

Nunawading Christian College

Outside of School Hours Care (OSHC) Parent Handbook



1. Important Contact Information

- **Email:** oshc@nunawading.vic.edu.au
- **Phone:** 03 9877 3555 (Ext: 2)
- **Mobile (during hours of operation):** 0431 844 547
- **Address:** 161 Central Road, Nunawading VIC 3131
- **Centre Manager & Nominated Supervisor:** Sonia Brown
(elcdirector@nunawading.vic.edu.au)
- **OSHC Coordinator:** David Urbaniak
- **Educational Leader:** Caitlin Edwards
- **OSHC Bursar:** Nadine Foulcher
- **OSHC Administrator:** Stacy Chetty

2. Our Philosophy

The centre's philosophy is built on the acronym **NCC OSHC**:

- **N**urturing
- **C**hrist Centred
- **C**ommunity
- **O**penness
- **S**upportive
- **H**olistic
- **C**haracter

This philosophy was developed with input from staff, students, and families to reflect a holistic, play-based, and faith-centred environment.

3. Hours of Operation

Service Overview

- **Target Audience:** Provides Before/After School Care and Holiday Club for students ages 5 to 12. (Students 13 & over, will need to be a individual conversation with the service Centre Manager)
- **Policies & Regulations:** Operates under the Nunawading Christian College ELC & OSHC Policies and Procedures.
- **Operating Hours & Rooms**
 - Before School Care (BSC): 7:00am – 8:30am (OSHC Room)
 - After School Care (ASC): 3:20pm – 6:00pm (OSHC Room)
 - Holiday Club: 7:00am – 6:00pm (OSHC Room)

Capacity Note: Students cannot be accepted outside operating hours or beyond approved capacity limits to protect Child Care Subsidy (CCS) entitlements.

4. Priority of Access for Enrolments

1. **First Priority:** Students or family attending Nunawading Christian College.
2. **Second Priority:** All other students (subject to availability) eg: NCC student friends that attend other schools.

New Families: Must register via the Online Enrolment Form on the school website.

[CLICK HERE: OSHC Enrolment Form](#)

5. Fees and Payments

- **Daily Fees:** Fees are reviewed bi-annually; current rates are available on the school website.
- **Payment Methods:** ***Direct Debit***, processed automatically every Thursday via **Xplor Debit Success**, ***PayNow*** through your Xplor app, ***Manual Payments***, Eftpos or bank transfers.
- **Child Care Subsidy (CCS):** Eligible families receive subsidies paid directly to the centre.
- **Late Fees per Child:** \$5.00 per minute, (6:01–6:15 pm) and \$10.00 per minute after 6:16 pm.
- [CLICK HERE: Fee Schedule](#)
- **Communication:** Families are encouraged to contact the centre immediately if they encounter difficulties paying their account.
- **Support:** Any financial issues should be discussed directly with the Bursar or the Centre Manager to find a resolution.
- **Consequences:** Continuous non-payment of fees may jeopardise your child's place at the Centre, as per our ***Payment of Fees Policy***.

6. Bookings, Cancellations & Attendance Rules

BSC & ASC Bookings

- **First-Day Rule:** New students or those absent for 14+ weeks must attend their first booked day to activate the CCS rebate, or full non-subsidised rates will apply.
- **Casual Bookings:** Subject to availability; must be canceled by 9:00am the day prior to avoid charges.
- **Permanent Bookings:** Charged for all booked days (including absences). Changing or canceling permanent bookings requires 2 weeks' notice.
- **Unexplained Absences:** If a child booked for ASC does not arrive by 3:30pm, staff will immediately contact parents to confirm safety.

Student Free Days & Public Holidays

- **Student Free Days:** Care is available and runs the same as Holiday Club, bookings can be requested through Xplor. Permanent BSC/ASC bookings falling on these days are canceled automatically at no cost.
- **Public Holidays:** Charged at 50% of the daily rate.

Holiday Club

- **Operating Details:** Runs through school breaks (excluding public holidays); program timetables are posted online in advance.
- **Excursions/Incursions:** Require minimum bookings and incur extra fees, CCS is claimed for the additional costs.
- **Cancellations:** Requires 7 days' notice via the Xplor app to avoid charges.
- **What to Bring:** Families must supply food, drinks, and hats daily.

7. Arrival, Departure & Safety

Signing In & Out

- **Xplor Home App:** Parents/guardians must use the contactless sign-in/out feature.
- **Authorised Contacts:** Non-parent collectors must be added as a "CONTACT" in the Xplor app to sign in using their own credentials on the OSHC iPad, this is set-up by parents.
- **Unscheduled / Alternate Pickups:**
 - **Email Admin First:** Send full details (name, phone number, relationship to child) of the person collecting your child to Admin.
 - **Photo ID Required:** The authorised person must present their physical driver's license upon arrival.

- **ID Verification:** Admin will photocopy the driver's license for record keeping prior to releasing your child.
- **Security Rules:**
 - Login details must never be shared.
 - Authorised pickup contacts must be at least 16 years old.
 - Students are not permitted to leave the grounds alone.

Custody Arrangements

- Court orders regarding parental access must be supplied to Administration and attached to enrolment records. Any updates must be submitted immediately.

8. Medical Requirements

This section highlights the services' commitment to maintaining a safe environment and outlines the following responsibilities for parents and guardians:

- **Written Authority:** Parents must provide written authority (included in the enrolment form) for staff to seek medical attention for their child if it is ever required.
- **Record Access:** All medical records for students are kept readily available for all staff members.
- **Annual Updates:** While parents are asked to check and update medical details annually, it is their ongoing responsibility to notify the service of any changes that occur throughout the year.
- **Action Plans:** Up-to-date medical action plans must be provided to the service annually if they apply to the child.
- **Attendance Restriction:** ***Students will not be allowed to attend the service if they have inaccurate medical forms or if their required medication has not been provided.***
- **Medication:** If a child is requiring medication to be administered, parents must provide the medication and complete a **Medication Authorisation Form**.

9. Health and Safety Procedures

- **Sun Smart:** Students must wear a hat that covers the ears and neck when outdoors. Appropriate clothing is also required to support our [**Sun Safe Policy**](#).
- **Digital Technology:** Parents and caregivers are **not permitted** to use mobile phones inside ELC/OSHC rooms or at any events. Students are not to have a smart watch or a mobile phone in the OSHC room, they must be kept in their bag at all times or locked in a safe cupboard as per our [**Safe Use of Digital Technologies and Online Environments Policy**](#)

10. Emergency and Grievance Procedures

- **Emergency Drills:** Evacuation procedures are practiced with students for one week every school term.
- Our service is fitted with smoke alarms, fire extinguishers and a fire hose and are maintained on a strict schedule.
- **Grievances:** Families are encouraged to discuss concerns with your Coordinator or the Centre Manager. Written grievances will be acknowledged within one working day, as per our [*Dealing With Complaints Policy*](#). Complaints and grievances received from students will be resolved in the same manner as parents.

11. Positive Guidance of Students

1. Core Principles of Guidance

- **Respect and Dignity:** Every child is treated with respect. Educators use a positive and encouraging tone of voice to guide students toward acceptable behavior.
- **Strengths-Based Approach:** Interactions focus on a child's strengths, efforts and knowledge.
- **Social Values:** Students are guided to develop successful social interactions and a sense of belonging within the "NCC OSHC" philosophy (Nurturing, Christ-Centred, Community, Openness, Supportive, Holistic, Character).

2. Positive Behaviour for Learning (PB4L)

Our service aligns with the college's values to intentionally develop four key traits:

- **Respect**
- **Responsibility**
- **Resilience**
- **Integrity**

3. Strategies Used by Educators

- **Intentional Teaching:** Educators use "teachable moments" to help students understand their own feelings and the feelings of others.
- **Redirection:** Instead of focusing on the "wrong" behaviour, students are gently redirected toward productive and engaging activities.
- **Role Modeling:** Staff model appropriate language and social interactions, showing students how to resolve conflicts peacefully.
- **Environment Design:** The learning space is organised to minimise triggers for challenging behavior and provide "large blocks of unstructured time" for child-initiated play.

4. Unacceptable Practices

Policies strictly prohibit:

- **Corporal Punishment:** The service does not use physical punishment of any kind.
- **Humiliation:** Belittling, shaming, or negative labeling of students is strictly forbidden.
- **Isolation:** Students are not isolated as a form of punishment; instead, they are supported to regain composure with an educator nearby.

Note: If a child requires additional support, the Coordinator works closely with families to create individual guidance plans, ensuring the child's social and emotional needs are being met effectively.

As per the services' Interactions with Children and Families Policy

12. Protective Care of Students

- **Responsibility:** The service has a responsibility to all attending students to defend their right to care and protection against neglect and abuse.
- **Procedures:** Clear procedures are in place to record and report any cases of suspected abuse.
- **Notification:** The Centre Manager will be notified and will be responsible for reporting the claim further.
- **Confidentiality:** All matters related to protective care are handled with strict confidentiality.

[CLICK HERE: ELC/OSHC Policies](#)