

# Nunawading Christian College

OSHC Parent Handbook





# Important Contact Information

## OSHC Contact During Service Hours

7:00am - 8:30am 3:20pm - 6:00pm

Mobile: 0431 844 547

Phone: 03 9877 3555 (Ext: 2)

Email: [oshc@nunawading.vic.edu.au](mailto:oshc@nunawading.vic.edu.au)

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# Welcome



Welcome to the Nunawading Christian College Outside School Hours Care (OSHC) Service. The Nunawading Primary OSHC provides Before and After School Care and Holiday Club for children between the ages of 5 and 12.

The information in this handbook will assist you and your children in settling in and enjoying your experience with our service.

If you require further information after reading this document, please do not hesitate to contact the Outside School Hours Care staff, or Nunawading Christian College administration staff.

The Nunawading Christian College ELC and Outside School Hours service Policy and Procedures are available on our school website: [CLICK HERE: ELC/OSHC Policies and Procedures](#)  
**ELC Policies and Procedures covers all aspects of OSHC as they both come under the same service**

## Hours of Operation


	<b>Time</b>	<b>Room</b>
<b>Before School Care</b>	7:00am - 8:30am	Chapel Hall or ELC Explorers Classroom - Tuesdays
<b>After School Care</b>	3:20pm - 6:00pm	Chapel Hall
<b>Holiday Club</b>	7:00am - 6:00pm	Chapel Hall

The service is unable to accept any children over the approved places. To do so would risk the service's CCS entitlements. **Children will not be accepted** into care outside of the above-mentioned hours.

# Our Philosophy



Our Statement of Philosophy has been developed with the staff and children, and was put together during the latter part of 2023. This philosophy encompasses our close connection with the school and what it means to be part of the OSHC community.



## NCC OSHC Philosophy

**N**URTURING  
**C**HRIST CENTRED  
**C**OMMUNITY  
**O**PENNESS  
**S**UPPORTIVE  
**H**OLISTIC  
**C**HARACTER



# Priority of Access

All enrolments received by Nunawading OSHC will be accepted in accordance with the Commonwealth 'Priority of Access Guidelines'. Any applications for enrolments received after all places are taken will go onto a waiting list. As vacancies arise, the priority of access guidelines will be applied to place children into the service.

If day/s requested are not available, then Nunawading OSHC will contact parents/guardians and discuss the following options:

- Change of days (subject to availability)
- The child's place on the waiting list
- Cancellation of a booking enabling the child to enter care

Parents will be notified by phone if their place is to be given to a higher priority child. This notification will be given with a minimum of 14 days notice.

## Priority for allocating places:

First Priority	A child at risk of serious abuse or neglect
Second Priority	A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act.
Third Priority	Working parents requiring 5 days of care
Fourth Priority	Children or family attending Nunawading Christian College
Fifth Priority	Any other child

# Confidentiality and Privacy

Nunawading OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and school are kept in a secure place.

CCS assessment notices, enrolment forms, attendance sheets, attendance amendments, payment sheets and medical certificates will be kept in the Centres office. This information is only accessed by, or disclosed to, those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

All photography and/or filming of children will only be allowed with written permission from the parent/guardian/approved person and remain the property of the service.



# Child Care Subsidy (CCS)

Nunawading OSHC supports a fee system that is affordable and accessible to all families. Clients of the service are eligible to receive reduced fees when they register with the Family Assistance office for Child Care Subsidy (CCS).

CCS for all eligible families will be paid directly to the service and a reduced statement will be received by those eligible families.

## **Common reasons why the government would stop your CCS payments:**

- You have not completed in full your assessment for the current financial year.
- Your prior year tax return has not been completed.
- Your child's immunisations are not up to date.

Parents can register by calling Centrelink or by completing your assessment online through MyGov.

## Statement & Collection of Fees

Family statements are available to the primary carer only (CRN holder) through their Xplor Home app. Payments must be made by the due date advertised fortnightly to parents.

For an up to date schedule of fees, please visit:

[nunawading.vic.edu.au/early-learning-centre/enrolment-fees/](http://nunawading.vic.edu.au/early-learning-centre/enrolment-fees/)

*Fees are reviewed at the beginning and middle of each year, any increases will be advertised 4 weeks before being applied.*

## Payment Options

The payment options available to parents/guardians are:

1. Xplor Debit Success - automatically processed every Thursday (set-up through your Xplor Home app) [CLICK HERE: Direct Debit Information](#)
2. Manual payment process through the Xplor Home app, PAYNOW under finance
3. Eftpos or credit card payments can be made at the ELC office.
4. Payments can be made by direct deposit into NCC ELC's bank account, by electronic funds transfer (EFT).

**Please ensure you use your child's name as your reference in the description if paying by EFT.**

## Account Details for Bank Transfer

Account Name: NCC ELC  
Account Number: 298607  
BSB: 033-112



# Non-Payment of Fees

Nunawading OSHC encourages parent/guardian/approved persons to contact the service if there is a problem with paying their account. Any difficulties encountered in paying the account should be discussed with the Bursar or the Centre Manager. Continuous non-payment of fees may jeopardise your child's place at the service.

## Late Pick-up Fee

Collection of children between 6:01-6:15 pm - **Fee: \$5.00 per minute per child**

Collection of children after 6:16 pm until collected - **Fee: \$10.00 per minute per child**

Please be aware that this fee is not claimable through your Child Care Benefit.

Staff will endeavour to contact the families/caregivers or emergency person nominated. If late fees are incurred on three occasions within a term, the family's ongoing enrolment will be reviewed.

## Bookings, Cancellations, Absent Days

Bookings and cancellations are essential.

Casual bookings will only be accepted where and when vacancies are available. Casual bookings must be cancelled by 9am the day prior to avoid being charged. Casual bookings can be requested through the Xplor Home app.

Fees are payable for all permanent booked days including absent days. Absent days **MUST** be recorded in the Xplor Home app by the parent/guardian as soon as you know your child will not be attending their booked day.

Change of a permanent booking or discontinued enrolment requires two weeks' notice. If no cancellation is received or cancellation is made after the specified time, the session fees will be invoiced.

### **ABSENT DAYS/THE IMPORTANCE OF MARKING YOUR CHILD AS ABSENT IF NOT ATTENDING THEIR BOOKED SESSION:**

*It is a Child Safe requirement that if a booked child has not arrived at ASC by 3:30pm, the OSHC team will contact the child's parent/guardian to check if the child was collected after school.*

## New Families

All new families need to register through our Online Enrolment Form, this can be found on our school website. <https://nunawading.vic.edu.au/our-community/outside-school-hours-care>

For booking or cancellation queries, please contact Administration on:  
phone: 03 9877 3555 (Opt 2) or email [oshc@nunawading.vic.edu.au](mailto:oshc@nunawading.vic.edu.au).





# Student Free Day

Care is available on student free days, booked separately as per Holiday Club through the Xplor Home app.

**Permanent BSC or ASC bookings that fall on a student free day will be cancelled and at no cost to the family.**

# Public Holidays

Public holidays are charged at 50% of the daily rate.

# Holiday Club

Nunawading OSHC runs a school holiday program for students at the College. The program runs throughout school holidays, excluding public holidays.

The timetable of activities for holiday care will be published on the school website, prior to school holidays.

Excursion and Incursions are subject to booking numbers. All excursions/incursions will incur an additional cost.

Food, drinks and hats are to be supplied by families each day.

**Bookings:** All bookings are requested through the Xplor app and approved by Admin in accordance with availability.

**Absent Days:** Must be requested through the Xplor app.

***(It is a government requirement that new children or a child that has not attended in the past 14 weeks must attend their first booked day to activate their CCS rebate. If a child does not attend on their first booked day, their account will be charged at the full daily rate until their first attended day to activate their CCS rebate)***

**Cancellations:** 7 days notice is required for cancellations of HC bookings to ensure you will not incur out of pocket costs. Any cancellations outside of 7 days of the booking, will be recorded as an absent day and will be charged accordingly. All cancellations are processed through your Xplor app. (To request a cancellation, please mark your child as absent for the day you would like to cancel and it will be assessed and processed accordingly. Xplor notifies Admin of the time & date your absent/cancellation day is requested)



# Signing In and Out

Accurate attendance records need to be kept, as this is a legal requirement of the Department of Education and Training. Only parents/guardians, or their authorised representatives are permitted to sign children in or out of the service.

## **IMPORTANT NOTE:**

Only parents/guardians will be able to use contactless sign in/out using the Xplor Home app. All other authorised persons must be set up by the parents/guardians in the Xplor Home app as a 'CONTACT'. A Contact will use their own details to sign in/out on the iPad. This is a very important step in our process of ensuring **ALL** children are leaving our service with a safe and authorised person.

## **IT IS A BREACH OF OUR SECURITY POLICY IF YOU SHARE YOUR LOGIN DETAILS**

**WITH ANY OTHER PERSON.** If you require someone other than an already authorised person to collect your child, please add them as a 'CONTACT' on the Xplor Home App, or call the office - 9877-3555 (Opt 2) and follow the steps in the next section, Alternate Pick Up Arrangements.

### ***Authorised person/s must be 16 years or over.***

No children will be permitted to leave the service/school grounds alone.

# Alternate Pick Up Arrangements

If a parent is aware that they are unable to pick up their child by closing time, they need to organise another authorised person to collect their children.

If an existing authorised person is unable to collect a child then the parent can give verbal or written consent (email) for another person to come and pick up their child. They must give the staff member the unauthorised person's name, relationship to the child, address and phone number.

An alternate authorised person can be set up through your Xplor app as a 'Contact', which is managed by parents and not the service.

The unauthorised person's photo identification must be verified by an OSHC staff member and will be photocopied and kept on file before they can sign the child out.

### ***All authorised person/s must be 16 years or over.***

# Custody

The service will abide by any existing court orders issued by the Australian Family Court where a child attending the service is not living with both parents. A copy of the court order must be attached to the enrolment form or supplied to Administration. Families need to provide legal documentation for any changes to a court order, as soon as possible.



# Protective Care of Children

Nunawading OSHC has a responsibility to all children attending the service to defend their right to care and protection against abuse and neglect. Procedures are in place to record and report any cases of suspected abuse. The Centre Manager will be notified and will report the claim further. All matters will be kept confidential.

## First Aid

All permanent staff will have a current First Aid Level 4 CPR, asthma and anaphylaxis training qualifications, which meet the Children's Services National Regulations.

The service will ensure that a First Aid kit is maintained in effective order at all times on the premises in a position readily accessible to staff in an emergency.

## Medical Details

Nunawading OSHC aims to provide a safe environment in which children may play free from harm. In the event of an accident, trained staff will apply appropriate First Aid.

Parents/guardians are required to provide written authority (included in the enrolment form) for staff of the service to seek medical attention for their child if required. All children's medical records will be kept readily available for all staff.

Parents/guardians will be asked to check and update children's medical details annually. However it is the parent/guardian's responsibility to notify the service of any changes throughout the year.

Parents/guardians must provide the service with up to date medical action plans if these apply annually.

Parents/guardians need to provide the school with any required medication, and complete the relevant Medication Authorisation Form.

Children with inaccurate medical forms or no medication provided will not be allowed to attend the service.

## Sun Smart

Nunawading OSHC has a responsibility to keep the children safe and protected at all times. This is especially important when children are outside and need protection from harmful ultraviolet radiation (UVR) of the sun.

The service will ensure that all children and staff attending are aware of the Sun Smart policy and procedures.

The Sun Smart program will be followed throughout the year and the UV levels are checked everyday to determine the use of sun protection.

All children attending the service must bring with them their school hat, as it is a requirement for them to wear a hat that covers their ears and neck.



# Nutrition

Nunawading OSHC aims to promote healthy eating habits. The service will respect and support any special dietary requirements of individual children.

Healthy breakfast and afternoon tea will be provided for Before and After School Care.

Holiday Club, healthy morning tea and lunches must be provided by families. At morning tea, children are encouraged to eat fruit, vegetables and other healthy snacks. Children are encouraged to eat other snacks at lunch time after their main lunch is finished.

# Staff

Nunawading OSHC acknowledges that professional staff results in a high quality service. It is important that each family feels comfortable with the staff members supervising their children.

Nunawading OSHC staff members are offered opportunities for appropriate training to provide high quality education & care for all children. Nunawading OSHC requires all staff members to be suitably qualified, experienced and meet the requirements of the regulatory authority.

# Positive Guidance of Children

Nunawading OSHC provides a safe, positive and stimulating environment. Our service encourages responsible and constructive behaviour in all children. We firmly believe the management and guidance of children's behaviour is a critical part of providing a quality service.

Behaviour management strategies will always respect the child's rights, whilst at the same time being appropriate to the individual child's stage of development.

Staff will provide a consistent approach to the guidance of children's behaviour and will intervene to prevent inappropriate behaviour.

Rules will be clear, child focused and easy to understand. Staff will endeavour to communicate and work with the children displaying inappropriate behaviour to understand and discuss the issues. When appropriate, child/ren will be redirected into a positive experience.

# Emergency Procedures

Nunawading OSHC aims to provide a safe environment for all children and staff. Personal safety and security of all children is of prime importance while in attendance at the service.

Smoke alarms and fire extinguishers have been installed and are maintained. Emergency evacuation procedures are clearly displayed on the entrance of the service and emergency evacuation will be practised with the children each school term.



# Dealing with Complaints

Nunawading OSHC will seek to foster positive relations between all families and staff. Every parent has the right to a positive and sympathetic response to their concerns.

Solutions will be sought to resolve all disputes, issues and concerns that affect the day-to-day wellbeing of the service in a fair, prompt and positive manner. If parents/guardians/approved persons have a concern about the service, they can discuss the issue with the Administration or put any concerns in writing.

Any grievance received will be acknowledged within one working day of receipt. All grievances will be handled in a confidential manner. If required, please see our Dealing with Complaints Policy, available on our school website under:

[\*\*CLICK HERE: ELC/OSHC Policies and Procedures\*\*](#)

Complaints received from children will be resolved in the same manner as parents in accordance with our policy.