

Nunawading Christian College

Early Learning Centre Parent Handbook



1. Important Contact Information

- **Email:** elc@nunawading.vic.edu.au
- **Phone:** 03 9877 3555 (Ext: 2)
- **Address:** 161 Central Road, Nunawading VIC 3131
- **Centre Manager & Nominated Supervisor:** Sonia Brown
(elcdirector@nunawading.vic.edu.au)
- **Educational Leader:** Dayle Mauga
- **Explorers Teacher:** Nicole Xue
- **Inventors Teacher:** Andrea Gardiner
- **ELC Bursar:** Nadine Foulcher
- **ELC Administrator:** Prisca Jia

2. Our Philosophy

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

- **Nurturing**
- **Christ Centred**
- **Community**
- **Engaging**
- **Learning**
- **Creative**

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

3. Hours of Operation

- **Operating Hours:** 7:00 am to 6:00 pm, 2026 49 weeks
- **Classrooms:** Explorers (3 to 4 year olds), Inventors (4 to 5 year olds). Both classrooms have the capacity to deliver the School Readiness Program.
- **Groups:** Grouping occurs between 7:00 am – 8:30 am and 5:00 pm – 6:00 pm. If you are an Explorer family and your child arrives or is collected during these times, they will be in the Inventors room.
- **Holidays:** The centre is closed on public holidays, which are charged at 50% of the daily rate. The centre is closed on the Monday of the Melbourne Cup weekend. Monday families will **NOT** be charged for this day.

4. Priority of Access for Enrolments

During periods of high demand of places, the following criteria will be implemented to determine allocation of places:

High Priority: Children applying for Kinder Funding who fall into [Priority Access Guidelines](#)

Kinder Funding: All other children whose families will be allocating their Kinder Funding to Nunawading Christian College ELC.

***NOTE: Families can only opt in for funded kinder at one service at a time.**

Existing Family: Children or families already attending Nunawading Christian College, or children of current staff members.

5. Enrolment & Eligibility

- **Notification of Displacement:** If your child's place needs to be given to a family with a higher priority (as defined in the Priority of Access Guidelines), the centre will provide you with a minimum of **14 days' notice** by phone and in writing.
- **Waiting List Management:** If your requested days are unavailable, the ELC will discuss options such as changing days, remaining on the waiting list, or waiting for a booking cancellation.
- **Age Requirements: ***
 - **3YO Kinder:** Children must turn 3 on or before January 1st of the enrolment year unless an agreement has been reached by our Enrolments Officer.
 - (If your child is a late starter, this may result in 2 years of 3 year old kinder)
 - **4YO Kinder:** Child must turn 4 on or before January 1st of the enrolment year.
 - *Note: This differs slightly from the standard Victorian cut-off of April 30th to better support school readiness and NCC's age requirement for children to start in Foundation.*

[CLICK HERE: Free Kinder In a Long Day Care Environment](#)

6. Fees and Payments

- **Security Bond:** A \$1,000.00 bond per child is required to secure a place. This bond is held until de-registration (requiring two weeks' notice) and is held by the centre for a minimum of 8 weeks after a child leaves. (this give CCS time to make any rebate adjustments)
 - **Bond Forfeiture:** If a booking is decreased or you de-register within the initial 12-week 'Locked Period', your security bond will be forfeited.
- **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***.

7. Attendance and Bookings

- **Signing In/Out:** A legal requirement; only parents or authorised contacts (16+ years old) may sign children in or out using the **Xplor Home app**. Contacts are managed by parents/guardians through the Xplor app.
- **Absences:** Permanent booked days must be paid for even if the child is absent. Absences must be recorded in the Xplor Home app as soon as possible.
 - If a booked child has not arrived by 10:30 am, our team will call the family to do a check in.
- **Cancellations:** Permanent booking changes or discontinued enrolments require **two weeks' notice**.

8. Medical Requirements

This section highlights the centre's 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 children 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 centre of any changes that occur throughout the year.
- **Action Plans:** Up-to-date medical action plans must be provided to the centre annually if they apply to the child.
- **Attendance Restriction:** *Children will not be allowed to attend the centre 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

- **Immunisation:** "No Jab, No Play" legislation applies; an up-to-date immunisation history statement is required before starting, also an updated copy required when your child receives their next immunisation.
- **Food & Nutrition:** The ELC is an **Allergy Aware** service. Families must provide healthy morning tea, lunch, and afternoon tea. Canteen lunch orders are available through the school website. (Only available during school terms)
- **Sun Smart:** Children must wear a hat that covers the ears and neck when outdoors, a hat is provided on the first day. Appropriate clothing is also required to support our **Sun Safe Policy**.
- **Toilet Training:** Children are expected to be toilet trained before starting unless there is a developmental delay discussed with the Centre Manager. Sleep training pants are acceptable for rest time but must be supplied by the family.
- **Digital Technology:** Parents and caregivers are **not permitted** to use mobile phones inside ELC rooms or at ELC events.

10. Emergency and Grievance Procedures

- **Emergency Drills:** Evacuation procedures are practiced with children for one week every school term.
- Our centre 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 Classroom Teacher 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 children will be resolved in the same manner as parents.

11. Positive Guidance of Children

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 children toward acceptable behavior.
- **Strengths-Based Approach:** Interactions focus on a child's strengths, efforts and knowledge.
- **Social Values:** Children are guided to develop successful social interactions and a sense of belonging within the "NCC ELC" philosophy (Nurturing, Christ-Centred, Community, Engaging, Learning, Creative).

2. Positive Behaviour for Learning (PB4L)

The centre 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 children understand their own feelings and the feelings of others.
- **Redirection:** Instead of focusing on the "wrong" behaviour, children are gently redirected toward productive and engaging activities.

- **Role Modeling:** Staff model appropriate language and social interactions, showing children 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 centre does not use physical punishment of any kind.
- **Humiliation:** Belittling, shaming, or negative labeling of children is strictly forbidden.
- **Isolation:** Children 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 Classroom Teacher works closely with families to create individual guidance plans, ensuring the child's social and emotional needs are being met effectively.

As per the centres Interactions with Children and Families Policy

12. Protective Care of Children

- **Responsibility:** The centre has a responsibility to all attending children 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: Centre Policies](#)