



FAMILY HANDBOOK

Enriching Children's Lives

REMARKABLE • GENUINE • FUN • INNOVATIVE • INVOLVED

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.



ENRICHING EXPERIENCES



ENGAGING & FUN EDUCATORS



INDUSTRY LEADING RATIOS



COMMUNITY INVOLVEMENT



NUTRITIOUS & DELICIOUS FOOD



CHILD-CENTRED PROGRAMS

ROWVILLE PRIMARY SCHOOL HOURS OF OPERATION

SERVICE	TIMES	COST	AFTER MAX CCS*
Before School Care	6:30 AM - 8:30 AM	\$17.00	\$2.55
After School Care	3:15 PM - 6:00 PM	\$27.00	\$4.05
Holiday Program	7:00 AM - 6:00 PM	\$70.00	\$10.50

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



FUN EXPERIENCES

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



Our educators draw on their knowledge of each **individual child's** current interests, skills, strengths, ideas, cultural background, and abilities to develop our programs. We are deliberate, purposeful and thoughtful in our decisions and actions, **seeking opportunities** to enrich each child through open-ended questions, interactions and positive feedback.

GENUINE RELATIONSHIPS

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



At every opportunity, we aim to promote **child agency** and help to shape their innate **leadership skills** through a variety of in-house leadership opportunities and fun, engaging rewards programs.

INNOVATIVE - TEAMKIDS CLUB

As an industry first, TeamKids Clubs operate every after-school session with each day offering something different. Children can join any club they like at no extra charge, promoting child agency and developing individual passions as well as making after care an exciting, vibrant place to be.

These clubs have been **developed by educators** to be fun, enriching, engaging and educational. Depending on the school, we run coding clubs, S.T.E.M. clubs, construction clubs, cooking clubs, super-sports clubs, chess clubs, homework clubs, gardening clubs and more.



REMARKABLE EDUCATORS

When attending TeamKids, your children are cared for by highly experienced and trained educators.

Our full-time Director of Service is **highly experienced** in the field, and their number one priority is fun – your child will love the experiences we have on offer every day at TeamKids. The Director of Service is the key link between OSHC, your school and its community.



REMARKABLE PROGRAM MANAGEMENT

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

Systems are in place for the high quality, efficient management of each service with robust processes in place to **deliver enriching and engaging** educational based programs each and every day.

INVOLVED IN THE COMMUNITY

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

We offer a range of additional services designed to support the community, **build school pride and spirit**, and assist fundraising efforts. These include gift vouchers, donations or the provision of on-site activities like our bubble soccer equipment for fetes and carnivals, completely free of charge.



HEALTHY & NUTRITIOUS FOOD

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. We promote **child agency** throughout our meal and snack times.

ADDITIONAL INFORMATION

HOW TO ENROL

It's easy to set up your TeamKids account via our website: 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 of our programs are Child Care Subsidy (CCS) approved and may apply to your TeamKids bookings. Your family's annual adjusted taxable income and working hours will 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 always love to have the kids around, and we appreciate the relationships which we create with families and communities where we are located. Hence, we encourage parents always to let us know if they are going through any financial troubles. We will where possible work with families to find a reasonable solution. For a confidential conversation call our customer service team by calling us on 1300 035 000.

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 'on the day' bookings or cancellations, please contact the service directly on their designated mobile phone which can be found on our website.

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

Cancellations made within 48 hours of the session starting will incur the normal fee as an allowable absence and will be charged accordingly. There are no charges for cancellations made before the deadline.

LATE BOOKING FEE

For any bookings made within 24 hours of the session commencing an additional \$5 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 payments will be processed the following Wednesday.

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

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

If you cancel by 8am the day before you were due to attend, this will be credited to your TeamKids account.

LATE BOOKING FEE

For any bookings made within 7 days 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 processes all payments in full for Holiday Program in ADVANCE every Thursday. TeamKids will provide you with a statement to advise when your payment will be processed.