



**Queensland
Lutheran**

Early Childhood and
School-Aged Care Services

Inspired
learning
for life
starts early



Faith OSHC

Parent/Guardian Handbook

Address: 132 Link Road, Victoria Point

Phone: 3820 5236

Email: foshc@oshc.flcr.qld.edu.au

Hours

Before School Care: 6.30 to school start

After School Care: 2.45 to 6.00pm

Vacation care/pupil free days: 6.30am – 6.00pm

Closed all Public Holidays and Christmas/New Year

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WELCOME

We are delighted that you have chosen our Outside School Hours Care Service (OSHC). We hope that you will be very happy during your time here with us.

At Faith OSHC, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes, and supports co-operative learning. We address the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our Service. It contains useful information about Faith OSHC, the way it is managed and what to expect during your time here.

Faith OSHC is a 100 place, not-for-profit Service.

Faith OSHC operates on a 1 educator to 15 children ratio. The Director and educators might reduce this ratio after completing risk assessments on planned experiences.

Our operating hours are:

Before School Care – 6.30am - 8.20am

After school Care – 2.50pm – 6.00pm

Vacation Care – 6.30am – 6.00pm

Please keep this booklet in a safe place so that you can use it as a reference for general information and policies. Copies are available on the Website <https://www.faithlutheran.qld.edu.au/our-college/oshc>. Some policies are only summarised in this booklet. The full details of policies are available at the service upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with QLECS (Queensland Lutheran Early Childhood Services), Service staff, families and the community.

We look forward to sharing the coming year with you and your child and the partnerships the year may bring.

NB

Where you see the term 'Reg' in the handbook, the reference is to the Education and National Laws and Regulations that govern Outside School Hours Care.

Any information related to the Child Care Subsidy (CCS) can be found at the following link:
<https://www.education.gov.au/child-care-provider-handbook>

Faith OSHC Philosophy

Our Faith OSHC philosophy is guided by the ideas and values of our faith, children, families, community and Educators. We aim to provide an environment that considers the whole child's social, emotional, spiritual and physical wellbeing, enabling them to reach their fullest potential. We meet our aim by following My Time, Our Place, the framework for School Age Care. We work within the National Quality Framework and the National Quality Standards.

We are committed to providing quality care using these principles:

- We respect everyone and believe that each child is unique in their own way, the way that God created.
- We acknowledge that children develop at their individual pace. We seek to facilitate personal growth by providing a program that is centred on meeting the needs, abilities and interests of each individual. We endeavour to promote cultural and spiritual growth, as well as, life skills through both intentional and spontaneous play.
- We strive to empower children to be hopeful, happy, confident and respectful.
- We acknowledge that each family brings their own set of values and beliefs, which are shaped by their cultural backgrounds. We embrace all of the cultures that make up our community through the implementation of a cultural program and providing opportunities for families to share.
- We aim to promote open communication amongst children, parents/ carers and staff and the community. Everyone is respected, valued and encouraged through shared decision making.
- We strive to build positive relationships with all children through applying the Christian ethos and the guiding principles of the school (5Cs: Care, Commitment, Common Sense, Consideration, Courtesy).
- We aim to implement a program that reflects each child's individual likes and interests through planned and spontaneous activities. Our program is developed from children's experiences and preferences with observations recorded by Educators from their interactions with and between children. We actively encourage children, parents/ carers and staff to participate in planning, implementing and evaluating the program.
- We recognise that God has intentionally created each person to live in relationship with him and others.
- As professional Educators, we aim to abide by the designated framework, the Education and Care National Law, Education and Care Regulations, other legislative requirements and the policies and procedures established by Faith OSHC and the Queensland Lutheran Early Childhood Services (QLECS). We respect the integrity and confidentiality of children, parents/carers and staff.

To support this Mission Faith OSHC aims:

- to provide each child with a wide range of experiences and activities that will stimulate interest in and a desire for learning
- to provide an atmosphere where each child is encouraged to recognise and develop their individual talents as fully as possible
- to provide a setting where children can explore the development of Christian values, attitudes and relationships
- to give each child quality learning opportunities in a play-based environment as a foundation for continued formal learning
- to stimulate interest in, and to provide opportunities for growth in creative and cultural pursuits
- to create an atmosphere in which learning is valued, excellence is encouraged and honest effort is recognised and praised regardless of capabilities.

EDUCATIONAL PROGRAM AND PRACTICE

Children's Learning

Our program is based on 'My Time Our Place' – the framework for School Age Care in Australia. The framework supports the vision that all children experience learning that is engaging and builds success for life.

The program provided at OSHC contributes to the following outcomes for children

- children have a strong sense of identity
- children are connected with and contribute to his or her world
- children have a strong sense of well-being
- children are confident and involved learners
- children are effective communicators

Our core belief is that learning is assisted when children feel in control of their lives and actions. This is developed through frequent opportunities to make real choices and decisions. Self-discipline is a natural outcome of being able to make real choices, and the children are free to choose the areas of interest in which they will participate throughout the day as individuals and as part of the group.

The program is developed from a holistic perspective so that the following learning domains are addressed for each individual child: The program for the OSHC is on display in the parent/guardian information area.

Daily Requirements – your child will need to bring the following:

- **Hat** – Legionnaire/broad brimmed hat that protects the face, neck, ears and crown of the head.
- **Shoes** – Enclosed shoes or shoes with a heel strap. Enclosed shoes are compulsory on excursions. No thongs or flip-flops, or shoes with high heels.
- **During vacation care** – Morning Tea, Lunch (unless indicated otherwise as part of the planned activities for the day).

We provide a substantial afternoon tea for the children to enjoy. This comprises of a selection of fresh fruits and vegetables and a second snack e.g. toasted sandwiches, pasta bolognaise. At Faith OSHC we take into consideration children's ,medical and religious food requirements.

We encourage toys to stay at home as they can become easily lost or broken. The Service accepts no responsibility for toys or equipment brought from home.

Please clearly name all of your child's belongings that come to OSHC.

Daily Procedures

Arrivals and Departures

Upon arrival and departure, the custodial parent or authorised nominee is responsible for following the required sign-in/out procedure. Failure to follow this correctly could result in CCS payments being affected.

This is also a safety requirement in the event of an evacuation or lockdown.

If, in exceptional circumstances, an Educator is required to sign your child in or out, you must confirm these times in the software/App as soon as possible.

If you are going to be on a different contact number during the day, please advise staff.

If your child is to be collected from the Service by someone besides the parent/s or persons on the “Authority to Collect” form, we ask you please phone the Service beforehand, stating the person’s name and their relationship to the child. Identification will need to be produced upon their arrival e.g. drivers licence. The authorised collector must be over the age of eighteen.

If the person picking up your child is not known by the educators, they will be asked to show identification before your child is released into their care. They may also ring to confirm the arrangement with you.

Parents/guardians, please ensure you notify a staff member about your child’s arrival and that your child is left in the care of a staff member. Please also ensure that upon departing, you inform a staff member that your child is leaving.

Please be punctual and keep to the session times indicated on the front cover of this information book, as this helps the program to run smoothly.

Custodial Issues: Parents/guardians are required to notify the Director about any details of legal custody of the child and any court orders. An up-to-date copy will be required to be kept at the service.

Routines

The session’s routine will be displayed on the noticeboard for families.

RELATIONSHIPS WITH CHILDREN

Interactions with children

“The program offered by OSHC will

- Encourage children to express themselves and their opinions
- Allow children to undertake experiences that develop self-reliance and self-esteem
- Maintains at all times the dignity and rights of each child
- Gives each child positive guidance and encouragement toward acceptable behaviour
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child” (Reg 155)

COLLABORATIVE PARTNERSHIPS WITH FAMILIES

Communication - Partnerships

We believe that the partnership between parents/guardians and staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent/guardian’s concerns or questions, so please be proactive in approaching the Director for discussions. Please arrange a set time to talk to the Director if you have concerns or questions about your child.

Contact Details

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency. **Please ensure that authorised nominee names and numbers are current at all times.**

Communication

The OSHC/College/School newsletter and any electronic media, helps staff to communicate the program, interests and events at the OSHC. Most information will be emailed to families. Please ensure your email address is current.

Family Information Board

Notices and information for families is placed on the notice board. We ask that you check the information board regularly.

Family Involvement

We value family input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents/guardians for the benefit of inspiring the full potential of your child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships. We request that everyone who enters our Service speak and act in a child friendly manner, respectful of both staff and children.

Advisory Group

This is a group comprised of members from the families of Faith Lutheran College Redlands, congregation and local community. The meetings usually occur bi-monthly and will be advertised on the notice board.

The aim of the group is to:

- Concentrate on planning and goal setting for OSHC;
- Explore, decide upon and co-ordinate fundraising ventures and family events;
- Provide a support network for OSHC.

Baby Sitting

Families are requested not to ask staff of the Service if they do private baby-sitting. Educators need to maintain a professional relationship with families. The Service takes no responsibility for such private arrangements.

CHILDREN'S HEALTH AND SAFETY

Nutrition

We promote healthy eating habits at OSHC.

- We request that you do not send lollies, cordial, juice, chips, chocolate, or foods high in sugar, preservatives, flavouring and colouring.
- Please make sure your child can open all containers and packaging to promote their independence.
- If we have a child enrolled at OSHC with severe or anaphylaxis allergies to certain foods or food products, we may ask all families to exclude these items from their child's lunch box. This ensures the health and safety of all children.

Foods we love at OSHC	Foods we like to stay at home
Fruit (Fresh/Dried)	Roll Ups
Vegetables	LCM bars
Yoghurts	Chips
Cheese, crackers	Lollies
Sandwiches/Wraps/Rolls	Soft Drinks
Custards	Chocolate
Healthy Baked Treats	Junk Food

We celebrate special events or holidays during the year with food, often multi-cultural, and endeavour to make cooking experiences a regular part of our program.

Children's Clothing

Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from activities. It is an OSHC requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun (Vacation Care). Shoes are to be worn each day and are required to be closed in shoes for excursion days. Rashies must be worn when participating in water activities

Rest and Relaxation

Resting is an important part of the day. An atmosphere conducive to relaxation is provided during vacation care to allow children to 'recharge'

"The service will ensure that the individual needs of the child regarding sleep and rest are met" (Reg 81).

Behaviour Guidance

Staff will gently guide children towards acceptable, respectful and considerate behaviour to others. This method empowers children to choose the right behaviour. If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and the strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Please refer to *QLECS Behaviour Guidance Policy (5.02)*

Incursions and Excursions

To complement the program, we may plan to take the children on excursions or bring activities/visitors to the Service. Parents/guardians will be notified of any upcoming events and be required to complete any necessary authorisations.

All incursions and excursions are carefully planned and risk assessed. Incursions or excursions may incur an additional cost, which will be added to your account. If this is eligible it will also attract some CCS.

Hygiene and Safety

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross-infection. The following procedures are implemented:

- The Service is cleaned at the end of each day and during the day, or as the need arises.
- Children are taught and expected to wash their hands, particularly after toileting and before meals.
- All equipment and the grounds are checked regularly and maintained in a safe condition.
- Soft fall areas have been established under climbing and swing areas to absorb the impact if a child were to fall.

Illness and Injury in Care

Educators are required to maintain their First Aid qualifications. This includes CPR, Anaphylaxis and Asthma training. The care environment is arranged and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Guidelines in QLECS Policies 2B:08 and 2B:11) have been written on the premise that children who have been ill will not return to the Service until they are fully recovered. A letter from your Doctor may be required.

Children with contagious illnesses will not be admitted to care and non-immunised children will be excluded (as per Policies 2B.08 and 2B.11). As per your enrolment agreement, the Service must be advised of any contagious illnesses.

In the case of injury to a child whilst in care, staff will administer appropriate first aid immediately. Please refer to Policy 2B:8 and 2B:10 for more detailed information on the Service's procedures in relation to illness and injury.

If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign.

Medication

Please refer to Policy 2B:13 for specific information in regards to medication.

Faith OSHC has a policy for managing medical conditions which sets out practices if a child enrolled has a specific health care need, allergy or relevant medical condition.

Parents/guardians will be required to provide the Service with a medical management plan for their child for any specific health care need, allergy or relevant medical condition. *Faith OSHC* will develop a risk minimisation and communication plan in conjunction with parents/guardians, to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised (as per Reg 90).

Faith OSHC has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy (Reg 91). If medication of any type is required to be given during your child's attendance, then a medication form is required to be completed by the parent/guardian or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed correctly and signed; staff will complete and sign their section when the medication is administered.

In cases of emergency a parent/guardian or person nominated on the enrolment form can consent to the administration of medication verbally or if parent/guardian or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent. If staff need to administer medication for an anaphylaxis or asthma emergency, they will notify the parent/guardian and emergency services as soon as practicable.

The medication administered will be from its original container before the expiry or use-by date, in accordance with any instructions attached to the medication or provided by a registered medical practitioner, prescribed medication, from a container that bears the original label with the name of the child to whom it is prescribed, with a second person checking the dosage of the medication and witnessing its administration, details of the administration must be recorded in the medication record. (Regs 92-95)

Immunisation

Immunisation is the most reliable method of preventing some infections. The Federal Government recommends that parents/guardians have their children immunised. The immunisation status of your child must be completed on your child's enrolment form and a copy of your child's immunisation history statement must be provided. Families who choose not to immunise their children, other than for medical exemptions, will not receive government subsidies (<http://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>).

Parents/guardians are responsible for providing staff with updated immunisation information. Children who have not been immunised will be excluded from care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. For information relating to fee payment during exclusion periods, please refer to Policy 2B.09 and the Immunisation enrolment agreement.

Sun Protection

Hats

In the interest of promoting healthy and safe protection from the sun, we require all educators and children to wear hats while outdoors. Children MUST wear either a Broad brimmed or legionnaires hat outdoors. Caps are not permitted.

Sunscreen

Sunscreen is available for use. If your child requires a particular sunscreen, please bring a bottle for their use while attending OSHC.

Clothing

Sun safe clothing must be worn.

Emergency and Evacuation Procedures

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to staff and visitors. These procedures include emergency services, contact numbers and locations and local meeting points in the event of an evacuation. A copy of the emergency procedures for the OSHC is distributed to all new educators and volunteers on their first day at OSHC. Parents/guardians, educators, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down. If you are at the Service during an evacuation or lock-down, please follow the direction of the Service's staff.

All children attending OSHC are regularly familiarised with evacuation/lockdown procedures at the discretion of the educators.

Child Protection

All staff are committed to protecting children and young people from harm and promoting children's safety, dignity and well-being. (See QLECS' Statement of Commitment Appendix 1)

All early childhood educators are mandatory reporters.

All staff at the service who work with children are aware of the current child protection law in the provider's jurisdiction and understand their obligations under that law. (Reg 84)

Smoking, Drug and Alcohol Free Environment

The Service maintains an environment free from the use of tobacco, e-cigarettes, illicit drugs and alcohol. Please note that there are specific exclusions boundaries in regard to smoking - 5 metres beyond the property boundary.

All parents/guardians/visitors are required to adhere to these legislated conditions.

STAFFING ARRANGEMENTS

Our Educators and their Roles

Children at OSHC are in the care of qualified and suitably trained educators.

Director

The role of the Director is to work closely with educators, QLECS and families to ensure the effective and efficient day to day running of the service. The Director takes whatever action is necessary to ensure the health and safety of the children at OSHC. The Director is responsible for ensuring high standards in both the administrative and educational programs and for planning and overall supervision of the children.

Educator

The role of the Educator at OSHC is to be communicative and supportive in working with children, families and other educators. The Assistant provides professional support and co-operates with the Director.

Notices of current Educators are displayed at the service. Families will be informed of staff changes via the notice board.

Educational Leader

The role of the Educational Leader is to work in consultation with the Director and with all educators, children and families to lead, develop and implement the educational program. This includes program reflection/evaluation, children's developmental outcomes, documentation and portfolios, and any Service operations which are related to the curriculum. The Educational Leader is available for families to discuss individual children's development and goals.

Students and Volunteers

Our Service welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at our Kindergarten, they must be approved by the Director, hold a Positive Suitability Card, sign confidentiality and policy agreements and undergo an induction process. Parents/guardians will be notified if a student will be visiting the Service. Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Positive Suitability Card.

LEADERSHIP AND SERVICE MANAGEMENT

Queensland Lutheran Early Childhood Services (QLECS)

QLECS support and oversee the running of the Service, including financial, staffing and compliance matters. QLECS is the Approved Provider's representative for Lutheran Early Childhood Services in Queensland. Each service has its own Children's Services Manager and their details are displayed in the Service. The Children's Services Manager (CSM) is part of the QLECS Operations team and works closely with the staff of the Service in areas such as programming, regulatory requirements, grant applications, staffing, financial administration and any other areas as required.

FEES

Our Service is a not-for-profit organisation that relies on the prompt payment of fees to remain financially viable. Fees are set and are based on a carefully considered budget. Any surplus is expended into improving equipment, resources, facilities and building improvements at the Service. Fees will generally be reviewed annually and maintained as low as possible. It is important that your fees are kept up to date at all times.

Fee accounts are issued weekly. Your statement will show amounts due up to the end of the next week.

Full fees are payable until enrolment meets CCS requirements. Adjustments will then be made.

If an extra day is required, parents/guardians will be charged the casual fee.

We appreciate it if parents/guardians can notify us if your child/children will not attend the Service on their regular booked days. This avoids staff calling parents/guardians or looking for children at the pick-up zone. It also and ensures we have the correct staff ratios.

All sick days or days not attending will be charged a normal absent day. CCS applies for those days.

Late fees are charged to families who have not arrived by the Service's closing time. As late pick-up can be disruptive to staff and your child, we ask that if you know you are going to be late, please contact the Service and/or try and make other arrangements. If a parent/guardian has not made contact five minutes after the closing time, staff will try to contact the parent/guardian. If no contact can be made they will try the authorised persons indicated on the enrolment form. If no contact is made with anyone authorised on the enrolment form 30 minutes after closing time, the police will be called and we will follow their recommendations. The late fee is listed below:

\$5.00 at 6.05pm then \$2.00 per minute after this, or if late for a booked Session, the longer Session fee may be charged.

Shift workers:

Shift workers will not be charged a casual fee. Bookings will be adjusted according to your roster. We require a letter or roster from your organization/company stating that you are a shift or casual worker. If that is not possible, please provide information in writing around your circumstances to the Director so that we can assist in meeting your needs. We do request shift/casual workers to notify OSHC of their bookings for the following week by 4pm on the Friday.

Vacation Care and Pupil Free Days

Vacation care and Pupil free day bookings require a separate booking form for every Vacation care. We require 48 hours' notice for Vacation care cancellations.

If an excursion or an incursion has been booked on the day you cancel your booking, you will still be charged for the excursion or incursion, as the Service must confirm numbers in advance with the companies supplying the incursion/excursion.

Method of Payment

We are a cash free service. All fees are to be paid by direct deposit or through the school reception by credit card.

If your family is experiencing financial difficulties or exceptional circumstances, please discuss this with the Director. A payment plan may be established for you.

CCS:

Faith OSHC is an Approved Care Provider and eligible parents/carers can access Child Care Subsidy to assist with the payment of their fees. Child Care Subsidy (CCS) reduces the amount eligible families pay for child care (your 'out of pocket' or 'Gap' fee). To claim CCS, families must apply for Customer Reference Numbers (CRNs) through Centrelink. Once you have been issued with yours and your child's CRNs you need to submit a claim for Child Care Subsidy to Centrelink using your Centrelink online account (through MyGov). If you are assessed as eligible to receive CCS, you will need to supply the CRN and date of birth for both you and your child to the Director so that the information can be entered into the Service's software system. The Service uploads child enrolment and attendance information weekly via the Service's software system to the government's Child Care Subsidy System. It calculates the CCS and fees are charged to the family minus your CCS entitlement.

If there are any changes made to the primary carer or CRN details (**as registered with Centrelink and linked to the Child's CCS application**, e.g. incorrect information has been given and needs to change), this will not be backdated past 14 days when the correct information is provided.

In order to receive CCS, you must enter into a Complying Written Agreement (CWA) with the Service, which you are required to confirm online and after 14 weeks of non-attendance.

Parents who receive CCS have an obligation that fee payments are kept up to date. Failure to do so may result in CCS being required to be paid back to the government.

Shared Care

If a family shares the care of their child, that is, the child spends time living with one parent for one week, and the other parent the next week, both parents should have their own account at the Service (with separate enrolment forms) and separately apply for CCS. CCS calculations will be based upon each parent's individual circumstances and their gap fees may differ.

We realise this is a lot to comprehend and urge families to contact Centrelink on 13 61 50 should you require further information.

Absences

Each child is eligible for CCS for 42 days for allowable absences from care across all approved child care services during each financial year without the need to provide documentation, such as medical certificates. Absences beyond the first 42 days (up to a maximum of 10 further absences) will only be paid for as 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Please note that these are total absences across all Services your child may attend; not a per Service allowance.

Additional absences do not include public holidays. If the Absences occur at or before the child's first day of physical attendance at the Service, or directly after their final day of physical attendance, no CCS will be paid for that absence as it is considered to be a Cessation of Care. Full fees will be charged in this instance.

Discontinuing Enrolment

You are required to give ***two weeks written notice*** to the Director if you are discontinuing your child's enrolment. ***Fees are payable up to and including end of notification date. If you do not attend during the notice period, you will be required to pay full fees as you will not be eligible for CCS.***

Please note that Cessation of Care rules apply regardless of the notice period.

POLICIES

The OSHC has a range of policies and procedures readily available as per regulatory requirements. These are accessible to families if requested.

A condition of enrolling your child at Faith OSHC, is that you agree and abide by the Service's policies. These policies cover all aspects of operation and management in accordance with regulations. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Director and/or the Children's Services Manager.

Inclusion Policy

Children have a wide variety of backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability. Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Director prior to enrolment. Medical/diagnostic information will be required. Families may be eligible for inclusion Support funding.

Insurance

The service is fully covered by Public and Products Liability through the LCA Insurance Fund.

Media Involvement in OSHC

Faith OSHC has set out the following policy regarding media involvement:

- Permission to photograph or video in OSHC is included in the Enrolment Agreement Form. This includes newspapers and advertising displays etc. If parents/guardians do not give permission, OSHC will ensure that the child is not included in these activities.
- When photos go into local newspapers, first names only will be printed unless otherwise negotiated.
- Should the OSHC wish to print multiple copies of photos for advertising, permission will be sought from parents/guardians prior to use.
- We also use photos to provide information to families via the Xplor app.

Feedback and Concerns

Family input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on you and your child's experiences at the Service. Please take the time to read and respond to these requests as they assist us to improve the quality of our OSHC. We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents/guardians to follow if a concern arises:

1. In the first instance, please approach the Director to discuss the matter. Be willing to express how you feel clearly and be open to working with the Director to resolve this matter. This may involve more than one discussion.
2. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing. Contact details for your CSM will be on display at the Service.
3. Unresolved concerns can also be raised with

The Department of Early Childhood Education and Care
South East Regional Office
(07) 5656 6688

CONCLUSION

It is our hope that your family will enjoy being a part of Faith OSHC.

Should you require further information or explanation regarding this booklet, please do not hesitate to contact us.

STATEMENT OF COMMITMENT – CHILD PROTECTION

- 1. We are committed to promoting and supporting environments which:**
 - Protect children and young people from actual or potential harm.
 - Enable and encourage concerns to be raised and responded to openly and consistently; through
 - the provision of training and education for staff, families and children.

- 2. We recognise that we have a duty of care and shared responsibility to:**
 - Protect all children and young people from all forms of harm and abuse.
 - Ensure our organisation's culture provides a sense of safety for children and young people.

- 3. We will endeavour to safeguard children, young people and their families in all our Services by:**
 - Valuing, listening to, engaging with and respecting children, young people and their families.
 - Establishing and implementing best practice for working with children, young people and families, meeting all statutory obligations.
 - Developing skills that encourage children, young people and their families to speak up if they feel uncomfortable with the way they are being treated by staff, other children and/or adults, at all times.

- 4. In our recruitment of staff and volunteers, we will:**
 - Follow procedures that provide for the careful selection and recruitment of suitable employees and voluntary workers.
 - Provide education, training, support, supervision and resources in all statutory requirements and the organisation's policies and codes of ethics, to keep children, young people and families safe.

- 5. In our publicity, we will:**
 - Share information about the organisation's practices and mandatory responsibilities in safeguarding staff, children, young people and their families from all forms of harm and abuse.

- 6. When concerns are raised, we will:**
 - Respond without delay to every concern that a child, young person or their family, may have been harmed, or be at risk from harm or abuse.
 - Work with our stakeholders and appropriate statutory bodies during an investigation into harm or abuse.

- 7. In responding, our organisation will:**
 - Make available pastoral care to any child, young person, their families or staff involved in any allegation of harm or abuse.
 - Facilitate connections and access to professional organisations, support agencies or para-professionals.

We are committed to the continuing and ongoing review and implementation of our organisation's child safe standards.