

# CHATTING *with* OSHC

Term 2 2023

## HOW ARE WE DOING AT OSHC?

We're always looking to improve our service. So, we invited the peak body for Queensland OSHC services, QCAN, to visit our Centre and provide us with feedback on how we're going. The feedback was very encouraging.

- The service is commended for the innovative strategies used to provide families with relevant community support and resources to support parenting and family wellbeing.
- It is evident that the team at Chancellor OSHC are intentional and thoughtful in many elements of their service delivery.
- Chancellor OSHC demonstrated several examples of Exceeding Theme 3, "Shaped by meaningful engagement with families and/or the community", across many aspects of their service delivery.



## SOME NEW FACES

Each year we have some staff leave to pursue their teaching careers and this provides the opportunity for new team members to join us.

We're very pleased to welcome, Lavina, Shobha, Ashleigh, Lachlan, Kirrily, Georgia, Kai, Ryan, India and Cate to our team.

## YOUR THOUGHTS ABOUT OSHC

Feedback from our families is very important to us as it helps us to improve our service and meet the needs of our children and families.

Please tell us your thoughts and recommendations through the feedback box at the reception desk, or email us at [oshc@cscspandc.org.au](mailto:oshc@cscspandc.org.au)

## VACATION CARE June/July Holidays

Vacation Care bookings open on Wednesday May 31 for the June-July holidays.

## CELEBRATE!

There's always something to celebrate in our community and at OSHC, last term we celebrated International Women's Day with some of our superstars.



## Quick Reference: OSHC How-To's

### HOW TO REACH US

- Please use email as the first method of contact. We do offer a texting service; however, we are often working with your children and can't reply instantly. If you are in need of urgent assistance, please don't hesitate to call us.
- When you're leaving a voice or text message, please provide your child's first and last name.

### MAKE A BOOKING

#### PERMANENT BOOKINGS

- Permanent bookings for Term 3 will open June 1 & close June 23.
- Permanent bookings for the following term need to be made before the last week of the current school term.
- Need to amend an existing permanent booking? Send us an email please.

#### CASUAL BOOKINGS

- Casual Bookings for Term 3 will be available from July 3.
- You can use your OWNA Parent App to book a casual session.
- If you are trying to book a casual session and the app says 'unavailable', it means we are at capacity.

#### CASUAL BOOKINGS NOTIFICATIONS

To receive notifications regarding available casual bookings:

- Enable notifications on your phone
- Enable notifications from the OWNA app
- Click the bell icon on the date you want to book
- OWNA will send you a notification if a new space becomes available

### CANCEL A BOOKING

- Fees will apply if less than 7 days notice. If your child/children will not be attending, please mark them non-attending through the app.
- No fee will be charged if more than 7 days notice given. If your child/children will not be attending, please notify the service by email and we will cancel your booking.