

# PORTLAND

## *Our Service Philosophy*



We believe in positive interactions between educators and students, we believe educators are role models and value each student as capable and competent, with a right to a voice and able to contribute to decisions that affect them.

Students are supported to build their confidence and trust through experiencing new challenges presented to them through leisure-based activities. We believe all students have the right to feel safe, to learn through play, be respected and treated fairly by their peers and educators. By learning to make sensible choices about behaviour, students develop the skills to regulate their actions independently and understand the benefits of positive behaviour.

In response to any behavioral issues a student may be facing we promote the use of restorative behavioral practices, consistent with the school community. Any form of bullying whether it be physical, verbal, or cyber will not be tolerated at after schoolcare. We collaborate with All Saints Parish School and share their core values CARE, RESPECT, EXCELLENCE and COMMUNITY.

The values of the Y Ballarat are HONESTY, RESPECT, CARING and RESPONSIBILITY, these compliment a genuine connection between the school and the OSHC service. We actively build and maintain relationships with families and community partners, our preferred communication strategies are verbal discussions, phone calls, emails, and messaging through the family app or school office. We provide an environment where families feel secure knowing their student is safe, heard and valued. We provide a positive and welcoming environment where families feel comfortable to provide regular input and feedback, to know their voices are heard, valued, and always respected.

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### THE Y BALLARAT

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