

# FAMILY HANDBOOK

Enriching children's lives

Team Kids



TeamKids is a premium OSHC provider enriching children's lives before school, after school and throughout the school holidays.

WE MAINTAIN HIGH STANDARDS IN EVERYTHING WE DO.

Our child-centred approach provides you with the comfort of knowing your child(ren) are in safe hands and being enriched at every opportunity.



## INNOVATIVE TEAMKIDS CLUBS

Each day is a new adventure! We extend and enrich each child's passions and interests through our TeamKids Clubs. Children nominate to join clubs at no extra cost.



## FUN EXPERIENCES

TeamKids run educational play-based programs that are child-centred, fun and maximise opportunities for enriching and extending each child's learning and development.



## REMARKABLE EDUCATORS

When attending TeamKids, your children are cared for by our passionate, highly experienced & trained educators.



## INVOLVED IN THE COMMUNITY

TeamKids builds and maintains respectful, collaborative relationships with families and schools.



## HEALTHY & NUTRITIOUS FOOD

We provide healthy, nutritious and delicious food each morning and afternoon.



## GENUINE RELATIONSHIPS

From the moment you walk through the door, TeamKids provides an atmosphere that is welcoming, safe, relaxed and inclusive.



## REMARKABLE PROGRAM MANAGEMENT

We work closely with our services to ensure they have all the support and resources to deliver a remarkable program.



# ADDITIONAL INFORMATION

## HOW TO ENROL

It's easy to set up your TeamKids account! To do so head to our website: [teamkids.com.au](http://teamkids.com.au). You'll be required to set up an account by clicking the register button. We can only accept children that are fully registered with TeamKids and have provided any required additional documents.

## CHILD CARE SUBSIDY

All our programs are Child Care Subsidy (CCS) approved and may apply to your TeamKids bookings. Centrelink uses your family's annual adjusted taxable income and working hours to determine the percentage of subsidy you are eligible for. For further information about CCS, please visit our website or speak with our Customer Service Team on 1300 035 000.

## DELICIOUS MORNING & AFTERNOON TEA

We provide healthy, nutritious and delicious food each morning and afternoon. Our healthy menus cater for food allergies, intolerances, cultural diversity and promote healthy eating. Seasonal fruit and vegetables are served throughout the session with daily specials. During the school holidays - Bring your own lunch!

## FAMILY FINANCIAL SUPPORT

We appreciate the relationships which we create with families and local communities. Hence, we encourage parents always to let us know if they are going through any financial troubles. Where possible, we will work with families to find a reasonable solution. For a confidential conversation call our Customer Service on 1300 035 000.

## HOURS OF OPERATION - THORNBURY PRIMARY

SERVICE	TIMES	COST TO PARENTS	AFTER MAX CCS*
Before School Care	7:00 AM – 8:45 AM	\$16.00	\$2.40
After School Care	3:30 PM – 6:00 PM	\$20.00	\$3.00
Pupil Free Days	7:00 AM – 6:00 PM	\$65.00	\$9.75
Holiday Program	7:00 AM – 6:00 PM	\$65.00 plus exp fee‡	\$9.75‡

\* Child Care Subsidy can provide up to 85% off your fees. \*\*Fees & Hours of operation may be subject to change.

‡Experience/Activity fees will apply.

## BEFORE & AFTER CARE

### NO ENROLMENT FEE

We encourage all families to register with TeamKids, so we do not charge an enrolment fee for our Before & After Care service.

### BOOKINGS & CANCELLATIONS

You can make bookings and cancellations online up until 11:59pm the day before the session. For any bookings or cancellations after this time, please contact the service directly on their designated mobile phone which can be found on our website.

For cancellations made on the day of the session commencing you will be charged the full session fee minus CCS.

In the event of a medical illness, please email a medical certificate to [info@teamkids.com.au](mailto:info@teamkids.com.au) WITHIN 48 HOURS of the absence to receive a credit for the booking.

There are no charges for cancellations made before the deadline.

### LATE BOOKING FEE

For any bookings made on the day of the session commencing an additional \$2 late booking fee will be charged. This will be included in the attendance sessions total fee. To avoid late surges in bookings, we encourage families to book earlier so that we can staff, plan experiences and resource accordingly.

### STATEMENTS & PAYMENTS

For Before & After Care, you will be charged every 2 weeks in arrears via EziDebit. A statement will be emailed to your nominated email address on Monday and payment will be processed the Wednesday following.

## HOLIDAY CARE

### ADMINISTRATION FEE

For Holiday Programs there is a \$5 administration fee per family for each holiday period.

### BOOKINGS & CANCELLATIONS

You can make bookings and cancellations online up until 11:59pm the day before the session. For any 'on the day' bookings or cancellations, please contact head office directly on 1300 035 000. If you cancel your booking before 8am the day before you were due to attend, this session will be credited to your TeamKids account. For cancellations made on the day of the session you will be charged the full fee minus CCS. In the event of a medical illness, please email a medical certificate to [info@teamkids.com.au](mailto:info@teamkids.com.au) WITHIN 48 HOURS of the absence to receive a credit on your TeamKids account for the booking.

### LATE BOOKING FEE

For any bookings made on the day of the session commencing an additional \$5 late booking fee will be charged per session. This will be included in the attendance sessions total fee. To avoid late surges in bookings, we encourage families to book earlier so that we can staff, plan experiences and resource accordingly.

### STATEMENTS & PAYMENTS

Please note that TeamKids will process payment weekly in arrears on a Thursday via EziDebit. A statement will be emailed to your nominated email address on Monday and payments will be processed the Thursday following.