



# Parent Handbook

## 2024

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## *About Us*

Eglinton Out of School Hours care service (EOOSH) is a not-for-profit organisation managed by the Eglinton Public School Parents and Citizens Association.

EOOSH aims to provide a safe and nurturing environment for children. We offer quality care in a fun, leisure-based program which features both indoor and outdoor activities, suited to all school aged children.

Eglinton OOSH operates out of its own purpose-built modular at the rear of the school, with the use of the school playgrounds and facilities for outdoor play. EOOSH provides before and after school care during school terms and vacation care during the holidays and on pupil free days. The service closes for all public holidays and is shut for two weeks over the Christmas to New Year period. The purpose of the service is to create a caring and safe environment where children are free to choose from the program of activities on offer.

**Please keep in mind bookings are essential to ensure quality of childcare.**

## *Philosophy*

We strive to provide a safe and nurturing environment for children and are committed to providing a quality, leisure-based program that allows the children to choose how their time will be spent. We recognise that child-initiated play and planned activities are equally important aspects of a child's development. Through consistent routines, a purpose-built environment and an everchanging program, we aim to stimulate and engage children of all ages during their time at EOOSH.

EOOSH provides an interesting environment where children can be challenged and guided to develop skills in their social, physical, and cognitive development. We believe all children, irrespective of gender, culture and ability are unique and we aim to foster positive self-esteem in each child. Staff and management of EOOSH regard meeting the individual needs of all children and their families as a priority.

## *National Quality Framework*

EOOSH operates under the National Quality Framework and has been assessed under the Education and Care Services National Regulations. The service strives to meet the seven quality areas outlined in the National Quality Standards:

- Educational program & practice
- Children's health & safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Governance and Leadership

Our aim is to provide school aged children with high quality care that promotes learning and development with emphasis on play, social interactions, and recreation. The educators are committed to the principles and practices outlined in the My Time, Our Place framework for school age care in Australia, to support the prescribed learning outcomes. Children attending EOOSH are encouraged to have choice and control over their learning as they participate in program decision making, thereby, enhancing life skills and positively influencing attitudes towards citizenship.

### *Program*

EOOSH implements a collaborative approach to programming to meet the needs of every individual child and family. The children play an integral part in the program design and parent input is greatly appreciated and encouraged through frequent surveys. Our program focuses on the principles and practices of the Government's 'My Time Our Place' Framework for School Age Care in Australia, which encourage children to:

- have a strong sense of identity
- connect with and contribute to their world
- have a strong sense of wellbeing
- be confident and involved learners
- be effective communicators

The EOOSH program will include activities such as:

- art & craft
- outdoor sports, games & activities
- reading material
- indoor games
- construction
- dramatic play
- exploratory activities
- cooking

### *Vacation Care Excursions*

A variety of excursions are offered during vacation care periods. Activities and excursions planned for the upcoming holiday period are generally released two weeks in advance and can be found on the EOOSH Facebook page and are sent out individually to enrolled families.

Excursions are at an additional cost to the daily care fee. Excursion costs and departure times are published in the vacation care program. Planned excursions are compulsory for all children attending the service on that day.

## *Policies and Procedures*

Policies and procedures that underpin the EOOSH service are available at the service and upon request from the coordinator. As any policies are updated families will be kept informed of changes that will affect them and their children.

## *Staffing*

EOOSH employs a permanent full time Co-Ordinator who holds a bachelor's degree in education, as well as casual staff members, most of whom are studying degrees in education. The service works with The Australian Children's Education and Care Quality Authority (ACECQA) which requires the ratio of one educator to 15 children and provides at least three educators for every session. All staff employed by EOOSH are required to have a current Working with Children Check and those responsible for the care of children must also have current First Aid training including Asthma and Anaphylaxis.

## *Food*

Breakfast is available at before school sessions for children who arrive before 8:00am, afternoon tea is provided at after school sessions, and both breakfast and afternoon tea are provided at no additional cost. Our menu is provided in accordance with NSW health guidelines and is displayed in the OOSH area with any changes noted. We aim to provide a variety of nutritious snacks including seasonal fruits. Menus are updated seasonally, and changes are communicated to families through bi-monthly newsletters and the Facebook page. Water is always available, and children are encouraged to bring a refillable water bottle to the service. All staff are trained in food handling and safety.

**Please note** that EOOSH does not provide meals during vacation care (unless specifically stated in the program).

## *Requirements*

When attending EOOSH children are required to:

- wear closed in shoes
- wear shirts with sleeves (a polo shirt for Vacation Care can be requested at an additional cost upon enrolment)
- bring a broad-brimmed hat
- bring a water bottle

## *Enrolments and Bookings*

All families must complete the online enrolment form at [www.smartcentral.net](http://www.smartcentral.net), prior to being offered placement at Eglinton OOSH. If you do not have online access, please request an enrolment form from EOOSH staff. A copy of your child's Immunisation History Statement, Birth Certificate and proof of address must be supplied.

Children can be enrolled on a permanent or casual basis. To book a session you are required to contact the service at least 48 hours prior to confirm availability for the session you need. We are able to offer emergency care places, but these are limited and once full no further children can be accepted into a session.

Vacation Care bookings need to be made at least two weeks in advance to allow planning for excursions, additional resources, and sessions where meals are included.

Parents/Carers are required to notify EOOSH if their child is to be absent from the service on a day that they are booked in. This is essential to ensure children's safety and applies to all bookings (casual, permanent and vacation care).

Fees apply for non-attendance in certain circumstances:

- Permanent bookings: non-attendance will be charged at the standard fee for that session.
- Casual bookings: the full fee will only be charged if the booking is not cancelled prior to commencement of the session.
- Vacation care: a cancellation fee applies to non-attendance where a Medical Certificate is not provided.

### *Eligibility*

Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education. For more information see the EOOSH Priority of Access policy statement.

### *Use of the Service*

EOOSH is open to all primary school children (including those not attending Eglinton Public School), however bookings are essential as places are limited. Children may attend the service:

- on a regular basis - daily, weekly
- on a casual basis – as needed
- during school holidays

### *Inclusion Support Program*

EOOSH works closely with the NSW Inclusion Agency to build the capacity and capability of educators to address participation barriers for all children through implementing quality inclusive practices. Through this program, we can offer an additional educator to support children additional needs within our centre. Funding allows us to reduce our inclusion ratio to one educator per three inclusion children. More information will be supplied upon enrolment, as children with a diagnosis can be added to our inclusion program.

## Fees

Families may be eligible to receive subsidies through Centrelink. Our approval numbers are as follows:

- Before School Care 4-FYJG110
- After School Care 4-FVJGOZL
- Vacation Care 4-G03DGVJ
- Provider PR – 00007118

Fees are calculated weekly; any Centrelink subsidy is applied and then statements are emailed on a weekly basis each Thursday. Payment terms: fees are to be paid in full 14 days from receipt of statement. Payments are to be made electronically, directly into the EOOSH bank account. Alternatively, a direct debit arrangement can be made.

**A copy of EOOSH Fees Policy is available on request.**

**Please note** cash payments will not be accepted at the service.

### Schedule of Fees as of July 1<sup>st</sup>, 2023

Before and After School Care	Permanent	Casual
Before School Care	\$24.00	\$29.00
After school Care	\$26.00	\$29.00
Vacation Care	One day	Three or more days (fee per day)
Full day	\$70.00	\$60.00
Morning Session (8am-1pm)	\$55.00	
Afternoon Session (1pm – 6pm)	\$55.00	
Cancellation fee	\$30.00	

**Please note** that excursions and other activities in the vacation care program may incur an additional cost that are added to your account and are not eligible for any Centrelink subsidy.

**Banking Details:**      **BSB Number:** 062504

**Account Number:** 10459203

**Use your child's name as the reference**

## *Hours of Operation*

The before and after school service operates five days a week during school terms. Vacation care operates throughout the public-school holidays and on pupil free days.

- **Before school** 6.30am – 8.50am
- **After school** 3:25pm – 6:00pm
- **Vacation care**
  - Full day 8:00am – 6:00pm
  - Morning 8:00am – 1:00pm
  - Afternoon 1:00pm – 6:00pm

## *Collection Policy - Children's Security*

Only persons authorised on the child's enrolment will be allowed to collect children from Eglinton OOSH. If a court order is in place a copy must be provided to the service. Any changes of collection arrangements for your child must be submitted in writing to the service. Staff will require photo identification if children are being collected by an unfamiliar person. Children will be signed in by an educator at before school care and must be signed out when leaving after school care by the parent's assigned pin. Staff will sign children out at the beginning of the school day and sign them in at the beginning of after school care. The attendance register is a legal document, in addition to ensuring the security of children at the service, it is a record of attendance for the purpose of calculating Government benefits.

## *Behaviour*

The service upholds the same rules and expectations of behaviour as the school. We encourage respect for the rights of others and help to create a caring environment that accepts and values each child. Staff will provide positive guidance towards acceptable behaviour. Children who exhibit dangerous or destructive behaviour will be immediately sent home from the service, to maintain the safety of both staff and peers. Swearing and physical aggression will not be tolerated, and children may be subject to a short suspension from the service if required, as a consequence for negative and unsafe behaviours. EOOSH educators and the Co-Ordinator aspire to develop positive partnerships with families and will work together with the school and families to develop behaviour management plans if necessary to promote positive behaviours.

## *Sun Safety*

In line with school policy, children are required to wear a broad brimmed hat when outdoors during terms 1 and 4 (including vacation care periods). Daily UV ratings will be monitored throughout terms 2 and 3, children will also be required to wear a hat when the UV rating is 3 or above. Children who do not have a hat or wear a cap, will be directed to play indoors or in a shaded area. Sunscreen is

provided by the service for children who require, sensitive or hypoallergenic sunscreens must be provided by families if needed. Parents/carers must advise the coordinator if a child is not to apply sunscreen.

### *Health and Safety*

If your child is injured or becomes unwell at Eglinton OOSH, appropriate first aid will be administered. If necessary, a parent or carer will be notified and in the event of serious injury/illness an ambulance will be called. Staff will complete an accident or incident report providing details of the injury/illness which both the staff member and parent/carers will be required to sign.

**The cost of having an ambulance attend the service to care for a child will be the responsibility of the parent/carers.** Where a child requires medication while at Eglinton OOSH, a medication form must be completed and provided to the service via a staff member on duty. The medication **MUST** be given to the nominated supervisor in the original container with the child's name, dosage and use by date clearly marked. All medication will be stored in a secure location and only administered by a nominated staff member.

EOOSH must be advised of any medical conditions or specific health requirements for your child via a Medical Management Plan. A Risk Minimisation Plan must also be provided by a Medical Practitioner to best support your child whilst attending EOOSH. All EOOSH educators hold current First Aid, CPR and Anaphylaxis training and are qualified to administer asthma puffers or EpiPen's if required.

### *Emergency Procedure*

The safety and wellbeing of the children in our care is of utmost importance. Staff and children will be involved in regular emergency drills to ensure that all are aware of the emergency procedure, as outlined in our policy. The emergency and evacuation procedure at Eglinton OOSH is displayed on the wall leading on to the COLA area.

Please see the Emergency Procedure and Evacuation Policy for more details.

### *Support for Families*

The educators and management of EOOSH strive to support families to the best of their ability. Please feel free to approach us on any matter relating to your children and we will endeavour to assist. Direct contact may be made to the Co-Ordinator via the [epsooshoffice@gmail.com](mailto:epsooshoffice@gmail.com) email address and all emails will be replied to within a week of receiving. Immediate contact to an EOOSH educator may be made through calling or texting 0429 371 205, in which an educator will reply and if necessary, pass on your message to the Co-Ordinator. Parents/carers may find useful information regarding the service on the school website and/or our Facebook page.



### *Access to Policies*

All policies and procedures are available in the Policies & Procedures Manual at the service or by email upon request to the Co-Ordinator.

### *Complaints*

Eglinton OOSH values family feedback. If a parent/carer has a complaint or comment about the service, they are encouraged to speak with, or email [epsooshoffice@gmail.com](mailto:epsooshoffice@gmail.com) the EOOSH Coordinator, Zali Thurtell. If a suitable resolution cannot be reached, the Management Committee Chairperson should be contacted. Details are displayed at the EOOSH entrance.

### *COVID-19*

EOOSH follows all directions from NSW Health and the Department of Education regarding COVID-19 procedures. All children who display cold and flu symptoms will be sent home and require a COVID test before returning to OOSH, symptom free. Children may bring their own mask to EOOSH, or use one provided if necessary. All educators must wear a mask when interacting with your children and maintain the 1.5-meter rule, as outlined by NSW Health guidelines.

### *Required Documentation for OOSH Enrolment*

- Birth Certificate
- Immunisation records
- Court order Documents
- Diagnosis of Disability – Inclusion program
- Proof of identification (parents)
- Medical plans for Asthma and Anaphylaxis (parents will also need to sit down with our Coordinator to create a medical management plan)