

Redlynch Outside of Hours School Care



Family Handbook

**November
2025**

Table of Contents

Page 2 - Welcome and
acknowledgement

Page 3 - Philosophy, Mission and
Vision

Page 4 - Management Structure

Page 5 - Educator Structure

Page 6 - Access and enrolment

Page 7 - Arrivals and Departures

Page 8/9 - Absences and Bookings

Page 10 - Fees

Page 11 - Child Protection and
Custody

Page 12 - Family communication
and engagement

Page 13 - Daily routines

Page 14 - Excursions during
Vacation Care

Page 15 - Water Safety

Page 16 - Food and Nutrition

Page 17 - Extra Curricular and
Homework Activities

Page 18 - Inclusion, Equity and
Anti-Bias

Page 19 - Health Safety and
Wellbeing

Page 20/21 - Medication and
Medical Conditions

Page 22 - Information Handling

Page 23 - NQF and Code of
Conduct

Page 24/25 - Behaviour Support

Page 26 - Supervision and
Staffing

Page 27/28 - Sun Safety and
Toileting

Page 29- Emergency Plans &
Procedure

Welcome and Acknowledgement

Welcome to our Outside School Hours Care (OSHC) service! We are committed to providing a safe, inclusive, and engaging environment for all children. Our service aligns with the National Quality Framework (NQF), including the National Quality Standard (NQS), and follows the *My Time, Our Place* framework to support children's learning and development.

Redlynch, Cairns, is located on the traditional lands of the Yidinji and Djabugay peoples, who have cared for and nurtured the land for thousands of years.

I acknowledge the Traditional Custodians of this land, pay my respects to their Elders—past, present, and emerging—and recognise their continuing connection to the land, waters, and culture.

Philosophy

At our service, our decisions are guided by the best interests of the children we care for. We firmly believe that learning through play is key to fostering meaningful relationships with staff, families, and the broader community.

We prioritise building positive and engaging connections with our families, school community, and the wider Cairns community, ensuring that their input, ideas, and suggestions are not only welcomed but actively incorporated into our programs and practices. Embracing the individual interests of each child, we understand that positive development flourishes within safe and nurturing environments.

Our staff take pride in embodying team strength, enthusiasm, and the joy fostering children's growth. We encourage freedom of expression and positive role modelling as essential components of our service ethos.

Aligned with the principles of My Time, Our Place, we recognise the significance of connection to land and cultures in shaping learning outcomes. Our OSHC rules of safety, respect, and teamwork form the foundation of a positive environment where resilience and life skills are encouraged and cultivated, empowering children to navigate life's challenges with confidence and grace.

Mission

Educators of Redlynch State College OSHC, will uphold, obey and maintain the service philosophy, policies, National Quality Standards and My Time Our Place to the highest standards possible.

Redlynch OSHC will provide a safe space, inclusive of all students no matter their differences. Educators will aim to guide, mentor and inspire students within their care to a proactive positive well-being.

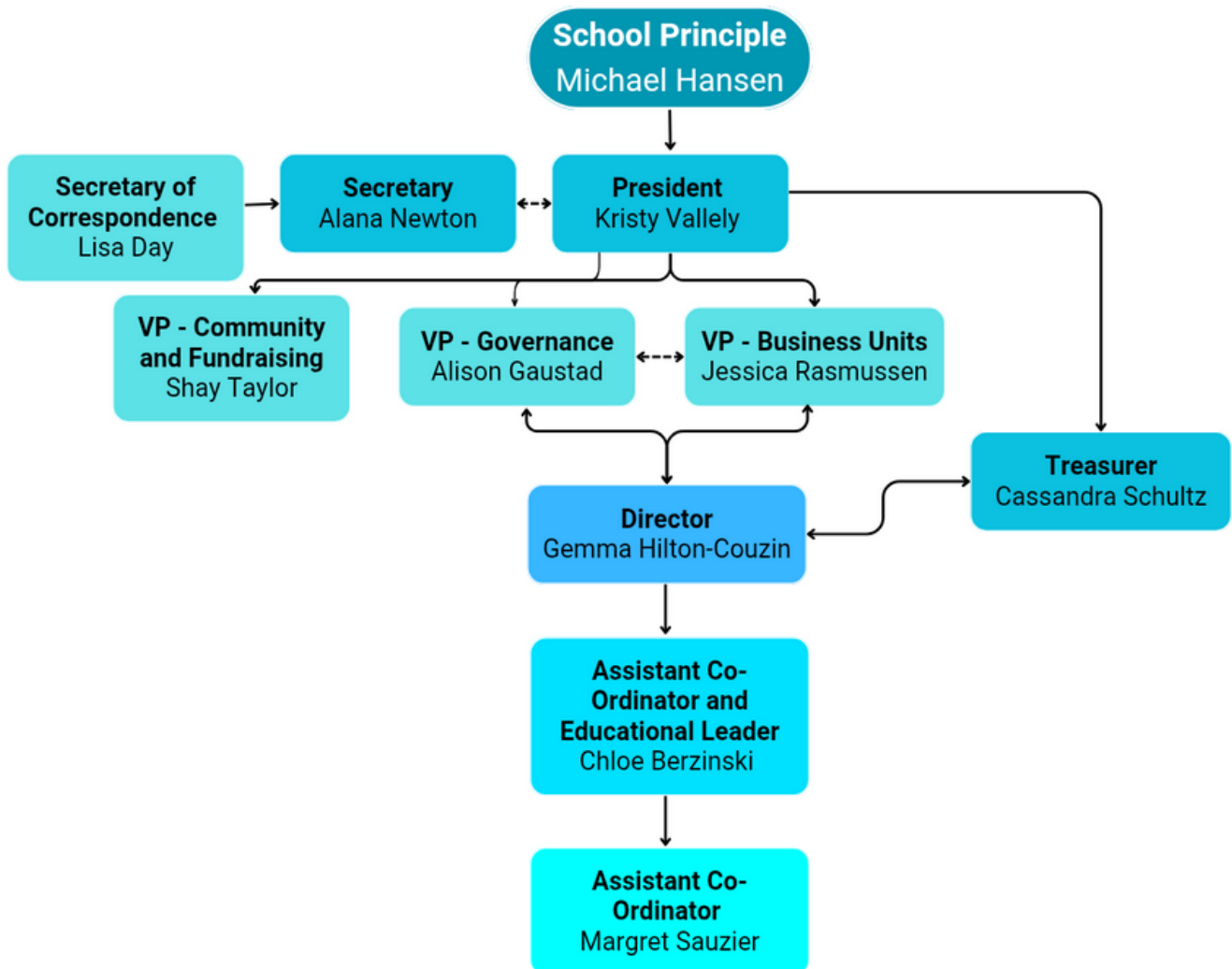
Educators, understand the unique and critical position they play in the daily lives of not only the children they care for, but their families as well. Ensuring they will strive to create the best possible environment; for positive interaction between themselves and the school community they serve.

Vision

A supportive Outside of School Hours Care (OSHC), where students, their families and the wider school community are welcomed to a respectful, safe and positive environment.

All were last updated in April 2024 - next update due April 2025.

Management Structure



Service name: **Redlynch State College Outside of Hours School Care**

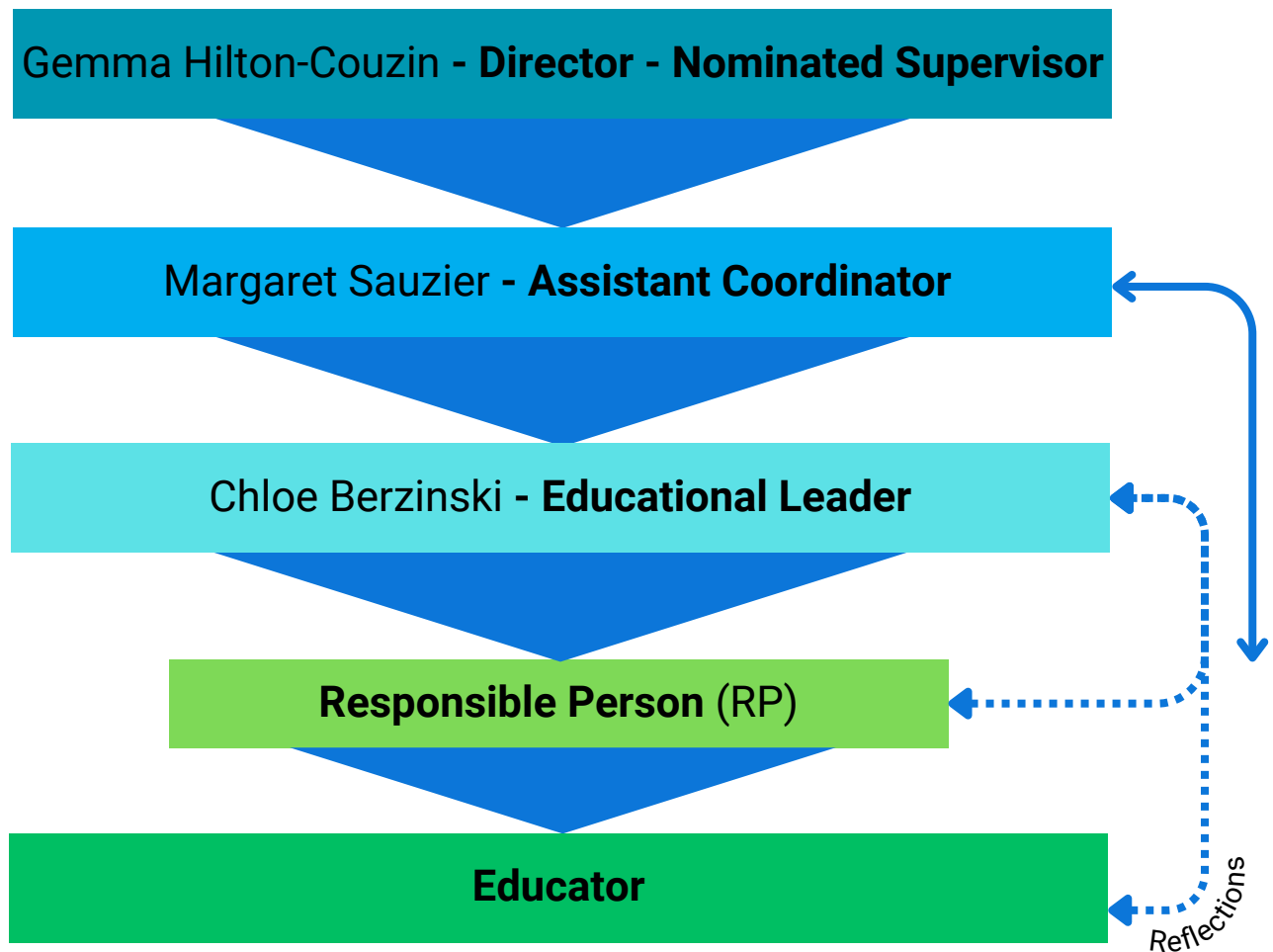
Service Approval Number: **SE - 00001097**

Provider name: **Redlynch State College P&C Association**

Provider Approval Number: **PR - 00000423**

Date of original approval granted: **01/01/2012**

Educator Structure



Responsible Persons

- Gemma Hilton-Couzin
- Margret Sauzier
- Cooper Nancarrow
- Blair Bloustien
- Chloe Berzinkisi
- Nia Conell

Educators

- Nimala Clarke
- Joshua Standage
- Joe Glover
- Malakai Byl
- Ronan Freeman
- Bailey Wallace
- Benjamin Fleeting
- Jodi Malabanan
- Marnie Baldwin
- Melissa Abraham

Access and Enrolment

Redlynch OSHC welcomes all school-age children from Prep to Year 6, with priority given to families where parents are working or studying. Our program is inclusive and designed to support the diverse needs of all children, regardless of their background, culture, religion, gender, ability, or family circumstances. We are committed to fostering a respectful and welcoming environment where every child and family feels valued and included. In alignment with the *My Time, Our Place* framework and child care regulations, we encourage community involvement and actively support each child's learning, development, and well-being within our service.

OSHC policy reference: *Enrolments Policy*

Enrolment

1. To complete an enrolment form for Redlynch OSHC, you must email us on **oshc@rscpandc.com.au** for an enrolment link.
2. The Redlynch OSHC team will check your form and approve, through Xplor (if there is any incorrect information you will be requested to update the form before approval).
3. Once approved, you will be emailed access to the Xplor Parent App. A meet and greet will then be organised with our staff and your family.
4. On first accessing the App, you are required to sign the CWA and the CCS in your MyGov, to fully complete your enrolment.

Arrivals and Departures

Licensed Operation Hours

- BSC - 07:00-09:00
- ASC - 15:00-18:00
- VAC - 07:00-18:00
- Pupil free days - 07:00-18:00
- Weekends and Public Holidays - CLOSED

Office Operation Hours

- Weekdays - 0900-14:00
- Weekends and Public Holidays - CLOSED

Redlynch OSHC assumes responsibility for a child's welfare from the moment they enter the premises until they leave. To ensure the safety and well-being of all children, and in accordance with Duty of Care obligations, the service upholds strict procedures for the arrival and departure of children, including the authorisation of individuals permitted to collect them. All children must be signed in and out by a parent, guardian, or an authorised nominee designated on the enrolment form or subsequently approved in writing. This process must be completed via the App or on our sign in/out form to maintain accurate records and uphold the highest standards of care.

OSHC policy reference: Arrivals and Departures of Children Policy

Absences and Bookings

Absences

Absences that incur the prescribed session fee will be counted toward the family's initial 42 absence days for the current financial year, in accordance with the Child Care Provider Handbook. The Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) remain applicable for up to 42 absence days per child within a financial year, provided a genuine fee liability exists for the session. No reason is required for a child's initial 42 absence days.

To avoid incurring fees, cancellations must be made with at least **48 hours' notice** for Before School Care (BSC) and After School Care (ASC), and **five days' notice** for Vacation Care.

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

Bookings and Cancellations

All bookings for Redlynch OSHC must be made through our online enrolment system at <https://home.myxplor.com/>, or by email to oshc@rscpandc.com.au. Families must complete an enrolment form before a child's first attendance. Both permanent and casual bookings are chargeable, and if a child is absent due to illness or any other reason, Child Care Subsidy (CCS) will be applied in accordance with allowable and approved absence provisions. If your child will not be attending a booked session, please notify the service through the Parent App as soon as possible.

Permanent Bookings

- Ending a permanent Before School Care (BSC) or After School Care (ASC) booking **requires one week's written notice** to the service.
- Altering or marking a permanent BSC or ASC booking without a fee charge requires **at least 48 business hours' notice**.
- Ending or altering a Vacation Care booking requires **five business days' written notice**.

Casual Bookings

- Before School Care & After School Care – Can be made up with minimal notice

Vacation Care Bookings

- Vacation Care – Bookings must be made using the Vacation Care Booking Form, which is available by **Week 7 of each school term**. A **minimum of five business days' notice is required**. Vacation Care bookings cannot be made through the Parent App. Any changes to Vacation Care bookings must be made at least **five business days before the session starts**.

Late Bookings and Cancellations

- To make a booking after 2pm the day of, please contact the service directly at **0403 040 605** (for BSC, ASC, and Vacation Care).
- To avoid out-of-pocket costs, cancellations for all bookings must be made **at least 48 business hours in advance for BSC and ASC, and five business days in advance for Vacation Care**. Cancellations made within this period will **incur the full session fee**, less any applicable CCS.

This policy aligns with the Bookings and Cancellations Policy to ensure fair and transparent procedures for all families.

To avoid any out-of-pocket costs, cancellations for all bookings must be made at least 48 business hrs in advance for BSC and ASC and 5 business days' notice for Vacation Care. Cancellations within this period will incur the full fee, less any applicable CCS (VC, BSC and ASC)

OSHC policy reference: *Bookings and Cancellations policy*

Fees and Overdue Fees

Fees are to be paid by close of business the week of care via Debit Success. If accounts are overdue a reminder will be sent. When the account reaches \$500 and the account remains overdue and no arrangements are made, the account will be referred for debt collection and care will be cancelled.

Permanent Bookings 2026

- Before School Care \$21.00
- After School Care \$26.00
- Vacation Care \$68.00 per day
- **Vacation Care – Incursion and Excursion Days vary see booking form.**

Casual Bookings 2026

- Before School Care \$23.00
- After School Care \$28.00
- Vacation Care \$69.00 per day
- **Vacation Care – Incursion and Excursion Days vary see booking form.**

Additional costs incurred, please see Vacation care application for costs per daily program. All fees are before any Child Care Subsidy discounts are applied.

Closing time of this service is 6.00pm. Parents who collect their child/ren after this time will incur a late fee of \$60.00 up until 6.10pm then an additional \$5 every 5 minutes thereafter.

OSHC policy reference: Fees Policy.

Child Protection and Custody

Child Protection

At Redlynch OSHC, the safety and well-being of all children in our care is our highest priority. We are committed to providing a safe, supportive, and nurturing environment where children feel protected and valued.

Redlynch OSHC upholds a comprehensive set of policies and procedures designed to safeguard children and young people. Our service recognizes both the moral and legal responsibilities involved in caring for children outside of their parents' or guardians' direct supervision. We implement proactive strategies, including the promotion of protective behaviours, to empower children and support their safety and well-being.

All educators are trained in child protection and mandatory reporting requirements, with annual refresher training to ensure continued compliance and best practice. We actively support our staff in maintaining up-to-date knowledge and skills to safeguard children and young people effectively.

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

Custody

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers. We recommend all split care family have their own account so save confusion.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately.

OSHC policy reference: Arrivals and Departures Policy.

Family Communication and Engagement

At Redlynch OSHC, we value open and effective communication with families and actively encourage their participation to enhance the quality of our service. Families are always welcome to visit the service or speak with educators during operating hours. We appreciate and encourage feedback, as it helps us provide a responsive, inclusive, and high-quality experience for all children.

We also warmly welcome family members who would like to share their skills, knowledge, or cultural traditions with our children. If you have a special talent, hobby, or cultural practice you would love to teach, please speak with our staff to organise a session. We believe fostering family involvement enriches our centre's learning environment and strengthens our community.

Our primary form of communication regarding programming and learning is through the **Xplor Playground App**, where learning stories are regularly posted for families to view, access, and engage with in support of their child's development.

For any other communication or inquiries, families can reach us via email at oshc@rscpandc.com.au. We appreciate your ongoing involvement and look forward to working together to support your child's learning and well-being.

OSHC policy reference: Feedback and Complaints Policy

Daily Routines

Daily Routines and centre experiences

At Redlynch OSHC, we recognise the importance of flexible and responsive routines that meet the needs of all children while supporting the smooth operation of our service. Our routines are designed to create a sense of security, promote independence, and provide opportunities for meaningful engagement in alignment with the My Time, Our Place framework and learning outcomes.

Before School Care

The morning routine offers a calm and welcoming environment to prepare children for the school day. A nutritious breakfast is served between **7:00am – 8:30am**, ensuring children start their day with the energy they need. A variety of **leisure-based activities** are available, including reading, board games, group games, sports, creative arts, and craft, allowing children to engage in self-directed play and social interactions.

After School Care

Upon arrival, educators sign children into the service and provide a **light, nutritious snack** while allowing time for free play and relaxation. At approximately **4:00pm**, a group time is held to introduce and discuss the afternoon's planned and spontaneous activities. Children are encouraged to make choices about how they spend their time, supporting their independence and sense of agency. Activities include:

- Homework support (optional)
- Sports and outdoor play
- Music and dance
- Arts and crafts
- Cooking experiences
- Unstructured play opportunities

*Children have the freedom to move between activities, exploring their interests in a safe and stimulating environment. **Pack-up time begins around 5:00 – 5:15pm**, after which any remaining children can engage in quiet activities or free play until the centre closes.*

*Our approach ensures children experience a balance of **structured and unstructured play**, fostering their well-being, social connections, and overall development in a supportive and enriching environment.*

Excursions during Vacation Care

At Redlynch OSHC, excursions are an important and valuable part of our Vacation Care program. They provide children with opportunities for enjoyment, exploration, challenge, and connection with the wider community, enriching their learning experiences in alignment with the My Time, Our Place framework.

To ensure the safety and well-being of all children, **comprehensive risk assessments** are conducted prior to each excursion, with all identified safety measures strictly followed. **Parental/guardian consent** is required before any child participates in an excursion.

Excursions may involve travel by **bus or walking**, and educator-to-child ratios will be maintained at:

- **1:10 for general excursions**
- **1:8 for water-based activities**

All bus travel details and excursion information will be clearly outlined in the **Vacation Care Booking Forms**. Our team is committed to providing safe, engaging, and developmentally appropriate excursions that support children's learning, independence, and connection to their community.

Parent permission and information forms will include the following information:

- The date of the excursion
- Proposed destination and address
- Expected times of departure and return
- Method of transport used
- Activities to be undertaken
- What is provided and what the child needs to bring

Children **MUST** bring a water bottle with their name labelled on it. Children **MUST** always wear a broad brimmed hat and apply sunscreen consistently throughout the day. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. All excursions/incursions will cost more than a vacation care home day.

OSHC policy reference: *Excursion Policy & Transport for Excursions, water activities and safety.*

Water Safety

Redlynch OSHC acknowledges that water activities are a valuable and enjoyable part of Queensland culture. We are committed to providing children with safe and engaging experiences while ensuring their wellbeing at all times. The safety and supervision of children in and around water is our highest priority. To uphold this commitment:

- Children will be closely supervised at all times during water play and activities.
- A comprehensive risk assessment of the venue and activity will be conducted to determine the **required educator-to-child ratio, with a max of 1:8**
- At least one educator with current first aid, CPR, anaphylaxis management, and emergency asthma management training, as required by the Education and Care Services National Regulations 2011, will be present and immediately available in case of an emergency.

By maintaining strict safety procedures and ensuring active supervision, we provide children with water experiences that are both safe and enjoyable.

OSHC policy reference: Water Activities and Safety Policy

Food and nutrition

At Redlynch OSHC, we recognise the importance of providing nutritious and appropriate food choices that support children's health and well-being. In alignment with the My Time, Our Place framework and National Quality Standards, we promote positive meal and snack experiences that foster healthy eating habits in a social and supportive environment.

We aim to create opportunities for children to develop an understanding of nutrition and healthy choices, encouraging independence and a sense of agency during mealtimes. Children are actively involved in cooking experiences, allowing them to develop essential life skills, explore different foods, and gain confidence in preparing meals in a safe and supervised setting. Families are supported in recognising the benefits of balanced nutrition for their child's growth, development, and overall well-being. A weekly menu is displayed at the service, ensuring transparency and keeping families informed of the meals and snacks provided. Our approach prioritises inclusivity, cultural diversity, and dietary requirements, ensuring that all children feel valued and supported in their nutritional needs.

During vacation care, to uphold legislative requirements we do not allow children to go without food. Therefore, if a child arrives without lunch or nutrition provided is not sufficient; staff will make the child an appropriate meal. However, this does incur a \$5 fee. Before this occurs, staff will liaise and communicate preemptively with the child's parents/guardians.

OSHC policy reference: Food and Nutrition Policy

Extra-Curricular and Homework Activities

Parents/guardians are responsible for notifying the service of any extra-curricular activities their child may participate in while enrolled at Redlynch OSHC. This information must be provided by completing an **Activities Escort Form** to ensure appropriate supervision and coordination.

The Director will discuss with parents/guardians how the activity may impact the child's attendance at the service. This discussion will include:

- Whether the child will be signed out of care by OSHC educators or the activity provider.
- Who will be responsible for collecting the child and/or returning them to the service once the activity has concluded.

These measures ensure the safety and well-being of all children while maintaining compliance with National Child Care Regulations. Our service is committed to working in partnership with families to support children's participation in both OSHC and their chosen extra-curricular activities.

OSHC policy reference: Extra Curricular activities

At Redlynch OSHC, we understand the importance of supporting both children and families in balancing learning and leisure. In alignment with the My Time, Our Place framework, we aim to provide a calm, supportive environment where children have the opportunity to engage in homework if they choose to do so.

While we recognise that school-age care is a time for relaxation, socialisation, and play, we will make quiet spaces, adequate time, and supervision available for children who wish to complete their homework. This approach respects children's autonomy and acknowledges that each child's needs and learning preferences are unique. Our educators encourage a positive attitude toward learning while ensuring that all children feel supported in making choices that best suit their well-being and development.

Inclusion, Equity and Anti-Bias

At Redlynch OSHC, we are committed to fostering a welcoming and inclusive environment that upholds the principles of equity and justice. In alignment with the My Time, Our Place framework, we embrace anti-bias practices that ensure all children, regardless of nationality, race, religion, gender, or additional needs, have equal opportunities to participate, learn, and thrive.

Our educators intentionally create inclusive programs and environments that promote belonging, respect, and meaningful engagement for all children. We actively encourage children to develop a sense of identity, confidence, and an awareness of fairness, empowering them to recognise and challenge bias in a supportive and respectful way.

To ensure ongoing best practices, our programs and environments are regularly reviewed and assessed, with improvements made as needed to address inequalities and enhance inclusion. We are also supported by the Inclusion Support Agency, which provides guidance, training, and resources to help our educators develop the skills and strategies needed to best support every child.

Our goal is to create a space where all children feel safe, valued, and empowered, fostering a strong sense of community and shared responsibility for inclusion and fairness.

OSHC policy reference: Interactions and Relationships with Children

Health, Safety and Wellbeing

At Redlynch OSHC, the health, safety, and wellbeing of all children is our highest priority. We are committed to proactively preventing injuries and trauma while also minimising the impact of any incidents that may occur. In alignment with National Regulations, our educators are trained to respond promptly, appropriately, and compassionately to injuries, illnesses, or trauma, ensuring that children receive the care and support they need. In the event of any Injury or illness families will be contacted.

We acknowledge and respect the rights and responsibilities of parents and guardians in relation to their child's health and safety. All procedures are administered with transparency, care, and consideration for family input.

To maintain a safe and supportive environment, we conduct comprehensive risk assessments that guide our daily practices and decision-making. These assessments help us identify potential hazards, implement effective safety measures, and ensure that both children and educators are protected at all times. In addition, daily Workplace Health and Safety (WHS) checks are carried out to maintain a safe and well-maintained environment for all children, educators, and families.

All educators at our service hold current First Aid, CPR, Anaphylaxis, and Asthma Management training, ensuring they are equipped to respond effectively in emergencies. Additionally, our first aid kits are regularly checked and restocked by professional first aid suppliers, ensuring that all medical supplies are up-to-date and readily available when needed.

Through ongoing training, preparedness, and collaboration with families, we strive to create a service where children feel secure, valued, and well cared for in all aspects of their wellbeing.

OSHC policy reference: Incident, Illness, Injury or Trauma Policy, Workplace health and safety.

Medication and medical Conditions

Medication

At Redlynch OSHC, we prioritise the health, safety, and wellbeing of all children in our care. In accordance with National Child Care Regulations, medication will only be administered when it is provided in its original packaging with a chemist label attached. The label must clearly state the child's name, required dosage, time of dosage and expiry date to ensure safe and accurate administration. We work collaboratively with families to support children's health needs. With written authorisation from a parent or guardian on the administer medication form, children may be supported to self-administer medication where appropriate.

By following these procedures, we aim to maintain a safe, transparent, and supportive environment for all children, families, and educators.

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

Medical Conditions

At Redlynch OSHC, we recognise the growing prevalence of children attending school-age care services with diagnosed medical conditions, including asthma, diabetes, anaphylaxis, epilepsy, and other ongoing health needs. We are committed to a proactive and well-planned approach to managing these conditions, ensuring the safety, wellbeing, and inclusion of every child in our care.

Children's medical needs may be broadly categorised as:

- Short-term conditions – Temporary illnesses that may affect a child's participation in activities while on medication (e.g., tonsillitis, chest infections).
- Long-term conditions – Ongoing medical conditions that may require additional care, support, and adjustments (e.g., asthma, diabetes, anaphylaxis, epilepsy, celiac disease).

We are dedicated to ensuring our educators are well-trained and equipped with the necessary knowledge and skills to effectively manage medical conditions. This allows us to provide the highest level of care while ensuring that each child's needs are considered, respected, and supported at all times.

To maintain effective medical management, the following procedures are in place:

- Medical Management Plans, including Action Plans, must be reviewed and updated annually.
- Risk Minimisation and Communication Plans will be developed in collaboration with families and the OSHC leadership team to ensure individual needs are met.
- Any medication provided must be in date, clearly labelled, and in its original packaging as per regulatory requirements.

We are committed to working closely with families to provide ongoing support, education, and communication about medical conditions and their management.

By fostering a safe, inclusive, and well-prepared environment, we ensure that all children can participate fully in our program with confidence and security

OSHC policy reference: Children with Medical Conditions Policy

Information Handling

At Redlynch OSHC, we are committed to upholding the privacy, confidentiality, and security of all personal and sensitive information collected in the provision of education and care. In accordance with National Child Care Regulations, we gather only the information necessary to ensure the safety, wellbeing, and development of children in our care.

We respect the privacy of all families, children, staff, and stakeholders, ensuring that all information is handled with the highest level of sensitivity and professionalism. All records are maintained and managed in compliance with legal requirements, and we are dedicated to ensuring that personal information is stored securely and accessed only by authorized personnel.

Our service follows strict confidentiality procedures to safeguard the rights of all individuals while maintaining transparency and trust with families.

OSHC Policy Reference: Information Handling (Privacy and Confidentiality) Policy.

Information Technology

Redlynch 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

NQF and Code of Conduct

National Quality Framework

As an education and care service, Redlynch OSHC is committed to meeting the National Quality Standards and fulfilling the responsibilities of Approved Providers and Nominated Supervisors as outlined in the Education and Care Services National Law Act 2010 and Regulations 2011. We strive to uphold these standards in a way that ensures the highest quality of education and care for children while adhering to the agreed policies and procedures of our service. Our commitment is to provide a safe, inclusive, and enriching environment that supports each child's wellbeing, learning, and development.

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

Code of Conduct

Redlynch OSHC expects all parents and guardians to engage in respectful and appropriate communication with educators when dropping off or collecting their child or any other child they are authorised to collect. This includes using considerate language and a calm, respectful tone to foster a positive and collaborative environment.

In the interest of safety and wellbeing, any conduct that is threatening, aggressive, or violent will not be tolerated. If necessary, the police may be contacted to ensure the safety of all children, families, and staff.

For further guidance on addressing concerns, please refer to the Service Grievance Resolution Procedure, which is displayed within the service. This approach aligns with the Education and Care Services National Regulations and supports a safe and respectful environment for all.

OSHC policy reference: *Feedback and Complaints Policy, Parent/Family*

Behaviour Support

At Redlynch OSHC, we are dedicated to creating a supportive and engaging environment where all children feel safe, valued, and respected. Our aim is to foster a space that promotes active participation, collaboration, and mutual respect, while minimizing conflict and frustration.

In alignment with the *My Time, Our Place* framework and the *National Quality Standard* of the National Childcare Regulations, we believe that children thrive when they receive positive guidance on appropriate behaviours. Our approach to behaviour management is proactive and supportive, focusing on the following principles:

- **Effective Supervision:** Ensuring a safe, structured, and nurturing environment for all children.
- **Role Modelling:** Demonstrating positive behaviours to guide children's interactions and decisions.
- **Encouraging Self-Regulation:** Redirecting children to meaningful and engaging activities to support self-management.
- **Collaborative Approach:** Working with children to set expectations, understand rules, and explore the outcomes of their choices.

Each child is treated with respect, dignity, and understanding, irrespective of their social background, gender, ethnicity, or abilities. We actively promote positive reinforcement, encourage appropriate behaviours, and appreciate the efforts children make towards positive conduct.

We do not condone physical, verbal, or emotional punishment as a behaviour management strategy. If a child engages in unacceptable behaviour, they may be directed to complete a reflection sheet or be guided to an alternative play area. Should the behaviour persist, parents may be contacted to collect their child. In cases of ongoing disruptive behaviour, a consultation will be arranged between parents, the child, the Coordinator, and the Management Committee. A written report will be provided to document concerns.

If needed, a Behaviour Support Plan will be developed in collaboration with the child, their family, and staff to support the child in making positive behaviour choices at OSHC. This plan will be tailored to the individual child's needs and will outline strategies and goals aimed at supporting positive behaviour.

In extreme cases, where a child's behaviour poses a risk to the safety and wellbeing of themselves, others, or educators, suspension from the program may be necessary. Our rules of behaviour, which are developed in consultation with the children, aim to ensure fairness, inclusivity, and a shared sense of responsibility.

Our guiding principles are:

- **Respect**
- **Safety**
- **Teamwork**

These values underpin our commitment to providing a positive, safe, and nurturing environment for every child at Redlynch OSHC.

OSHC policy reference: Interactions with Children Policy.

Supervision and Staffing

Redlynch OSHC recognises that the safety and wellbeing of children are of utmost importance. In alignment with the National Childcare Regulations, we adopt a proactive approach to ensure appropriate and adequate supervision of children throughout their time at the service. This is achieved through the implementation of specific policies and procedures designed to maintain a secure and supervised environment for all children.

Educators are required to conduct regular headcounts and use established communication methods to ensure effective supervision during both indoor and outdoor activities. Additionally, a site supervision map, outlining optimal areas for supervising children across the school grounds, is available in the OSHC office for staff reference. This ensures that all children are closely monitored and that the service upholds the highest standards of safety and care in line with regulatory requirements.

OSHC policy reference: Providing a Child- Safe Environment

Redlynch OSHC is committed to maintaining educator-to-child ratios that meet or exceed the requirements set out in the Education and Care Services National Regulations 2011. Our standard ratio is 1 educator to 15 children, with additional staff allocated as needed to support children requiring inclusion assistance or additional support. When determining these ratios, careful consideration is given to the activities children are participating in, their ages and abilities, any additional support needs they may have, and the ongoing requirement for effective supervision.

We prioritise the development of skilled, qualified, and motivated educators by providing them with the necessary resources, training, and support. This enables our educators to engage effectively in their role, ensuring they can provide high-quality care and education for all children attending the service.

OSHC policy reference: Providing a Child- Safe Environment Policy

Sun-safety and Toileting

Sun Safety

Queensland has the highest rate of skin cancer in the world, and skin cancers account for 80% of all new cancers diagnosed in Australia each year. Given that children may be in care during peak ultraviolet radiation (UVR) times throughout the day, education and care settings play a crucial role in minimizing children's UVR exposure and fostering long-term sun safety habits.

At Redlynch OSHC, we are a SunSmart Centre in partnership with the Cancer Council, and we are committed to practicing sun safety throughout the year. Our policies and procedures aim to create a safe environment where children can engage in outdoor activities while minimizing the risks associated with sun exposure. To support this, we ask that parents/guardians provide their child with a broad-brimmed SunSmart hat that offers protection for the face, neck, ears, and crown of the head. Please note that caps are not acceptable.

Additionally, parents/guardians are encouraged to provide appropriate SunSmart clothing that covers as much of the skin as possible, particularly ensuring that shoulders are well covered. Singlet tops are not suitable for sun protection. By adhering to these guidelines, we can work together to promote sun safety and protect the health and wellbeing of all children in our care.

OSHC policy reference: Sun Safety Policy

Toileting

Redlynch OSHC recognises the importance of ensuring the safety and wellbeing of all children when accessing toilet facilities. We understand that, at times, children may require additional support and assistance, and we are committed to providing a safe and supportive environment for their personal health and hygiene.

To protect children from potential harm or injury, service management implements the following procedures, which are consistently followed to maintain safety standards for both children and educators:

- Educators will inspect the toilet facilities for safety before the start of each daily program, including before school, after school, and during vacation care.
- All children will be actively supervised in the bathroom area while using the toilet facilities (not in the cubical).
- Educators will follow best practices to avoid compromising their own safety and ensure that a minimum of two children are escorted to the toilet area at any given time.

These procedures help ensure that children are supported with care and that their safety is prioritized in all aspects of the service.

OSHC policy reference: Providing a Child- Safe Environment

Emergency Plans & Procedures

At Redlynch OSHC, the safety and wellbeing of all children, families, and staff is our highest priority. Our service has detailed emergency management procedures to ensure we are well-prepared to respond to any situation calmly and effectively.

What Families Should Know:

- We have approved emergency plans in place for a range of scenarios, including:
 - Fire and evacuation
 - Lockdown situations
 - Medical emergencies
 - Missing or unaccounted-for children
 - Natural disasters and other critical incidents
- All staff are trained in emergency procedures.
- Evacuation maps and emergency contacts are clearly displayed throughout the service.
- Regular emergency drills (such as fire, lockdown, and evacuation) are practiced with children and staff to ensure everyone knows what to do.
- In the event of an emergency, educators will remain calm, provide reassurance, and follow the procedures to ensure children are kept safe at all times.
- Families will be notified as soon as possible after the immediate safety of children has been secured.

How You Can Support:

- Make sure your emergency contact details are always up to date.
- Talk with your child about the importance of listening carefully to educators during drills or real emergencies.
- If you arrive at the service during an emergency, please follow staff directions and do not remove your child until it is safe to do so.

By practicing regularly and staying prepared, we aim to create a safe, secure, and supportive environment for all children in our care.

Feedback and Complaints

Redlynch OSHC values feedback and complaints as an essential part of maintaining high-quality education and care for children and the community. Feedback and complaints help us identify areas for improvement, support continuous quality enhancement, and ensure that the rights and needs of children and families are respected.

Providing Feedback

Parents, children, staff, and community members are encouraged to provide feedback at any time. Feedback can be positive, affirming communication, or suggestions for improvement. All feedback will be taken seriously and addressed in a timely and respectful manner.

Raising Complaints

Complaints are raised when an individual considers that service delivery or quality of care is unsatisfactory. Everyone has the right to raise a complaint without fear of retribution or victimisation. Complaints can relate to:

- Conduct of staff or management
- Administrative or governance matters
- Service delivery or safety concerns

Complaints may be made verbally or in writing. All complaints will be handled in accordance with the principles of natural justice and in line with the Education and Care Services National Law and Regulations, the Human Rights Act (Qld 2019), and relevant policies.

Feedback and Complaints

Children

- Children are supported to express concerns and complaints freely.
- Educators guide children to understand problems, explore solutions, and participate in resolving issues.
- Serious concerns are escalated to the Nominated Supervisor or Approved Provider and communicated to parents promptly, typically within 24 hours.
- Where required, serious matters may be reported to the Regulatory Authority.

Parents, Staff, and Other Stakeholders

- Parents are advised of the Feedback and Complaints Policy upon enrolment, with details also provided in this handbook.
- Complaint information, including contact details for the Nominated Supervisor, is displayed prominently at the service.
- If the complaint involves the Nominated Supervisor, management, or governance, it may be raised directly with the Approved Provider.

Complaints Process

- Complaints are received by any staff member and forwarded to the Nominated Supervisor.
- The Nominated Supervisor may handle the complaint or refer it to the Approved Provider.
- The complaint handler will contact the complainant within 48 hours to clarify details and discuss desired outcomes.
- Resolutions are documented, and if resolved, the complaint is closed.
- Complex or unresolved matters may require mediation or investigation, which can be conducted internally or by an impartial third party.
- Findings and actions are documented and communicated to the complainant.
- All records are stored securely in line with the service's Information Handling Policy.
- If required, complaints can be referred to the Regulatory Authority:
Department of Education – Early Education and Care, South East Region
P: 07 4037 3901 | E: cairns.ecec@qed.qld.gov.au

Thank you!



We love the Redlynch community, so thank you, for choosing us
and taking the time to read this document!

We look forward to knowing you and your family. Please never
hesitate to reach out and contact us!

Email: redlynchoshc@rscpandc.com.au

Mobile: 0403 040 605

Landline: 07 4039 9207