Our Commitments

Underpinning **everything** we do at TheirCare

Fun

Children love coming to TheirCare because we create fun, energetic and interesting activities. Quality programming is paramount.

Presentation

Our physical spaces are clean, safe, organised and provide a range of resources for children. We take pride in our presentation and in creating a warm and welcome space.

Engagement

Every child will feel included and listened to. Connection with families and schools is central to our success.

Relationships

Meaningful relationships are built by being respectful and genuinely caring about others. We encourage feedback to help shape our improvement.

Safety and Compliance

Quality and safety underpin everything we do. We are always audit ready.

Our Values

Why do we exist?
To enrich communities

How do we behave?
Caring Engaged Open

What do we do?
Exceptional care focused on children

Full details of TheirCare's values, procedures, policies and terms and conditions are outlined in our Parent Handbook, available on our website.

If you have any questions, please visit our website, speak with one of our friendly Educators at your school, or contact Customer Support on 1300 072 410 or info@theircare.com.au

www.theircare.com.au

Get more info, including fee structure and FAQs here!

Exceptional Before & After School Care and amazing School Holiday programs!

Welcome to **TheirCare!**

TheirCare provides a stimulating and safe environment for all children and young people, 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.

We pride ourselves on providing a safe, educational, 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.

TheirCare
Where Kids love to be!

Our Programs

Intentional (planned) and spontaneous (unplanned) experiences are available at every session. Experiences are developed based on the children's interests, needs and developmental stages and designed to keep children engaged and active. We love to include:

- Cooking
- Science experiments
- Incursions
- Daily activities such as Lego, building blocks, drawing, creative play
- Various themes (sustainability, world and cultural special events)
- Art, craft, music, drama and dance
- Physical activities and sports
- Outdoor play

Holiday Program

Most TheirCare services run a special program during the school holidays, filled with excursions, incursions and special activities. For more information, speak with your Service Coordinator or visit our website for details and to book in. If your school's TheirCare service doesn't run Holiday Program, you can easily book in at a neighbouring school! Our website can direct you to the closest TheirCare Holiday Program, or if you're unsure, speak with one of our Educators in service.

Our Educators

TheirCare educators are engaged, caring and open. We strive to provide a welcoming environment where our kids feel safe, valued and included.

All educators have a valid Working with Children Check or the state equivalent, First Aid Level 2 Certification including CPR, asthma and anaphylaxis training, Mandatory Reporting Training and Food Safety certification.

Food, food food!

Food is a wonderful way to connect and celebrate life!

At TheirCare we embrace various cultural and dietary requirements. Breakfasts include a selection of cereals, wholemeal bread, fruit, yoghurt, and milk. Sometimes we offer alternatives such as pancakes, toasties, and TC breakfast burritos! Afternoon teas can include fresh vegetables, fruit, sandwiches, wraps, dips, crackers, rice, pasta and soups.

Medical Management Plan and Medication

All children who have been diagnosed with a medical condition including allergies, food or chemical intolerances, anaphylaxis, asthma, epilepsy will need to provide:

- A completed Medical Management Plan, signed by a doctor and with a colour photo of the child.
- Medication must come in its original packaging and labelled with the child's name, required dosage, time, date and storage requirements.

*For all legal requirements and terms and conditions, please visit our website.

Collecting your child at the end of the day

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

- TheirCare will not allow child/ren to walk home unsupervised from the service.
- All children must be signed out by an authorised person listed on the enrolment form.
- Please note there is a late pick-up fee of $1.00 per child per minute once the service close time has passed.

More info about the day to day running of our services can be found at **TheirCare.com.au/families**

Using our service

Enrolment

Enrolment can be completed online at **TheirCare.com.au** and takes 10 minutes. You will need some information and documents on hand to complete the process:

- Centrelink CRNs for yourself and the child you are enrolling
- Credit card or bank account details for direct debit purposes
- Emergency contact details
- Details of authorised nominees for drop off and collection
- Doctor, Medicare, immunisation details for your child
- Any medical or health details for your child

Scan this to enrol today!

Easy booking options

Permanent, regular bookings can easily be set up for the same day(s) of each week. Casual one-off bookings can also be made.

While we always work hard to meet demand, we do have availability limits at our services due to room sizes (particularly for Holiday Program) - we recommend booking as far in advance as possible to secure your place.

Please note, it helps us plan and ensure we deliver an engaging, high-quality session if we know how many kids will be attending, so please book in advance when you can!

Late bookings and cancellations

Bookings made within 48 hours of the session will incur a small late fee. Cancellation of a booking within 48 hours of the session will incur a small fee. This amount varies across services, please refer to your Service Flyer for details or chat with the Educators at your school.

Fee payments

Payments are made by direct debit from a nominated bank account and charged weekly in arrears. An online statement is issued and emailed weekly.

Customer service

Your Service Coordinator is your primary contact for any assistance or to raise any concerns. There is also a board at your service that contains contact info.

Our TheirCare HQ Customer Service Team are available for any questions or queries you may have, and can assist with enrolment, bookings and any other questions!

They are available from 6:30am – 9pm weekdays (EST) on **1300 072 410** or **info@theircare.com.au**

Child Care Subsidy

The Australian Government provides significant fee relief to Australian families who utilise approved childcare services via the Child Care Subsidy (CCS) program. You will **ONLY pay the 'out-of-pocket' costs** for your children to attend.

Relief for **up to 90% of the fees is available for eligible families.** The amount of CCS you receive is based on your families' income and hours of recognised activities you do, as well as the age of your children and the type of childcare you use. There is also additional support for some families, including where a grandparent/s are the primary carer, families moving from an income support payment to work, and those experiencing temporary hardship. To check your eligibility and claim the CCS visit ***my.gov.au***. For step-by-step instructions to claim the subsidy visit the TheirCare website. Our Customer Service Team are also able to help you with any questions and any further information.