FAMILY HANDBOOK



ENRICHING CHILDREN'S LIVES

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

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

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.



See you soon!

Find out more about our services at your
teamkids.com.au | 1300 035 000

ADDITIONAL INFORMATION

HOW TO ENROL

It's easy to set up your TeamKids account! To do so head to 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 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 – CRANBOURNE WEST PRIMARY

SERVICE	TIMES	COST TO PARENTS	AFTER MAX CCS*
Before School Care	**6:30 AM – 8:45 AM**	**$28.27**	**$2.83**
After School Care	**3:15 PM – 6:15 PM**	**$35.89**	**$3.59**
Curriculum Days	**6:30 AM – 6:15 PM**	**$73.96**	**$7.34**
Vacation Care	**6:30 AM – 6:15 PM**	**$73.96 ‡**	**$7.34 ‡**

*Child Care Subsidy can provide up to 90% off your fees. **Fees & Hours of operation may be subject to change. ‡Experience/Activity fees

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 and After Care service.

BOOKINGS & CANCELLATIONS

You can make bookings and cancellations online up until 2pm on the day of the session (pending availability). 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.
Cancellations made within 48 hours of the session commencing will incur the normal fee as an allowable absence and will be charged accordingly.
In the event of a medical illness, please email a medical certificate to info@teamkids.com 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 within 48 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 payment will be processed the Wednesday following.

HOLIDAY CARE

ADMINISTRATION FEE

There is a $5 administration fee per family for each holiday period.

BOOKINGS & CANCELLATIONS

You can make bookings and cancellations online up until the session start time on that day (pending availability). 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. Cancellations made within 48 hours of the session commencing will incur the normal fee as an allowable absence and will be charged accordingly. 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.
There are no charges for cancellations made before the deadline.

LATE BOOKING FEE

For any bookings made within 7 days 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 payment will be processed the Wednesday following.