



CANBERRA CHRISTIAN
SCHOOL

NURTURE | LEARNING | CHARACTER

CANBERRA CHRISTIAN SCHOOL OSHC

PARENT HANDBOOK 2021



NURTURE | LEARNING | CHARACTER

Contents

| | |
|---|----|
| Service Philosophy..... | 4 |
| Service Objectives..... | 4 |
| Our Location | 6 |
| OSHC Session Times | 6 |
| Enrolment and Orientation..... | 7 |
| Bookings and Cancellations | 7 |
| OSHC Attendance..... | 8 |
| Late Collection Policy | 8 |
| Child Care Benefit and Child Care Tax Rebate..... | 8 |
| Account Payments | 8 |
| What to Bring | 9 |
| Sunscreen..... | 9 |
| Food..... | 9 |
| Programming and Activities..... | 90 |
| Homework..... | 10 |
| Toilets | 10 |
| Illness..... | 10 |
| Medication..... | 10 |
| Medical Conditions | 10 |
| Incident, Illness, Injury and Trauma | 11 |
| Infectious Disease Exclusion | 11 |
| Behaviour Management | 11 |
| Notice Board and Newsletters | 12 |
| Parent Participation | 12 |
| OSHC Policies | 12 |
| Grievance Concerns..... | 13 |
| Daily Routine..... | 14 |

Service Philosophy

Canberra Christian School OSHC provides a safe and healthy environment for children within our school and local community. The Canberra Christian School OSHC Service is convenient and cost effective to support families outside of school hours. We maintain standards in line with the National Quality Framework for School Aged Care.

We acknowledge diversity of culture, individuals, identity and families. Our planning and programming is developed in consultation with the children and is centered on the importance of play and experiences that develop life skills for all. We promote a nurturing environment where children are happy and secure through the development of positive relationships between OSHC Staff, children and their families.

Acknowledgement:

We recognize that the Ngunnawal people are the landowners and original custodians of the Canberra Christian School lands.

Service Objectives

Our OSHC educators

Are our most precious resource, each staff member brings fundamental personal qualities to the centre such as empathy, compassion, respect and warmth. We support and value all input into decision making by our staff and encourage them with their professional development. We acknowledge the importance of working as a team to provide high quality care and education and further understand our role as advocates for the children and their rights

We believe that educators will:

- Be positive role models
- Provide an atmosphere that is welcoming and friendly
- Provide structured and unstructured learning
- Provide an aesthetically pleasing and supportive physical environment
- Encourage all stakeholders input in the decision making process
- Build and maintain secure, respectful and confidential relationships with families and the local community
- Listen to and observe the children closely, ask questions, and explore the children's ideas.
- Provide experiences that "provoke" children's thinking and learning.
- Document the children's work so that they can talk to each other and the children and better understand the children's thinking and education in general.

Our Children

We believe that children in our care:

- Are paramount to our work
- Learn through play and experimentation
- Are individually unique
- Are entitled to be secure and safe
- Achieve maximum learning potential in an environment which encourages self-discipline, independence, self-esteem and curiosity.
- Feel safe, supported and respected
- Be acknowledged for their unique identity
- Have their developmental cultural, spiritual and personal interests recognized and developed
- Feel that their sense of well-being is nurtured
- Build and maintain positive relationships
- Are strong, interested, capable and curious.
- Learn best working with others: with other children, family, teachers, and the community.
- Learn from the spaces they are in – they need beautiful, orderly space where everything has a purpose and can help children learn.
- Are capable of long-term, sustained learning when the topic is of interest to them.
- Have the potential and promise to become well rounded individuals with the encouragement of a nurturing, supportive and relaxing environment.
- Are recognized as individuals with rights and allow them to be involved and included in an environment that is free from stereotypes, discrimination and

Our Environment

We believe that the environment should promote a sense of wonder yet guarantee the health, safety and wellbeing of all children, families and educators.

We believe our environment will:

- Be safe and stimulating
- Be accepting of each child's individual needs and backgrounds
- Values safety and health of all people
- Encourage parent contribution
- Be visually pleasing
- Support inclusion of an access for children with additional needs
- Value individual expertise of and contribution by staff
- Be Fun
- Be Nurturing
- Be Child-oriented
- Collaborative

Our Program

We believe our program will:

- Be accessible to parents
- Demonstrate respect for child diversity and inclusion of all children
- Offer a variety of interesting and challenging experiences for children to choose from
- Encourage promotion of self-esteem

- Promote the importance of play especially child initiated play. Offering children, a balance of structured and unstructured activities to choose from.
- Acknowledge that children have been at school all day and want to relax, interact with friends and have fun, therefore our program will encourage children to make their own choices based on individual needs, strengths, interests, age and energy levels.
- Recognize that children's voices are the most important part of our program for that reason all children are given the opportunity to have input into the program with ideas and suggestions.

Our families

We believe families will:

- Be an integral part of who we are.
- Be welcomed into a, positive, safe and caring environment where every family is valued.
- Be acknowledged for the uniqueness and diversity that each family brings to the service.
- Have open communication through various mediums and value all interactions.
- Be supported through difficult times and decisions and we are always here to help in any way we can.
- Provide ideas and skills, which make them active partners in the children's learning

Our Location

The OSHC facility is located in the Primary School. You can use the Primary school car park entrance off Ainsworth Street. OSHC operates from the main hall and uses a number of facilities within the school. Entry is through the side door of the school off the main front carpark. A sign will be on the door to notify parents/guardians if we are elsewhere in the school. Other areas within the school that may be used during our hours of operation are the hall, canteen kitchen, the quadrangle, the playgrounds and outdoor classroom.

OSHC Session Times

Before School Care

7:30am-8:30am

After School Care

3:15pm-6:00pm

School Holidays Program

7:30am-6:00pm

PLEASE NOTE:

Care may also be provided on a pupil free day.

Care is not provided on public holidays.

Enrolment and Orientation

For Families:

Parents/guardians are required to complete an enrolment form before any child is to attend the service. Enrolment is open to school age children (5-12) who are attending in years Kindergarten to year 6 at Canberra Christian School.

After completing the Hubworks online enrolment and then return of the completed/signed enrolment form, the coordinator will arrange a time to discuss the general operations of the service, highlighting various aspects of the program i.e. child protection, grievance and feedback procedures, staffing, parent information board, fee payment and sign in / sign out procedures.

This is a fantastic time to discuss with us what will make your child's time with us enjoyable, particularly the initial few weeks. Should your child have a special consideration please discuss with the coordinator.

This Parent Handbook details selected policies and conditions of enrolment. It will then be the parent/guardian's responsibility to familiarise themselves with the contents.

Children's enrolment details need to be kept current and we ask that you let the office know when any details need to be updated, eg. change of address, home phone, mobile phone numbers, emergency contact etc.

All enrolments are valid until the child(ren) graduates from the school.

For children:

Upon commencement at the service the child/children will be shown around the service generally by a staff member and where age appropriate an assigned buddy and important areas will be highlighted (i.e. toilets, drinking bubblers, boundaries, food etc.) All staff will be introduced to the child, as will other children with whom the child may wish to play. The grievance and feedback procedure will also be explained so that children will feel at ease to openly communicate with staff regarding issues or concerns that may arise (where age appropriate).

Bookings and Cancellations

On completion of Hubworks online, and signed enrolment form Parents/guardians must confirm with the Administration Office re availability.

Casual bookings for OSHC can be made by completing the sign-in book each day or contacting the Administration office either by phone or email.

When a booking for After School Care is no longer required, notification must be made in writing (by email) by 12:00 pm on the day before care is required or the session fee will be charged.

When a booking for Vacation Care or Pupil Free Day is no longer required, notification must be made in writing (or email) by 12:00 noon the day before care is required or the session fee will be charged.

OSHC Attendance

Before School Care Sessions

- All children must be enrolled into the online Hubworks Service and signed enrolment form if they wish to attend Before School Care.
- On arrival, all children MUST BE signed in by a parent/guardian.
- At 8.30am, children will be signed out by the OSHC Staff member and handed over to the teacher on yard duty.
- When children first begin school, parent/guardians may arrange for the OSHC Staff member to take the child to their classroom.

After School Care Sessions

- All children and families requiring care for their children in the After School Care program must be enrolled in the Hubworks online and signed enrolment form.
- All children will be signed in by an OSHC Staff member.
- All children will be collected and MUST BE signed out by a parent/guardian or approved person.

School Holiday Program

- All children must be enrolled into the online Hubworks Service and signed enrolment form if they wish to attend.
- On arrival, all children MUST BE signed in by a parent/guardian.
- All children will be collected and MUST BE signed out by a parent/guardian or approved person.

Late Collection Policy

We ask for your co-operation by collecting your child by 6.00pm. Late pick-ups are upsetting for the child and stressful for all staff. If there is an emergency and you are unable to collect your child/children on time, please contact the service. When no contact has been made after Outside School Care closure, the staff will attempt to phone parent/guardians and/or emergency contact people listed on the child/children's enrolment form to arrange for immediate collection.

If your child is not collected on time, a late fee of \$1.00 per minute will be charged after 6.00pm. If a child is not collected by 6.30pm and emergency contacts cannot be reached the coordinator will contact the Police to collect children who are still at the service.

Child Care Benefit and Child Care Tax Rebate

Child Care Supplement (CCS) enables the OSHC Service to offer reduced fees to families. Families must register with Centrelink that their child is attending CCS Out of School Hours Care. For further information, refer to the Child Care Benefit and Rebate Information Letter.

Please ensure you provide the child's CRN number and the parent who Centrelink has as the primary parent's CRN number to the office. Without this the benefit cannot be claimed.

Account Payments

All parents/guardians must sign the agreement to pay fees included on the bottom of the Enrolment Form. Accounts are sent out every 2 weeks, with tax invoices sent via email, and they are due to be paid within 7 days. Details of an individual's account will be confidential and stored appropriately. Individual families may access their own records at any time. Particulars of fees will be made available in writing upon request.

Fees can be paid directly over the phone, 6286 3989, or direct to the CCS Front Office. Payment can be in the form of cash, cheque, credit card, EFTPOS, BPay, Direct Debit or EFT.

Non-payment of fees will result in the cancellation of your child/childrens enrolment in OSHC, until the account is paid in full.

What to Bring

Children will need to bring the following items when attending our services;

- An appropriate Sunhat (Sun Smart recommends broad brimmed, legionnaire or bucket style hats) for outside play. Hats must be worn from September 1st to April 30th or where the UV Index reaches 3 and above. Children without hats will have outdoor play restricted.
- Personal Sunscreen if allergies exist
- A refillable drink bottle
- Holiday Program Only - morning tea, lunch and afternoon tea
- All belongings should be labelled.

Please note that toys, valuables and money should be left at home. CCS OSHC will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

Sunscreen

Sunscreen will be supplied by the program and applied 20 minutes prior to outdoor play and re -applied every two hours. Please provide own product if required.

Food

Children will be provided with a healthy snack in After School Care. If your child has any special dietary requirements please ensure that this is clearly stated on your OSHC Enrolment Form.

Programming and Activities

Our team of trained Educators are committed to providing engaging programs that support each child's needs and interests. Our programs align with the 'My Time, Our Place' Framework for School Age Care in Australia and through this, target five developmental outcomes; identity, community, wellbeing, learning and communication. Educators plan for all children based on observations taken of individuals and the group as a whole, together with incorporating feedback from parents and children. Children attending the programs will also contribute to their daily experiences.

Our venues utilise both indoor and outdoor spaces and use a combination of flexible and structured components in the delivery of their service. We pride ourselves on providing programs that are enjoyable, educational and beneficial for all involved.

OSHC weekly program and philosophy are always on display, and family contribution and feedback is encouraged.

Homework

Our Outside School Hours Care service recognises the importance of homework. Whilst it is the policy of the service that homework is an individual's responsibility, we endeavour to create a time and place whereby homework may be commenced. Children have the opportunity to carry out their homework between the hours of 3:45pm to 4:15pm daily. Children are supervised and may ask for assistance from educators, however, the responsibility of homework completion still remains with the parent or guardian.

Toilets

If children need to go to the toilet, they need to ask an OSHC Staff member. Please encourage your children to ask before going to the toilet.

Illness

Children who are suffering from a contagious infection cannot be cared for. If a child arrives unwell, or becomes unwell during the course of the session, the child will be comforted and cared for by OSHC Staff. The child's parents/guardians will be notified at the earliest convenience so that they can collect the child as soon as possible.

Medication

Should your child require ongoing medication, e.g. Asthma relief etc. please contact the Coordinator and an individual health care management plan will be developed for your child.

When medication is administered at the service:

1. Parents must complete the "Authorisation to Administer Medication Form", which is available at the service.
2. Medication must be in its original packaging, with pharmacy label attached, indicating the child's name, dispensing details and expiry date. This applies to all medications, regardless of whether they are non-prescribed (such as cough medicines, antiseptic cream etc.) or prescribed (antibiotics etc.) If there is no pharmaceutical label on the medication, it will not be administered. All medication will be administered by the coordinator or a staff member nominated by the coordinator and will be recorded in a Medication Register which will be signed by another witness.
3. Children who become ill at the service will be provided a quiet area to rest while their parents/guardians are contacted. Parents/guardians are requested to advise the Service (via enrolment form) of their child's particular health needs, including medication.
4. If a child has a severe reaction or other illness in which timing is vital, an action plan may be developed between the service, parents/ guardians and health professionals to ensure immediate action in case of an incident. Please ensure the service is aware of this by detailing it on the enrolment form.

Medical Conditions

To ensure the best care for all children, we ask that families communicate with us regarding medical conditions and provide any relevant details that will assist in providing a safe and informed environment.

Any child with a diagnosed medical condition will require a full coloured copy of the participant's management plan signed by their doctor. In addition, a Medical Conditions Risk Minimisation Plan, and Medical Conditions Communication Plan will be developed by staff in consultation with families prior to booking.

Incident, Illness, Injury and Trauma

All incidents, injuries, illnesses or traumas, and the treatment given for these, will be recorded on our Incident, Injury, Trauma and Illness Record. Authorised contacts of children may be notified by phone and will be asked to sign the form when collecting the child.

In the case of an emergency, an ambulance will be called, and you will be contacted immediately.

Parents are requested to ensure that the daily telephone contact number and the contact details on the enrolment form are correct and up to date. If either parent cannot be contacted, emergency contacts will be called.

Infectious Disease Exclusion

In the case that any infectious diseases occur at the Service, affected child/ren may be excluded for the communicable period of the disease, or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection. If a parent reports that their child has contracted a contagious disease, the program will put up a notice advising parents.

Behaviour Management

OSHC Service will provide a positive environment with a choice of activities which recognizes and promotes success and builds children's self-esteem.

Behaviour Management is based on the following principles:

- All individuals will be treated with respect at all times
- Individuals choose their own behaviour to meet their needs within the group
- Behaviour has consequences, which increases or reduces choices in life
- Individuals will be expected to accept responsibility for their own behaviour according to their developmental stage
- Families, society, peers, staff and other significant adults influence children's choices
- The procedural steps for handling children's inappropriate Behaviour will at all times be consistent with the CCS Behaviour Management Policy and Procedures.

Staff will use a positive approach in managing children's behaviours by:

- Using a co-operative approach to the development of rules, expectations and procedures, with the involvement of children, volunteers and parents/guardians
- Displaying, discussing and practicing positive rules
- Using encouragement, eye contact, nods and smiles to reinforce positive, co-operating behaviour
- Engaging in collaborative problem solving relationships with children and parents, providing an environment with a choice of activities that recognizes and promotes success and builds children's positive self-esteem.

Children will develop and accept responsibility for their own behaviour by being:

- Taught that behaviour results from choices made by an individual and that all behaviour has consequences
- Encouraged to respect rights and fulfil responsibilities.

Notice Board and Newsletters

From time to time important information will be displayed on the Parent Notice Board outside the main OSHC room. We also have a selection of brochures and some parent resources available in the foyer area near the exit to the playground. We invite you to browse through this section often; they keep you linked to your local community.

The school newsletter sent out weekly is also a forum for advising OSHC upcoming plans and events as information needs to be shared.

In order to ensure that its programs are effective, to deliver the values, aims and objectives of the service, the service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children via surveys.

We also encourage you to have a look at the collection of pictures and other items of interest the children create.

Parent Participation

We welcome parent and carer participation at our OSHC Service. If you would like to volunteer your time and assist staff with afterschool care or excursions, then please discuss this with the OSHC Director/Principal. Comments about the OSHC Service may be provided when regular surveys are sent home to children and families. If you have suggestions or comments about the program, please address these to the room leader or OSHC/Principal.

OSHC Policies

OSHC Policies are available in the service for viewing. Please speak with the OSHC Director if you would like to read the OSHC Policies.

OSHC Policies include:

- Acceptance and refusal of authorisations
- Access to the Out of School Hours Care (OSHC)
- Administration and Fees
- Arrival and Departure
- Behaviour Management
- Clothing
- Critical Incident Emergency Plan
- Diversity and Inclusion
- Enrolment Records and Orientation procedures
- Exclusion List
- Excursion Policy
- Grievances and Complaints Resolution
- Health and First Aid
- Health and Safety

- Immunisation and Infectious Diseases
- Mandatory Reporting
- Medical Conditions Action Plan
- Medical Conditions Risk Management Plan
- Medical Conditions
- OSHC Children's Program Policy
- Privacy Policy
- Rest and Sleep
- Sin-in and Sign-out
- Staff
- Toy washing
- Water Safety
- Withdrawal of a Child
- WHS

Grievance Concerns

(Taken from the Grievances and Complaints Resolution Policies)

The CCS OSHC Service fosters positive and harmonious relations between all levels within the OSHC Service.

All children, parents/guardians, OSHC Staff and OSHC Management Committee members have the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the OSHC Service in a fair and prompt manner.

If there is anything of concern at any time please feel free to email Bree Hills (Director/Principal) to principal@ccs.act.edu.au

Daily Routine

Before School Care

- 7:30am Children begin to arrive. Wash hands.
- 7:30am Children are able to participate in planned activities and free play.
- 8:30am Children are signed out and delivered to the teacher on school duty.

After School Care

- 3:15pm Children from the Mawson school are collected and signed-in.
- 3:15-3:45pm Outside Play – Children are able to participate in outside play (School has Duty of Care for CCS students).
- 3:45pm Wash hands.
- 3:45pm Children from CCS are collected and signed-in, bags put away. Roll call is conducted.
- 3:45-4:15pm Children are able to do their homework in the main room (or quiet activities).
- 4:15pm Wash hands. Children enjoy Afternoon tea.
- 3:45-5:30pm Children are able to participate in planned activities and free play.
- 5:30-6:00pm Children are brought together inside where they help tidy the activities room. Children play free choice games.
- 6:00pm Service closes.

N U R T U R E F O R T O D A Y
L E A R N I N G F O R T O M O R R O W
C H A R A C T E R F O R E T E R N I T Y



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