Serious Stuff

Medical Management Plan & Medication

All children who have been diagnosed with a medical condition including allergies, food/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.

Please note it is a legal requirement under the Education & Care National Regulations and part of our Terms and Conditions to provide this information.

In the interests of child safety, care may be refused on the day should the appropriate documentation or medication or medication not be supplied.

Keeping safe

Collecting Your Child

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.

Importantly:

- ☑ 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.
- ☑ In the event that parents or guardians organise an alternative person to pick up their child who is NOT on the enrolment form, the service MUST be notified in writing beforehand of the person's details.

  The person doing pick up must provide identification on arrival.

NOTE: if the service has not been informed of the alternative pick up person, the child will NOT be released.

TheirCare
Where Kids love to be!

Yay!

If you have any questions, please speak with one of our friendly Educators or call Customer Support on 1300 072 410.

TheirCare
Where Kids love to be!

Welcome to TheirCare

HANDBOOK FOR FAMILIES

Our Philosophy

TheirCare exists to enrich communities. We provide exceptional care focused on children. We value being caring, open and engaged.

The foundations of our care philosophy centre around the My Time, Our Place Framework and we adhere to the National Quality Standard for Early Childhood Education and Care.

We incorporate the needs, interests and learning development of all children in our care, to ensure children and families have a sense of belonging and engagement.

About TheirCare

What to Expect at TheirCare

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

We take pride in creating warm and welcome spaces for the children. We invest in quality resources that are regularly replenished.

At TheirCare every child will feel listened to. Connection with families and schools is key to our success.

Quality and safety underpin everything we do. During session time children develop life skills, friendships, confidence and creativity through play.

Fun!

TheirCare 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.

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

TheirCare Educators

TheirCare educators are engaged, caring and open.

Educators have:

- ☑ Valid Working with Children Checks or the state equivalent
- ☑ Child Care First Aid
- ☑ Mandatory Reporting Training

Food Glorious 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!

Yum!

Afternoon teas can include:
fresh vegetables, fruit, sandwiches, wraps, dips, crackers, rice, pasta and soups.

Using the Service

How to Enrol & Book

Enrolment instructions and access to book/cancel sessions can be found at **theircare.com.au**

Easy Booking Options

Permanent bookings can easily be set up for the same day(s) of each week.

Alternatively, casual bookings can be made based on your needs.

Late Bookings & Cancellation Fees

A small cancellation or late booking fee is incurred for bookings. This amount varies across services. Please refer to your Service Flyer for details. Please note, it helps us greatly to deliver a high-quality service if you book in advance.

Late Pick-Up

A late pick-up fee of $1.00 per child per minute is charged once the service close time has passed.

Customer Service

Your Service Coordinator is your primary contact for any assistance or to raise any concerns. A highly visible information board at your service contains an escalation path for any issue you believe has not been satisfactorily resolved. TheirCare Support Team is available between 6:30am – 9pm weekdays (Eastern Standard Time) on 1300 072 410 or info@theircare.com.au

Payment

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

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.

To claim the CCS you need a CRN (Customer Reference Number) for yourself and your child/ren and to update your details at my.gov.au

If you do not have a CRN you can apply via Centrelink.

The CCS is based on income assessment and activity tests conducted by Centrelink. Relief for up to 90% of the fees is available for eligible families. Families with a combined income of $530,000 are not eligible.

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