



**TheirCare**  
Where Kids love to be!



## Parent Information



All you need to know about **TheirCare**.

# Welcome to TheirCare

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**TheirCare** provides a stimulating and safe environment for all children, an environment where children come and enjoy their time in their program. During session time children develop life skills, friendships, confidence and creativity through play.

## Our Philosophy

At **TheirCare** we pride ourselves on providing a safe, educational, stimulating, nurturing and caring environment. **TheirCare's** purpose is to incorporate the needs, interests and learning development of children whilst in our care, to ensure all children and families have a sense of belonging.



# Using the Service



## How to Enrol and Book

Full enrolment instruction can be found at [www.theircare.com.au](http://www.theircare.com.au). Registration and service bookings/cancellations are easily managed through our convenient mobile phone app or web portal.

## Booking Your Child into a Service

Permanent bookings can be made on the same days every week that simply carry out throughout the year.

Casual bookings are irregular based on your needs. The most cost effective way to use the service is to book 7 days in advance. Late bookings (that is a booking made within 48 hours of a service incurs a small late fee).

## Late Booking

Bookings made within 48 hours of the session will incur a small late fee.

## Late Pick Up

A late pick up fee of \$1.00 per child per minute will be charged if a parent or guardian is late for pick up.

## Cancellations

Booking can be cancelled up to 48 hours before the session without charge. Cancellations within 48 hours of the session will incur a small cancellation fee.

## Customer Service

Your **TheirCare** service coordinator is your primary contact for any assistance or to raise any concerns about bookings, fees or the program. A highly visible information board at your service contains an escalation path for any issue you believe has not been satisfactorily resolved.

## How to Pay

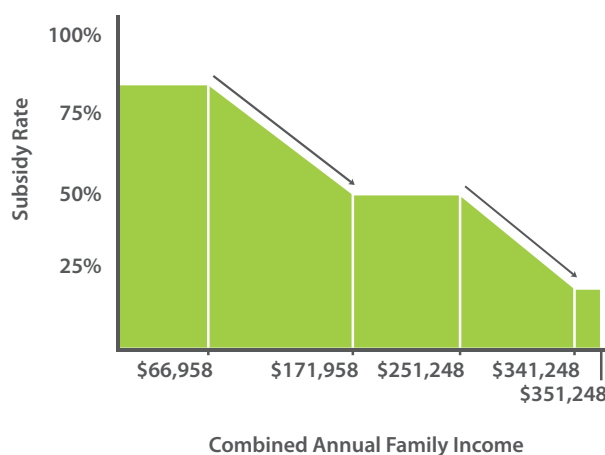
Payments are made by Direct Debt from a nominated bank account. Parents are charged weekly in arrears with a statement available online.

## Fee Assistance/Rebates

The Australian Government provides significant fee relief to Australian families who utilise approved childcare services via the Child Care Subsidy (CCS) program.

You **ONLY** pay the 'out of pocket' costs for your children to attend a **TheirCare** session. You will need a CRN (Centrelink Customer Reference Number) for yourself and your child(ren) and you have to update your details at [my.gov.au](http://my.gov.au). If you do not have a CRN you can apply via [my.gov.au](http://my.gov.au) or call Centrelink on 13 61 50.

The CCS will be based on an income assessment and activity test conducted by Centrelink and is designed to further reduce the cost of child care for low to middle income earners. Relief for up to 85% of the fees is available. The graph below provides some guidance as to the amount of CCS available based on family income.



# Engaging & Fun

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## **TheirCare Educators**

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**TheirCare** educators are motivated, well trained and professional and their focus is your children.

All team members have:

- Valid working with children checks (or equivalent)
- First Aid level 2
- Training in anaphylaxis and asthma
- CPR
- Food safety

## **Holiday Program**

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Holiday programs may be operated for each service depending on demand and School preferences. All details of daily activities, incursion and excursions will be advertised online 5 weeks prior to the School holiday commencing.

Children will need to wear appropriate clothing for all day care, they will also need to bring their morning tea, lunch and a drink bottle. All other requirements will be advertised on the holiday program flyer and online, pricing will also be advertised online and on the flyer.

## **Programming**

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Planned and unplanned activities are available at every session. Activities are planned based on the children's interest, needs and developmental stages.

Examples:

- Cooking experience
- Science experiments
- External workshops (incursions)
- Day to day activities such as Lego, building blocks, drawings, creative play and dance
- Themes
- Building models such as aeroplanes, cars, ships and houses
- Physical activities (outdoor play)



# Care Policies

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## Food

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All cultural needs are considered.

Before school care meals include a selection of cereals, wholemeal bread, fruit and milk. Sometimes we offer alternatives such as pancakes and toasties.

After school care meals include fresh vegetables, fruit, fresh sandwiches, wraps, dips, crackers, rice, pasta and soups.

## Medical Conditions

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All children with asthma, allergies and anaphylaxis MUST provide the service coordinator with a medical action plan signed by a Doctor. The medical plan must be updated every 12 months and an acknowledgement must be signed on a yearly enrolment form if no changes to the medical action plan have been made.

## Medication

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All children with asthma, anaphylaxis and allergies MUST have the medication at the service. Children with medical conditions that attend with no action plan or medication will be sent home.

If your children require once off medication, a medication authorisation form will need to be signed by the parent/guardian and medication MUST be labelled with the child's name, required dosage, time, date and storage requirements.

## Collecting Your Child

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**TheirCare** has prepared a drop off and collection policy specific for each School and it is important you follow this at all times. A copy of the policy is on display at the service or is available from your service coordinator. Importantly:

- All children must be signed out by an authorised person listed on the enrolment form as an emergency contact person.
- Parents or guardians must inform the service coordinator if an alternative person will be picking up the child/ren, including their details.
- If the person picking up the child/ren is NOT on the enrolment form they must provide identification on arrival. NOTE: if the service has not been informed of the person picking the child up the child will NOT be released.
- **TheirCare** will not allow child/ren to walk home unsupervised from the service.

## Feedback

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**TheirCare** welcomes all feedback. We accept direct feedback to the service coordinator or escalated to the area manager and we also provide a feedback dropbox on our website for anonymous suggestions. We see this as a source of partnership driving to improve or maintain quality at each service.

## Legislated Requirements and Compliance

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**TheirCare** is guided by the National Quality Standards and My Time, Our Place framework. Regular audits of performance are conducted by both service coordinators and operations management.

## Privacy

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**TheirCare** ensures your personal information is NOT shared. All hard copy material will be kept in locked storage and all data will be securely protected.

# Our Values Make SENSE

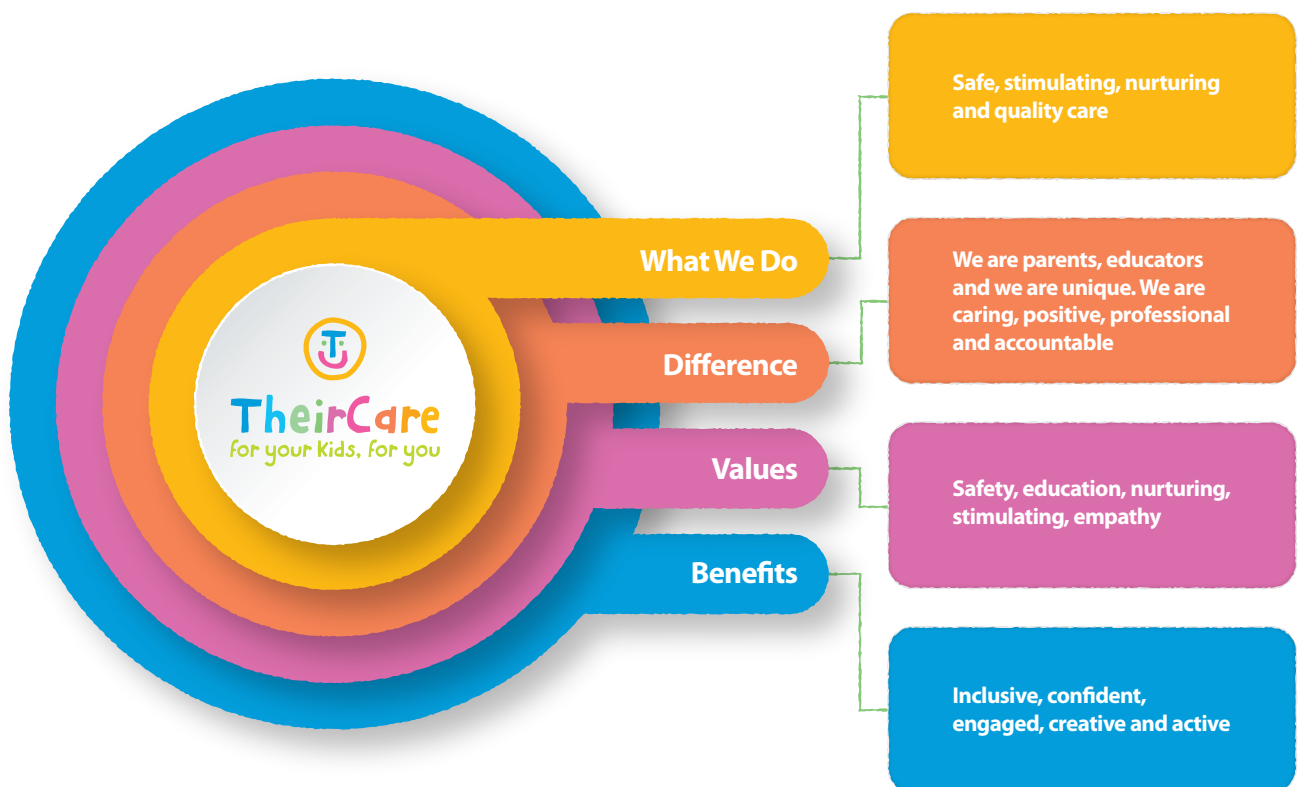
**Safety** *Decisions and action are established around safety*

**Education** *Children learn and experience something new every day*

**Nurturing** *Children have a sense of belonging and trust*

**Stimulating** *We motivate and encourage children to be and do their best*

**Empathy** *Every child is important*



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