

The background of the lower half of the page is a complex, abstract pattern of blue and green shapes, including circles, swirls, and irregular forms, creating a dynamic and colorful visual effect.

# Handbook

Cnr George Street and Backland Streets, Esperance

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# Welcome

Welcome to Esperance Outside School Hours Care (EOSHC). Established in 1996, EOSHC is a community-based non-profit organisation operating under the ESCARE Board of Management. We promote equality, positive social interactions, independence, and the development of friendships and self-esteem. Our primary focus is to ensure children feel safe, included, and enjoy their time through the power of play.

## Our Programs

We operate a 30-place centre with a large activity room, outdoor play space, and cooking facilities.

## After School Hours Care

Our ASC program runs Monday to Friday between the hours of 2.45pm to 5.45pm.

Educators collect the children from school and transport them to the George Street Centre either by car or on foot.

Please liaise with EOSHC to confirm if there is a pickup at your child's school.

Children are offered a healthy afternoon snack and can participate in a variety of indoor and outdoor activities..

## Vacation Care

Vacation care is available for children during school holidays from 8.30am to 5.30pm.

A varied and flexible program with a mixture of indoor and outdoor activities including cooking, craft, games and excursions.

A program of activities 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.

## Pupil Free Days

Care may be provided on Pupil Free Days depending on demand & resources. Contact EOSHC for info.

**NARRA  
GUNNA  
WALI**

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.



# Our Policies, Values and Commitment

Our policies follow the National Quality Framework and Education and Care Services National Regulations, and are guided by best practice advice from the Department of Education. Policies are available for perusal at the Centre.

- We provide interactive, flexible programs developed with input from children, staff, and families. Our experienced and qualified educators value the uniqueness and potential of each child.
- Programming is based on My Time Our Place. Programs are made available to families and updated in the XPLOR Parent App and updates are made available as regularly as possible.
- We do not use devices in our programming and children are not permitted to bring their own to the centre. We use appropriate YouTube videos for instructional content and may allow children to watch G-rated TV during rest period after lunch or if seemed necessary as part of programming e.g. if the weather is very hot or raining.
- Although excursions are not part of our regular program, we do offer a variety of incursions and welcome ideas and suggestions from families.
- We have zero tolerance for child abuse, follow Child Safe practices, and embrace diverse cultural beliefs and 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 .
- We are committed to upholding the ten National Principles for Child Safe Organisations, which guide our practices to ensure the safety and wellbeing of all children in our care.



## 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.

## Code of Conduct

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.

# Using Xplor at EOSHC

At EOSHC, we use Xplor – a secure, user-friendly online platform – to manage enrolments, bookings, sign-ins/outs, and communicate with families. Through the Xplor Home app, parents can easily view their child's daily attendance, receive updates from educators, make or cancel bookings, and manage billing and Child Care Subsidy (CCS) information. Xplor simplifies the process of staying connected with your child's care and ensures a seamless experience for families.

## Enrolment

Enrolment is open to school-age children (Kindy to Year 6). Parents/guardians will need to enrol children using the electronic XPLOR enrolment form from the Escare website or by using this QR code --->

Your child's birth certificate and immunisation record is required, along with both your and the child's CRN.

Once the form is submitted, a meeting will be arranged at the centre for further enrolment processes. Additional information may need to be provided at this time.

Following confirmation of enrolment, parents will receive an email invitation with a link to set up their Xplor account and access the app.



## Booking

### 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.

### 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

### 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.

## Checklist



- Enrolment Form including Immunisation record , Transportation & Photo permissions
- Birth Certificate
- Information Required for CCS (Child Care Subsidy)
- Health Records showing immunisation status
- Medical management plan/or action plans which need to be endorsed by a medical practitioner (if your child has a diagnosed medical condition)
- Request to administer medication
- Legal documents, including but not limited to, court orders regarding custody arrangements (i.e. parental agreements or VRO)
- Documents regarding additional needs or diagnosis of a disability and practical tips to help your child.

Service	Daily Fees
After School Care	\$40
Vacation Care	\$98

*As a community-based, not-for-profit centre, we strive to keep our fees affordable and below the average daily rate. From time to time, fees may be adjusted to ensure the ongoing financial sustainability of the service. Please confirm current fees with the centre.*

## Annual Enrolment Fee

\$55 payable on enrolment and annually on 1 January thereafter

## Late Pick-up

If person collecting children is going to be more than 10 minutes late, the centre must be informed. A late penalty fee of \$20 for the first 10 minutes, plus an additional \$5 for every 5 minutes thereafter, may be charged. If the Centre cannot contact you, 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.

## Childcare Subsidy

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 calling 136 150 or by accessing your MyGov account. You can read more about the Child Care Subsidy and activity test and complete an online estimator at [www.education.gov.au](http://www.education.gov.au)

## Accounts

- Fees are added to your account as per booking
- The Child Care Subsidy is credited on receipt from the government.
- Out of pocket amounts are to be settled by the account holder every fortnight.
- The outstanding balance on the account must not exceed \$300.
- Fees for Vacation Care must be paid prior to/or on the 1st day of care each week, this includes accounts for permanent families who attend during the school term.
- Statements are sent out from Escare Inc office on a weekly basis from [admin@escare.org.au](mailto:admin@escare.org.au)
- Overdue Fee Policy:
  - Reminder 1 - Written notice (via email)
  - Reminder 2 - Deadline for payment/plan
  - Possible suspension of the child's place
  - Cancellation of enrolment as a last resort
- More information is detailed in the **EOSHC Overdue Fees Policy** available at the centre.

## Payment Methods

Parents can set up a direct debit through their Xplor account. There is also an option to "Pay Now" through the app.

## Responsibility

Please note that the enrolling person with the Child Care Subsidy is responsible for account payment and overdue fees.

## Guidance

*For more information on managing your subsidy and payments and to make sure you are getting your full entitlements, contact:*

*Escare Financial  
Counselling Service  
on 9071 3101*



# Medical Conditions & Medications

- Medication can only be administered to a child with Medication Authority Form. The medication must be prescribed by a doctor with the original labelling details : original pharmacy label, child's name clearly displayed and Medical Plan signed by a doctor
- 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 diabetes, anaphylaxis and asthma must provide a Medical Management plan, signed by a doctor. Plans need to be updated at least every 12 months.

## Absences

- Families must inform EOSHC if their child is absent from school or leaves early, **particularly on days when transport is scheduled**
- Absences without prior notice may still be charged
- Extended medical absences may need to be assessed upon presentation of a valid medical certificate
- 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. Children who have had diarrhoea and vomiting or flu like symptoms will be asked to stay away from the service for 48 hours.
- 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 at enrolment form will be contacted.
- Our practices align with the guidelines in the Staying Healthy – Preventing Infectious Diseases in Early Childhood Education and Care Services manual.
- The centre has a legal obligation to record all absences of children who are in receipt of Child Care Subsidy within the Centre.

## 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 record.

### Court Orders

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

## Emergency procedures

In the case of an emergency a person in day to day charge is to call 000 and state what assistance is required. The responsible person 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 responsible person 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 Attendance records in Xplor, plus staff/visitors book to ensure everyone is present and accounted for.

## What to bring / not to bring

- Please ensure children have appropriate comfortable clothing, footwear and a hat.
- Spare shorts/shirt/underwear 'just in case'.
- 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.
- Please do not bring electronic technology devices. School iPad's can be left in the office.
- Your child is not encouraged to bring their toys to the centre, however we will support the need for an item to help with initial settling in, if required.
- BYO drink bottle, tap water will be supplied to fill bottles.
- 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).
- Bring your imagination and ideas for a fun time at EOSHC!



We are **Nut Aware** and children do not share their lunches.

## 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.



## Feedback

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, children, 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 discuss your complaint further, please contact the Escare CEO, who will refer your concern to the Escare Board for review and appropriate action.

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.



**EOSHC Centre  
Coordinator**

**Luciana Steinle**

**Qualified Educator  
Isabella Steinle**

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**EOSHC acknowledges  
Aboriginal and Torres Strait  
Islander**

**Peoples as the traditional  
owners of this land on  
which we gather.**

**In particular we  
acknowledge the Kepa 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.**

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