



Family Handbook

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Redlynch OSHC Philosophy

We believe that every decision made by our service is solely for the children's benefit. We strongly believe that learning through play will help them develop relationships with staff, families and the wider community.

Our service ensures that we build positive, engaging relationships with our families, school community and wider Cairns community to ensure that their input, ideas and suggestions are actively embedded within our program and practice.

We believe in the interests of each child and we believe that children develop positively in a safe and nurturing environment.

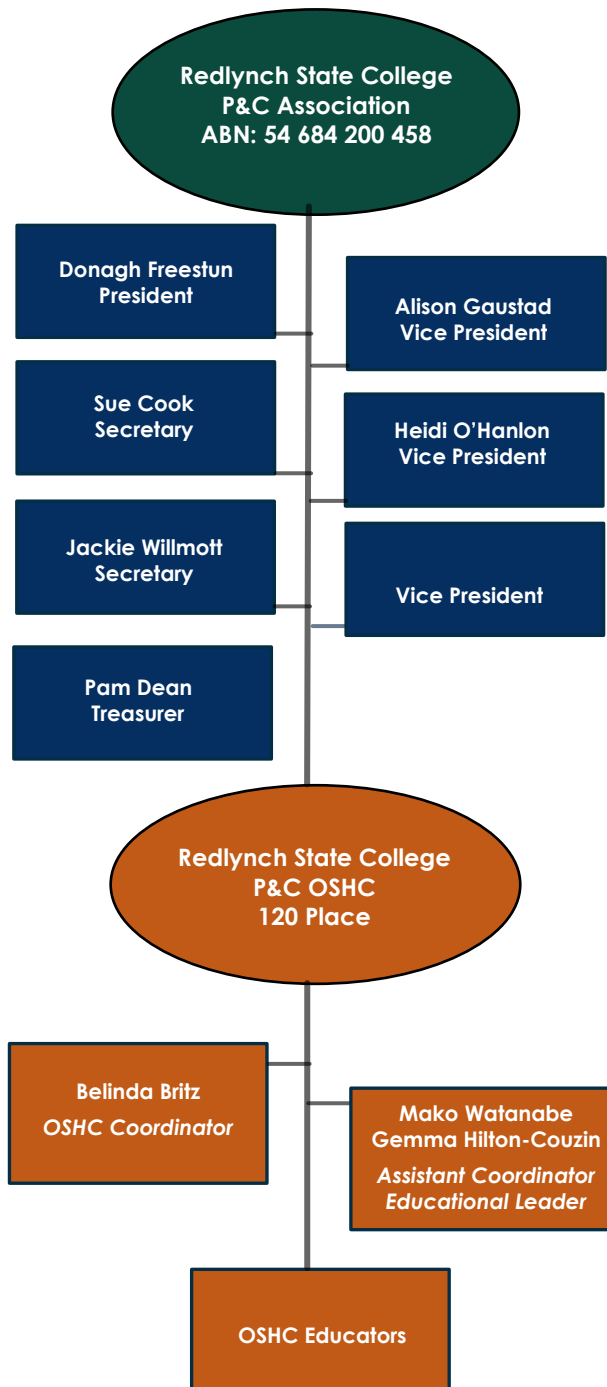
We pride ourselves on creating safe, engaging environments that spark growth and meaningful interactions. We promote children's health and wellbeing during each care setting. Physical engagement is a main foundation within our program. Our staff ensure that all children actively engage and participate in all opportunities possible. Furthermore, we foster respect for our environment through focused programs based on nature and our surroundings.

Our staff are proud that our service is able to represent team strength, enthusiasm, innocence, purity, watching the children grow, staff engagement and the rights to have freedom of expression and to be positive role models.

Our children and families have the right to have their individual and cultural identity recognised respected, celebrated and we strive to embed this within our programs. Our service values Australia's Aboriginal and Torres Strait Islander Cultures as a core part of our nation's history, past present and future.

Redlynch OSHC Approved provider

The Approved Provider of Redlynch OSHC is the Redlynch State College P & C Association. The organisation structure is as follows:



Access

Redlynch OSHC is available to all school age children in Prep to Year 6 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: 7.00am-9.00am, **After School Care:** 3.00pm-6.00pm

Vacation Care: 7.00am-6.00pm, **Pupil Free Days:** 7.00am-6.00pm

Redlynch OSHC's responsibility for the child begins when the child enters the premises and ends when the child leaves the 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 on-line enrolment system <https://home.myxplor.com/> and an enrolment form must be completed prior to your child's first attendance. All permanent and casual bookings made will be charged. Should the child not attend due to illness or for any other reason, CCS will apply in accordance with allowable and approved absence provisions. Please ensure if your child will not be attending their booked session that you notify the service using the APP.

- To end a permanent **BSC and ASC** booking we require **1 weeks'** notice to be given to the service in writing.
- To alter/mark as absent a permanent day for **BSC and ASC** we require **48 business hours'** notice to be given.
- To end/alter a booking for **vacation care** we require **5 business days'** notice to be given to the service in writing.

Before school care- Bookings can be made anytime up to 48 business hours before the session commences via the Parent App.

After school care- Bookings can be made anytime up to 48 business hours before the session commences via the Parent App.

Vacation care- Bookings are to be made using the Vacation Care Booking Form available by week 7 of each school term, with a minimum of 5 business days' notice. Vacation Care cannot be booked via the Parent APP. Any changes to bookings must be made before Vacation Care commences – 5 business days' notice required.

To make a booking after this time, please contact your service directly on 0403 040 605 (VC, BSC and ASC)

To avoid any out of pocket costs, cancellations for casual 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*

Child Protection

Redlynch OSHC regard their role in the protection of children in their care as of the utmost importance. Redlynch 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

Redlynch OSHC recognises and acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided. Families are welcome to attend the service or talk to educators during its operations. We encourage families to voice any concerns in a way that will assist us to provide a responsive and inclusive service. Our Playground app is used to create learning stories that all families can view, access and engage with to support each child's learning.

OSHC policy reference: *Feedback and Complaints Policy*

Daily Routines

Routines are flexible and 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 served between 7:00am – 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 Redlynch OSHC, you must go to: <https://home.myxplor.com/>
2. The Redlynch OSHC team will check your form and approve (if there is any incorrect information you will be requested to update the form before approval)
4. Once approved, you will be emailed access to the Xplor Parent App
5. On first accessing the App, you are required to sign the CWA and the DDR form to fully complete your enrolment

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. The Coordinator 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

Redlynch OSHC will include excursions 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 one week in advance via Debit Success. 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 \$19.00

After School Care \$23.00

Vacation Care \$55.00 per day

Vacation Care – Incursion and Excursion Days

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.*

Food and Nutrition

Redlynch 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. Parent/ Families are supported to understand the benefits of this approach to nutrition for their children. The weekly menu is displayed in the foyer.

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.

Inclusion

Redlynch 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*

Illness and Injury

Redlynch 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.*

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

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*

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 will be enabled to self-administer medications. The service will follow all legislative requirements in the instances of administration of prescribed medicinal cannabis to a child at the service.

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

Medical Conditions

Redlynch 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)

Redlynch 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*

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)*

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/Family conduct*

Behaviour Support

Redlynch 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; and
- 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.*

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. Redlynch 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 broad brimmed 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

Redlynch OSHC acknowledges that the safety of children is paramount and therefore takes a proactive approach, through the implementation of specific policies and procedures, 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*

Toileting

Redlynch 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

Redlynch 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 Redlynch OSHC Team