



Pitt Town New OOSH Service

Dear Parents and Carers,

As stated in the August Newsletter our school has partnered with an independent provider **TheirCare** to provide **Before and After Care** services to our school community onsite at Pitt Town Public School in the new hall.

The service is aiming to begin operation from Monday October 10, the first day of Term 4 2022.

The program services the children in the school from **6:30am** in the morning until **8.15am** and operates from **2:40pm** each day until **6:30pm**.

TheirCare will also be providing a Vacation Care program for each holiday break.

Families wishing to use this service can visit the **TheirCare** website: <http://theircare.com.au/>. Families are also eligible for a Government rebate which reduces the cost per session. Further information can also be obtained by ringing TheirCare on: 1300 072 410.

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

If you ever plan to use this service, even for casual visits, it is advised to register now as it is free to register and there are no enrolment fees.

Information to help with accessing this service:

- A welcome video to **TheirCare** is available through <https://theircare.com.au/theircare-video/>
- How to register video- <https://vimeo.com/518026345>
- How to book video- <https://vimeo.com/518027442>

The following pages include information on the following:

- Program Information Flyer 2022
- Parent Handbook
- BASC \$500 voucher

Kind regards,

Angus Lamont

Principal



Amazing Before + After School Care Programs

Pitt Town Public School



About the program

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

Pitt Town Public School has partnered with **TheirCare** to provide quality care, flexibility and commitment to deliver on our promise to your school community.

Operation Times		Fees*	Out of Pocket	Average^
Before School Care	6:30am – 8.15am	\$19.00	\$3.13 - \$19.00	\$3.11
After School Care	2:40pm - 6:30pm	\$26.00	\$3.90- \$26.00	\$4.03
Pupil Free Day	6:30am – 6.30pm	\$60.00	\$9.00 - \$60.00	\$12.65
Holiday Program	6:30am – 6.30pm	\$60.00	\$9.00 - \$60.00	\$12.65
Cancellation/late Fee	Within 24 hours	\$3.00	\$3.00	
Cancellation Fee	Same Day	Full Fee	See BSC/ASC	

Service Phone Number: 0419 999 226 Your service coordinator will be available during session times. TheirCare support is available during office hours if required on 1300 072 410

How to Enrol

Visit **TheirCare** website: www.theircare.com.au and click on 'Book Now' in the top right hand corner to register your child's details.

*Standard fees excluding incursion / excursion costs

^Based on ABS published average family income for the suburb the school is located



Parent Information

Welcome to TheirCare

TheirCare provides a stimulating and safe environment for all children, where children come and enjoy their time in a program that will engage and keep them active. 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.



Engaging & fun



TheirCare Educators

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



Programming

Planned and unplanned activities are available at every session. Activities are planned based on the childrens' 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
- Art and craft
- Physical activities (outdoor play)
- Music and dance
- Environment

It's all about the fun

Whether it is before school care, after school care or our awesome holiday programs, your children will be engaged.

Our spaces are clean and inviting and we invest in quality resources that are replenished to keep you children active and engaged.

Care Policies



Food

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



Medical Conditions

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

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

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

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

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

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.

Using the Service



How to Enrol and Book

Full enrolment instruction can be found at www.theircare.com.au. Registration and service bookings/cancellations are easily managed through our convenient 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. It helps us deliver a high quality service if you book in advance.

Late Booking

Late bookings may incur a late booking fee. Check your school's Program Information Flyer for further details.

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

Bookings can be cancelled up to 24 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

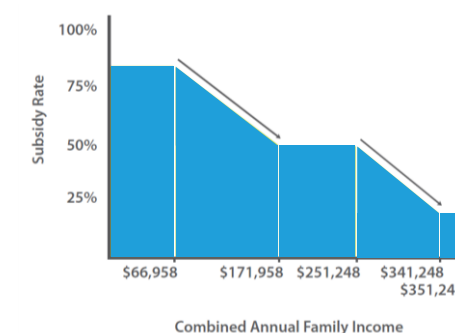
Payments are made by Direct Debit from a nominated bank account. Parents are charged weekly in arrears with a statement available online.

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



t: 1300 072 410 e: info@theircare.com.au w: www.theircare.com.au

Podium 2, Tooronga Village
766 Toorak Road, Glen Iris, VIC, 3146
Approved Provider No: PR-40011145



GET YOUR \$500 BEFORE AND AFTER SCHOOL CARE VOUCHER NOW!!

How to redeem

From this morning parents will be able to apply for and redeem their \$500 voucher from ServiceNSW as part of the Before and After School Care voucher program.

Once you have a copy of your voucher please email a copy and the unique code info@theircare.com.au and we will apply the voucher to your account and confirm that it has been successful.

You will be able to monitor your account balance and credit usage via the TheirCare parent portal which can be accessed here www.theircare.com.au

How to apply

- Select the 'Apply online' button (include link)
- Log in, or create your MyServiceNSW Account.
- Follow the prompts to apply for the voucher.
- If successful, you will:
 - find the voucher under the 'Vouchers' section of the Service NSW app and in your MyServiceNSW Account.
 - receive an email from Service NSW with the voucher available to download and print

Having trouble redeeming your voucher?

We know sometimes these things can be tricky. Our awesome customer support team is available between 6:30am and 9.00pm Monday to Friday. Give us a call on 1300 072 410 and we can walk you through the process.

Did you know?

Every family with children at a NSW primary school is eligible for one voucher per child, which will provide each child with approximately 60 sessions of free care. (depending on your normal out of pocket charges)

Not currently enrolled?

If you're not already registered with TheirCare, it's not too late, simply visit www.theircare.com.au and select 'Book Now' on the menu to start your registration or call our customer care team on 1300 072 410!

A typical day of fun at TheirCare

TheirCare OSHC programs are fun, inclusive and create a sense of belonging.

Every session has a minimum of one planned activity. Every child can be involved in self-directed play such as sport, STEM, environment, music, cooking, art or games with stations set up during every session.

Holiday Programs focus on 'creating experiences' for children and includes excursions, incursions and in-house programming to create variety of choice and the right value for money for parents

TheirCare provides nutritious, healthy and fresh food at every session, with fruit, vegetables and water available throughout the duration of every session.



Sport

STEM

Games

Music

Clubs

Cooking

Art

Nature