide every interaction. **You will see us** living these values through the way we welcome children, support play, communicate with families and work as a team.



CARE

We build warm, respectful relationships and support children's wellbeing, safety and confidence.



TRUST

We act with integrity, communicate openly, and create consistent routines and expectations for children and families.



ENJOYMENT

We celebrate childhood through play, laughter, creativity and positive experiences that children look forward to.

FOUNDATIONS OF OUR CARE

EQUITY AND INCLUSION

We welcome every child and family. We recognise each child's strengths, needs, culture and identity, and we make reasonable adjustments so all children can participate fully and feel they belong.

We will achieve this by:

- greeting each child by name and using inclusive, respectful language and expectations
- working with families to understand routines, health needs, cultural practices, languages and preferences
- making reasonable adjustments to activities, spaces and routines so children of all abilities can participate
- providing quiet and active options so children can regulate and choose what works for them
- honouring the child's voice to ensure children feel heard
- actively addressing bias, teasing or exclusion and role modelling fair and kind ways to play together



ADAPTABLE AND CURIOUS

We are flexible and responsive to children's interests, energy levels and development. We reflect on our practice, try new ideas, and encourage children to explore, question and learn through play.

We will achieve this by:

- offering a balanced program each day (active play, creative experiences, construction, quiet spaces and outdoor play)
- planning with children's input and adjusting activities based on attendance, weather and children's wellbeing
- using open-ended resources that invite experimentation, problem-solving and imaginative play
- supporting reasonable risk-taking and learning from mistakes within clear safety boundaries
- observing children and reflecting as a team on what worked, what didn't and what to try next
- encouraging children to ask questions, share ideas and lead group games or projects



FOUNDATIONS OF OUR CARE

QUALITY CARE AND ENGAGEMENT

We provide engaging experiences and consistent routines that support wellbeing and learning. We maintain high standards of supervision and safety, and we continually improve our service through feedback, reflection and accountability.

We will achieve this by:

- maintaining active supervision and clear sightlines across all areas and during transitions
- using predictable routines (arrival, roll marking, afternoon tea, pack-up, pick-up) so children feel secure
- providing nutritious food and promoting hygiene practices (handwashing, food safety and allergy awareness)
- setting clear expectations with children and using consistent, respectful behaviour guidance
- keeping our environment safe, clean and well-resourced through daily checks and risk assessments
- seeking feedback from children and families and using it to review and improve our program and practices
- supporting educator development through reflection, training and team communication



STRONG PARTNERSHIPS

We work in partnership with families, the school, and the broader community. We value two-way communication and shared decision-making that supports continuity for children

We will achieve this by:

- welcoming family feedback and keeping communication open at drop-off/pick-up and through service updates
- sharing relevant information between educators (within privacy guidelines) to support consistent care
- supporting smooth transitions by working with the school on routines, behaviour guidance and wellbeing supports
- inviting families to contribute ideas, culture, skills and interests to the program where appropriate
- linking families with local services and community supports when needed
- making decisions transparently and respectfully, including when changes to routines or the program are required



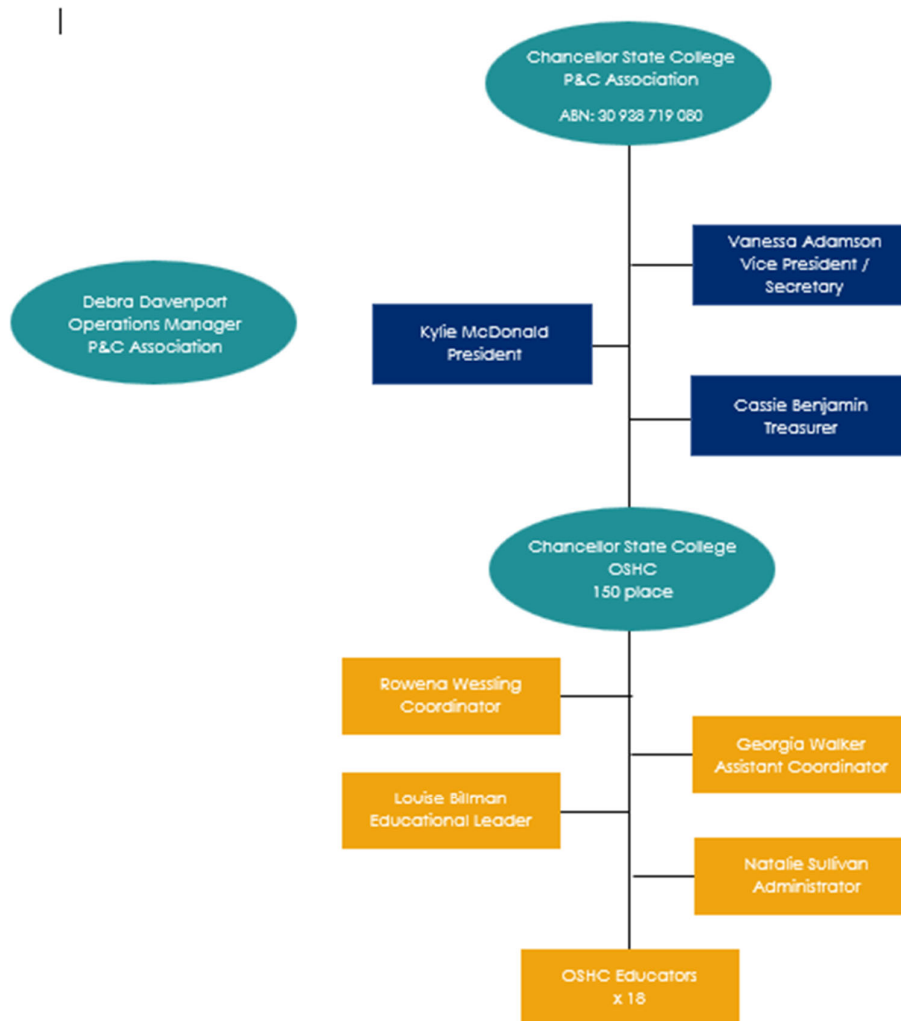
Chancellor State College OSHC Approved Provider

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: *Safe 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: *Safe 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 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*

Child Safety

Children are at the centre of everything we do at Chancellor OSHC. We are committed to maintaining a Child Safe Organisation where every child feels safe, respected, included, and supported to thrive. Children's safety, wellbeing, participation, and voice guide our decisions, practices, and daily interactions. We believe every child has the right to feel secure, be heard, play freely, and express themselves without fear.

All members of the Chancellor OSHC team share a collective responsibility for protecting children and young people from harm. Through strong governance, effective leadership, and shared accountability, we ensure child safety is understood, prioritised, and embedded at every level of the organisation.

Child safety and mandatory reporting are fundamental to children's wellbeing and their right to be free from abuse, neglect, and violence. All educators and staff at Chancellor OSHC are mandatory reporters and are legally required to identify, respond to, and report concerns or suspicions that a child may be at risk of harm. We take these responsibilities seriously and ensure all staff receive regular training, supervision, and guidance to maintain a strong understanding of their obligations, follow clear child-safe procedures, and act confidently in the best interests of children.

We are committed to upholding the Queensland Child Safe Standards and to ongoing reflection and continuous improvement to strengthen the safety and wellbeing of all children in our care, including alignment with Standard 10. Child safety is embedded throughout our policies, recruitment and screening processes, professional learning, risk management practices, and daily operations, in accordance with Standards 7, 8, and 9.

Through strong leadership, transparent processes, child-centred practices, and genuine partnerships with children and families, Chancellor OSHC is dedicated to fostering a culture where every child is safe, supported, respected, and empowered every day.

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 guided and unguided activities include but are not limited to homework (optional), sports, music and dance, craft, cooking and opportunities for children to engage in unstructured play.

Digital Devices and Technology

Visitors, volunteers and family members will be informed that the use of personal electronic devices used to take photos, record audio or capture video of children who are being educated and cared for at the Service is strictly prohibited. This includes the use of items such as tablets, iPads, mobile phones, digital cameras, smart watches, META sunglasses and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage).

Explicit written consent will be required from parents/guardians before any visitor or volunteer captures images or videos of a child. This includes, but is not limited to, incursion providers, practicum students, Inclusion Support professionals, or NDIS funded support professionals. This consent is necessary for any image or video captured for professional observation or documentation purposes.

OSHC policy reference: *Safe Use of Digital Technology and Online Environments Policy*

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.

Before School Care	\$27.00
After School Care	\$35.50
Vacation Care (without an incursion activity)	\$65.00 per day
Vacation Care (with an incursion activity)	\$86.50 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.

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 Policy*

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: *Screen time and Media Viewing Policy*

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: *Medical Conditions in Children 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, 2013 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

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
