



PARENT INFORMATION PACK



Keysborough
Gardens
Primary

BEFORE CARE | AFTER CARE | HOLIDAY CARE

A BIG WELCOME

Big Childcare Pty Ltd is a part of the exciting Outside School Hours Care (OSHC) industry. The directors are Ted and Sian Hatzakortzian, both of whom are highly experienced in Before School, After School and Holiday Care. Ted has been involved in the industry for over 15 years. Sian is a qualified teacher who also holds a Bachelor of Business. We are delighted to partner with your school!



OUR VISION

Big Childcare is a leader in the OSHC Industry; our team is professional, experienced, nurturing and committed to providing a supportive and transparent environment for families, where their feedback and support is highly valued. We provide exceptional quality Before School, After School and Holiday Care, for school-aged children which meets the health, safety and wellbeing needs of the children and families in the community. We believe in making our programs engaging, diverse, physically active and fun, where children's learning can be scaffolded, so that they reach their full potential. Through these experiences children will develop a range of lifelong skills including building on their social and emotional wellbeing.

Children are valued and respected as individuals and central to our programs. The programs we offer are developed in conjunction with educators, schools, the community, children and families. They are critically reflected upon and evaluated to ensure we are providing positive experiences that are age-appropriate and extend on the needs of every child.

OUR **big** VALUES[®] CHILDCARE



"It's easy to make decisions when you know what your values are"
Roy E Disney

HOW TO ENROL?

Enrolling your child in our program is easy. Please see the options and steps below.

OPTION 1 - Traditional Paper Enrolment Form



Paper enrolment forms are available from our centres (which can also be downloaded from our website) and need to be filled out completely (along with providing Big Childcare with a copy of your child/ren's immunisation details) to have a valid enrolment. This method is great for those who do not have internet or computer access.

OPTION 2 - Online Electronic Enrolment



This is the quickest and easiest way to enrol for Big Childcare.

1. Go to www.bigchildcare.com and click on 'Online Enrolments'
2. For NEW families to My Family Lounge (MFL), click on the REGISTER button on the right. You will then be taken through the process.
Note: For EXISTING MFL members, please skip this step and go to step 3, below.
3. Log into your MFL account and tell us about you, your child and what bookings you are after, so that we can help you.
4. Once you have completed and submitted your enrolment form via the MFL portal you will be able to make bookings. If you have requested permanent bookings, we will come back to you within 48 hours and advise if we have a spot. We will then ask you to accept the offer.
5. Whether you are a new or existing family, it is really important to submit your child's immunisation forms and any medical management plans or court orders. This completes the enrolment and is required by the Australian Government. Without it, you will not be able to book your child into our program. This can be done by scanning and submitting a copy online as an attachment to your enrolment, or by handing a copy to your Centre Manager.

If you have any questions, please come and speak to our educators based at your school, check out our website www.bigchildcare.com or call our friendly Head Office staff on 03 8682 9400.

BIG SAVINGS FOR YOU

What is the Child Care Subsidy?

The government offers financial assistance to families who require child care known as the Child Care Subsidy (CCS).

Three things will determine a family's level of CCS available:

1. Combined family income
2. Activity level of parents
3. Type of child care service



Some basic requirements must be satisfied for an individual to be eligible to receive CCS for a child. These include:

- the age of the child (must be 13 years or under and not attending secondary school)
- the child meeting immunisation requirements
- the individual, or their partner, meeting residency requirements.

You can estimate what your subsidy might be by using the below online estimator. <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Important to Note

All families are encouraged to set up a MyGov account as this is an avenue used to confirm all bookings/enrolments into the OSHC service. **Once your enrolment has been processed by our Enrolments Team you will be asked to log into your MyGov account (Centrelink section) to confirm your CCS enrolment with Big Childcare.** If you are entitled, CCS is paid directly to services – in your case Big Childcare.

If you have not used Big Childcare for 8 weeks or more, please contact your Centre Manager (or Head Office) to re-activate your CCS enrolment. You will then need to confirm Big Childcare as your service provider again, on your MyGov account.

FREQUENTLY ASKED QUESTIONS



Q What can I expect from Big Childcare?

A You can expect a professional, caring and safe environment at Big Childcare programs. Our educators are friendly and love working with children by getting to know each child individually. All our educators have Working With Children Checks and relevant industry qualifications. We have first aid qualified staff on hand at every centre. We value our relationships with families, children and the school and like to help out with school events wherever we can.

Q What sort of experience will my child be involved in?

A Our activities are based on the current framework for primary aged children called 'My Time, Our Place' which encourages our managers to plan experiences around the individual needs and interests of each child. Our activities involve craft, cooking, sport activities, indoor/outdoor play, community linked visits and much more. We strive to develop the social and emotional capacity and lifelong skills in children, that will give them an advantage amongst their peers.

Q Will my child be given meals/snacks?

A Every Big Childcare centre that offers Before School Care provides breakfast for children that arrive before 8am. In our After School Care program, we base our food choices on the nutritional needs of the children, as well as their individual medical conditions (allergies) and likes/dislikes.

Q How are payments processed?

A Statements are sent via email to families every week before Direct Debit payments are processed. These are processed one week in advance from the bank account nominated by the family, using Debitsuccess.

Q Are there any Direct Debit Surcharge Fees?

- There is a once off charge for initial direct debit charged by Debitsuccess known as an Admin Fee of \$2.20
- For direct debits, a dishonor fee is charged if a payment is declined. This is charged by Debitsuccess, not Big Childcare at \$14.95.
- There is a surcharge fee per transaction per bank account of \$0.88
- There are surcharge fees for Visa/Mastercard transactions at 2.35%, per transaction.

Q Will I get charged if I cancel permanent bookings?

A A cancellation/notification of absence made with more than 48 hours' notice, will not incur the session fee. Notification of an absence made with less than 48 hours' notice, will not incur the session fee, if a medical certificate is provided. All other cancellations with notification of an absence made with less than 48 hours' notice, will incur the session fee.

Holiday Care booking payments cannot be refunded.

Please be assured that special circumstances are always taken into consideration.

Q Do you charge late pick-up fees?

A Yes we do, to cover the additional costs related to staffing. We charge \$15 per fifteen minutes or part thereof if you collect your child after our closing time however, special circumstances are always taken into consideration.

Q What if I have further questions about the program?

A We welcome you to discuss further questions directly with your Big Childcare Centre Manager or alternatively please call our friendly Head Office team on 03 8682 9400.



YOUR BIG CENTRE

CONTACT DETAILS

Centre Manager	Eunike
Centre Mobile	0421 897 819
Centre Manager Email	keysboroughgardens@bigchildcare.com

OPERATING TIMES

Before School Care	6.30am to 8.45am
After School Care	3.30pm to 6.30pm
After School Care	3.00pm to 6.30pm (Wednesday)

SESSION FEES

Before School Care	\$22.00*
After School Care	\$25.00*
Holiday Care	Starting at \$65.00 for incursions

*Plus \$2.00 for casual booking

THESE FEES DO NOT REFLECT THE DISCOUNTS AVAILABLE TO FAMILIES THROUGH THE CHILD CARE SUBSIDY. FAMILIES ARE ABLE TO APPLY FOR THE CHILD CARE SUBSIDY VIA CENTRELINK SO THAT THE ACTUAL FEE PAYABLE MAY BE LOWER, DEPENDING ON AN INDIVIDUAL FAMILIES' CIRCUMSTANCES.

CONTACT US



Head Office 03 8682 9400



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