Promoting Well-being & Positive Relationships

Our service recognises that positive relationships are crucial to children fostering a sense of belonging and well-being. We also are aware of the unique understandings, perceptions and capabilities that each child brings from their own life experiences and families. As a family-centred service, we therefore, encourage effective partnerships and communication between home and the service to develop the child’s positive relationships, citizenship and sense of identity.

Service Expectations

Within an environment where all contributions are valued, members of the OSHC community make shared decisions about expectations of behaviour. These expectations are to be founded on the understanding that everyone who attends the service is respected, safe, and secure and given appropriate responsibility. When children are given choices and control they experience connections between actions and consequences. In the orientation process, families will be offered the opportunity to view and contribute to the expectations.

To align with health and safety policy and regulatory obligations, there will be necessary inclusions e.g. children must wear hats, sun safe clothing and closed in shoes at all times. Educators will ensure these are evident in the collective list of expectations.

The collaborative list of expectations will be visually displayed in the centre and issued to all staff and families. These expectations will be consistently reviewed with the children and families and will, where possible reflect the guidelines of our Catholic ethos.

As children continually learn to make appropriate choices, participate in unfamiliar social and emotional situations and engage in challenging decision-making, they may require guidance and support from our staff. Educators will encourage the child to problem-solve and reflect on the most appropriate means to achieve positive outcomes that align with the OSHC community’s expectations. Children will be asked where necessary, to restore any relationships that have been affected by their actions with guidance from educators.

Children in our care are entitled to feel safe and secure at all times. Therefore, if any child is causing harm to themselves or others, the Nominated Supervisor will put measures in place to ensure the safety of all children. Additionally, the parents/carers of all the children involved will be informed and all stakeholders will be encouraged to work collaboratively to develop a plan of resolution (see below for procedures to develop this plan).

Resolution Management Plan

Catholic Education - Diocese of Rockhampton understands the right for all children to attend the service free from bullying of others and/or harassment.

The procedures for addressing any cases of reported harassment/bullying are as follows:

- Information regarding incidences will be documented
- All parents concerned will be informed of the behaviour by the Nominated Supervisor
- All parties will be offered opportunities to restore relationships with the support of the Nominated Supervisor
- A resolution management plan will be collaboratively developed and implemented to reflect the needs of all stakeholders
- Progress will be monitored by educators and regularly communicated to all stakeholders
- Children will be offered ongoing opportunities to reflect on their behaviour and make appropriate choices
- Where necessary, educators, children and parents will consult with the Diocesan Coordinator to provide support to all parties in seeking a resolution (may include mediating, offering guidance and direction in formulating management plans).

When children have positive experiences, they develop an understanding of themselves as significant and respected, and feel a sense of belonging. Relationships are the foundations for the construction of identity – ‘who I am’, ‘how I belong’ and ‘what is my influence’ (Australian Government Department of Education, Employment and Workplace, My Time Our Place, p.20).