



Handbook



Welcome to Esperance Outside School Hours Care (EOSHC)

Located: Cnr George Street and Backland Streets Esperance

Phone: (08) 90717227 Mobile: 0409 832 125.

Website: escare.org.au **Email:** eoshc@escare.org.au

EOSHC (est.1996) is a community based non-profit organisation that operates under ESCARE Board of Management to provide care for children after school hours and during school holidays. EOSHC promotes equality positive social interactions, independence and development of friendships and self esteem. The major focus of the program is to promote the importance of play and for children attending to feel safe, included and to have fun.

What happens at EOSHC:

EOSHC is a 30 place centre with large activity room, outside play space and cooking facilities.

After School Hours care:

Children are collected from school by an EOSHC team member in a Escare vehicle at 3pm. A healthy afternoon snack is provided and a range of indoor and outdoor activities. The daily program is flexible and varied. Children are offered the opportunity to relax and play with friends or join in the more structured activities.

Vacation Care:

Vacation care is available for children during school holidays. A varied and flexible program with a mixture of indoor and outdoor activities including cooking, craft, games and excursions. The program is available prior to the holidays. Children bring their own lunch, a piece of fruit to share and are provided with morning and afternoon tea. Bookings are essential.

At EOSHC we:

- ✦ provide interactive and positive learning opportunities for the children
- ✦ provide a flexible program developed by the input of children, staff and families.
- ✦ employ experienced and diverse Educators who have appropriate qualifications or experience
- ✦ acknowledge and value the uniqueness and potential of each child
- ✦ provide guidance, care and protection of children attending.
- ✦ have zero tolerance for child abuse and implement Child Safety practices as per Childsafe National Guidelines and our policies and procedures.
- ✦ Embrace the different cultural beliefs practices and needs of families attending the centre.



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At EOSHC we are committed to delivering a Reconciliation Action Plan (RAP) for our centre. Our RAP will provide purposeful and practical activities and actions for children families and educators to build and strengthen partnerships and engagement with Aboriginal and Torres Strait Islander people in our everyday experiences. EOSHC is committed to welcoming and including Aboriginal and Torres Strait Islander people to be involved in and supporting our Outside School Hours Care program throughout the year.

How to enrol

Bookings can be made for school age children, kindy to year 6. Parents/guardians will need to enrol children using the electronic enrolment and medical/diagnosis forms provided. Once completed a meeting will be arranged at the centre for further enrolment processes. At this time you will need to bring your child's birth certificate and immunisation records and provide both yours and the child's CRN. Additional information may need to be provided at this time.

Permanent booking

A permanent booking ensures that your child has set days every week that are carried on throughout the year. They can be altered anytime as required. All bookings are fully charged.

How to pay

Fees can be paid by direct credit, Please ensure that you provide your child's name in the online description section.

Westpac Account Name: ESCARE
BSB: 036 150
Account : 352057

As a Community based, not for profit centre; fees have been kept below daily average for several years. Fees are subject to occasional increases as the organisation needs to be financially secure.

Casual Booking

Make a booking anytime. On the day booking can only be accepted if we can accommodate numbers. All cancellations made with less than 24 hours notice will be charged

Making or cancelling bookings

Cancellations of a permanent booking need to be made a week in advance.

Full fees will be charged for days that occur prior to that week.

Care Type		Enrolment Fee	Daily Fee
After School Care	3:00PM - 6:00PM	\$55 annual Fee	See Centre for Current Fee price
Vacation Care	8:30am - 5:30pm	\$55 annual Fee	See Centre for Current Fee price

Please note that the enrolling person with the childcare subsidy is responsible for account payment and overdue fees.

Most Families are eligible for Child Care Subsidy, which reduces the out of pocket costs of outside school hours care depending on your family circumstances. To establish if you are eligible and what level of Child Care Subsidy you may be entitled to contact Centrelink in person by ringing 136 150 or by accessing your MY Gov account. You can read more about the Child Care Subsidy and activity test and complete an online estimator at www.education.gov.au

What to bring / not to bring

- ✚ Please ensure children have appropriate comfortable clothing and footwear and a hat.
- ✚ During vacation care children are to bring a packed lunch and a piece of fruit for the share bowl. (Please do not bring any foods containing hot liquids)
- ✚ BYO Drink Bottle, tap water will be supplied to fill bottles.
- ✚ Your child is welcome but not encouraged to bring their toys to the centre. (see personal toy policy)
- ✚ Please do not bring electronic technology devices. School iPad's can be left in the office.
- ✚ Sunscreen will be provided or supply your own if your child has a sunscreen allergy or for other reason needs to wear a specific sunscreen.
- ✚ We are Nut Aware and children do not share their lunches.
- ✚ Bring your imagination and ideas for a fun time at EOSHC.



Medication

Medication can only be administered to a child with a signed Medication Authority Form. The medication must be prescribed by a doctor with the original labelling details. Two educators are required to sign the medication form upon administration. It is very important that you advise us on any day that your child attends if they have had medication prior to arriving in case of an emergency.

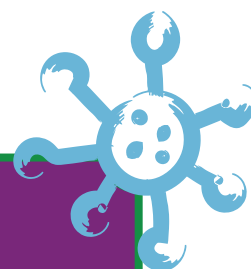
All children with asthma and anaphylaxis medical management plans must be signed by a doctor and provided to the coordinator. Plans need to be updated every 12 months.

COVID-19 Safe Requirements

Various restrictions have been directed by the Federal Government and WA Government including Risk Minimisation strategies including:

- ✚ Maintaining a high standard of hygiene and cleaning processes
- ✚ Disinfectant spray of all common surfaces
- ✚ Continued cleaning of all surfaces throughout the day
- ✚ Hand sanitiser is available at the front door
- ✚ Exclusion for all 'cold and flu' symptoms for children and staff.
- ✚ All staff at Escare Inc/EOSHC are vaccinated.

If a case of COVID 19 case being linked to the centre Government policies will apply.



Emergency procedures

In the case of an emergency a person in day to day charge (PIDTDC) is to call 000 and state what assistance is required. The Nominated Supervisor is to direct all children, staff and visitors to a Muster Point (in church car park) where they can wait for arrival of parents and or emergency services assistance.

The Nominated Supervisor is to make a final check of the building to ensure everyone has evacuated and that the necessary supplies have been taken. She/he will check the staff/visitors book to ensure all are present and accounted for.

Confidentiality

EOSHC service makes every effort to protect the privacy and confidentiality of all individuals. We ensure that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by, or disclosed only to, those people who need the information to fulfil their responsibilities, at the service or have a legal right in accordance with legislative requirements.

Regulations

EOSHC adheres to the West Australian Children's Services Regulations. These regulations are mandatory for all Western Australian Child Care Services and are maintained by the Department of Communities Education and Care Regulatory Unit. (Website: wa.gov.au/organisation/department-of-communities/education-and-care-regulatory-unit)

Policies and Procedures

The EOSHC policies have been guided by the Governments National Quality Framework and made with consideration to Education and Care Services National Regulations and Department of Education, Employment and Workplace Relations. An extensive list of policy and procedures are available at the Centre. Our centre follows the Environmental cleaning and disinfection principles for COVID-19 outlines by the Department of Health.

Complaints

EOSHC welcomes all parental feedback, including grievances and complaints. We consider this to be helpful in improving the service that we provide. EOSHC wishes to foster positive relationships between all parents, staff and management. Any complaints or concerns regarding the service should be directed to the Centre Coordinator in the first instance. If you would like to escalate your complaint please contact the Escare CEO who will take your concern to the Escare Board for resolution. The Board can seek the assistance from the Department of Communities, Education and Care Regulatory Unit who will assist in finding a resolution. Every parent has the right to a positive and sympathetic response to their concerns.

Photographs

We aim to ensure the collection and use of photographs or video of children complies with privacy laws and legislation. To ensure the privacy of children and families is respected, our Service will only use photographs of children to support their learning and to record individual developmental progress with written authorisation from parents/guardians.





Additional Needs

Our service runs an inclusive program and welcomes all children.

Parents/Carers are requested to arrange a meeting with the Centre Coordinator prior to the child attending, to discuss any special requirements their child may have. Wanslea Early Learning and Development deliver the WA Inclusion Support Program to EOSHC. They assist educators with resources and may support with funding to offer care and early Childhood support services that are inclusive of all children .

Signing in/out

It is important to always adhere to the collection/drop-off procedures. Child Care Regulations require that the staff ensure that every child is signed in and out of care. Please do not drop your child at the gate or allow them to make their own way to the centre. The people you nominate on the enrolment form are the only people who can collect your child. Should you wish to add additional people please let staff know so the details can be added to your enrolment form.

A copy of custody orders (where relevant) must be placed in your child's file. If this is not done then both parents may legally collect your child from the centre.

Late pick ups

If person collecting children is going to be more than 10 minutes late, centre must be informed. If the Centre cannot contact you, then a late penalty fee of \$20 plus an additional \$5 per every 5 minutes after may be charged. The Police will be called to do a welfare check and if no authorised person is contactable, the Department of Communities Child Protection and Family Support will be contacted.

Sick days

To protect the health of children and staff within the service, it is important that children who are ill are kept away from the service for the recommended period. If a child falls ill while at the service, the child's parent/guardian will be contacted. If they are unable to be contacted, an alternative authorised person listed on the enrolment form will be contacted. The centre has a legal obligation to record all absences of children who are in receipt of Child Care Subsidy within the Centre. Children that have had diarrhoea and vomiting or flu like symptoms will be asked to stay away from the service for 48 hours.

Excursions

EOSHC recognises that excursions provide opportunities for children to explore the wider community as a group and extend on the educational program provided. All excursions will be conducted with the children's safety and wellbeing in mind at all times and risk assessment's will be conducted prior to an excursion. Families will be notified at least 24hrs prior to an excursion and will need to fill out a written excursion authorisation form before children can be included in the excursion.



Contacts

EOSHC Centre Coordinator

Phone: (08) 9071 7227

Mobile: 0409 832 125

1 George St

Esperance

Email: Eoshc@escare.org.au

ESCARE CEO

Phone: (08) 9071 3110

Mobile: 0419 905 233

Unit 8 53 The Esplanade

PO Box 850

Email: Jo@escare.org.au

Information to return:

- ✚ Electronic Enrolment Form including Photo permission and copy of birth certificate or passport
- ✚ Information Required for CCS (Child Care subsidy)
- ✚ Health Records showing immunisation status
- ✚ Medical management plan/ or action plans need to be provided by a medical practitioner (if your child has a diagnosed medical condition) and given to the centre.
- ✚ Legal documents, including but not limited to, regarding custody arrangements (i.e. court orders/ parental agreements or VRO)
- ✚ Documents regarding additional needs or diagnosis of a disability and practical tips to help your children.
- ✚ Forms can be found at www.escare.org.au or contacting Centre Coordinator.

Code of Contact

EOSHC staff are experienced in assisting children to manage their behaviour. We provide clear guidelines and regular reminders. For the safety and care of all children, respectful and courteous care for self and others and facilities is expected and encouraged. If a child's behaviour is impacting on the functioning and child safety of the centre, strategies will be implemented by the EOSHC staff to alleviate the situation. A parent/guardian will be contacted and required to collect from the service if these strategies are not successful.

Feedback

Involvement with the centre, daily program and operation of the centre is encouraged from all children and families using our service. This includes feedback and suggestions directly with the Centre Coordinator or you can also become involved in the decision making and other aspects of the service by attending the Escare Board meetings or by contacting Escare CEO on 9071 3110.

Children are encouraged to voice their compliments and concerns and encouraged to feel comfortable to speak to any team member. Children are encouraged to contribute to programming at the centre.



EOSHC acknowledges Aboriginal and Torres Strait Islander Peoples as the traditional owners of this land on which we gather. In particular we acknowledge the Kapa Kurl Wudjari people of the Nyungar Nation and their connection to Country, Land and Sea. We pay our respects to their Elders past, present and emerging.