



WELCOME TO **BIG** CHILDCARE



Who are we?

Big Childcare is a trusted Outside School Hours Care (OSHC) provider. Our directors Ted and Sian Hatzakortzian have served families for over a decade in the industry, delivering a unique and holistic service across Australia. But we are more than just an OSHC service! At Big Childcare we pride ourselves on ensuring every child's needs are put first, to give them a sense of belonging and safety, whilst of course having loads of fun!

We can't wait to meet your child, get to know them and ensure they have a great time when they are with us!

What is oshc?

OSHC stands for Outside School Hours Care which your school has outsourced to us because we have expertise in providing Before School, After School, Curriculum Day and Holiday Care. We operate in partnership with schools so that you can drop your children off before heading to work or pick them up after your finish, knowing they are well cared for by our team.



WHAT WE OFFER

Fun and Engaging Programs

Kids love coming to us, as they know they'll have loads of fun! With non-stop new and engaging experiences on offer, our educators design and plan experiences to suit the individual needs and interests of every child.

Kids can expect a wide selection of themed activities as well as permanent experiences which include, arts & craft, sports, indoor/outdoor play, cooking, games, imaginative play, music, drama, community linked visits and much more!

Before & After School Care

From the moment your child enters our program, whether it be before school to start the day right, or after school to recharge - they will be made to feel welcome, comfortable and safe.

Before and after school is a crucial part of the day to help develop social and emotional skills in all our children and we are there to support them in their educational journey.

- Big Childcare Specials -

V.I.P

Our VIP Program provides a range of supportive measures for new kindergarten students and their families.

We allocate a dedicated VIP Educator during the Summer holiday program and the first few weeks of Term 1, to implement the tools required to support successful transitions for our VIP kindergarten children.

The main role of the VIP Educator is to provide a welcoming environment for the kindergarten children and their families. Feedback on this special program has been highly commendable from our new families.



Big Active aims to increase the physical activity in our services, whilst making sure it's all still fun and games!

We have a team of sports specialists who visit the services after school and during the holidays to run games and skill-based challenges. It has been incredibly popular with the kids and their families.



Holiday Care

When the school holidays come around the kids are always excited to come to us, as our programs offer fun that memories are made of.

It's a great option for working parents but also those that want to give their kids new and exciting experiences! Be assured that the Holiday Care we offer is the best service going around! We line up an amazing variety of excursions and incursions to choose from, with exclusive access to many experiences.



Nutritious & Yummy Meals

Our kids often say they LOVE our food! So for those early birds who arrive at Before School Care before 8.00am, a delicious breakfast will be on offer to get them energised for school.

We have a variety of cereals, breads and spreads on offer as well as special mornings, featuring pancakes, eggs and plenty of other appetizing options.

Then 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. Our kids get to have a big say as to what's on the menu planner! We always ensure children have enough to eat, to give them the energy they need to get on with the activities they love.



Experienced & Passionate Educators

Our educators are friendly and passionate about working with children and we cannot wait for you to meet them. They love getting to know each child individually whilst committing to providing a supportive and safe environment.

Our team at school will have current Working With Children Checks and relevant industry qualifications, with a first aid qualified member of staff on hand at every centre.

We value our relationships with families, children and the school so you may even see our staff helping out at school events too! Please come and say hello!



ENROL NOW!

it's FREE!



Enrolment Guide

How to attend?

To attend our program, you must first enrol your child.

Once enrolment is complete, you can then make a booking to secure a spot in advance for your child. Follow these 3 simple steps:

1. Enrol:

★ ENROL



ENROL NOW

- a) Enrol online by clicking or scanning the QR OR
b) Visit bigchildcare.com/enrol

Preparing for Enrolment:

Please have the required documents and info. ready to ensure a smooth enrolment experience:

- ✓ Current immunisation record from Medicare or the Australian Immunisation Register (AIR)
- ✓ Any medical documents (such as an action plan signed by a doctor if your child has asthma, allergies and anaphylaxis)
- ✓ Any documentation relating to sole parenting, custodial orders etc.
- ✓ Centrelink Customer Reference Number (CRN) of: 1) parent/guardian and 2) child
- ✓ Access to MyGov
- ✓ Have your payment details ready



2. Book:

● BOOK NOW

- a) Book online using your new XAP account OR
b) Contact us via email, mobile, or in person at our centre.

3. Apply for Child Care Subsidy



Scan QR code or call [Services Australia](http://ServicesAustralia.gov.au) on 13 61 50 between 9am and 5pm (local time) weekdays to apply. **You must confirm Big Childcare as your service provider on your MyGov account.*

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CHILDCARE

Enrolment and Bookings

Permanent Bookings:

For children who use the service on a weekly basis, permanent bookings are considered to be at least one session per week for an entire term or more.

Casual Bookings:

A casual booking is a one-off booking that occurs occasionally and is not part of the permanent booking schedule for that child.

Casual bookings can be made by contacting your centre manager via phone call, text message or email.

Cancellations:

Bookings can be cancelled up to 48 hours prior to the session without incurring a session fee. For cancellations within 48 hours of the session, you will be charged the full fee, less any Child Care Subsidy you are entitled to, unless you are able to provide a medical certificate.

Payment:

How to pay:

Payments can be made by Direct Debit via our third-party provider, Quick Pay.

When will I be charged?

For Direct Debit payments, families are charged weekly in arrears. Statements will be emailed on Fridays to your email address registered in your XAP account. Your bank account will be automatically debited with the amount you owe each Monday.

Payment Processing:

Big Childcare invoice in arrears from the bank account nominated by the family using Quick Pay.

Statements are sent on a weekly basis prior to direct debit the following week. EFTPOS Payments can be arranged with your centre manager.



**Payments will be direct debited*

Family Handbook:



Scan or click QR code to download the important information you need to know before attending our program.

Centre Contact

Contact Number	(03) 8682 9400
Centre Email	eastvictoriapark@bigchildcare.com

	Operating Hours	Session Cost	Casual Booking
Before School Care	6:45am to Bell Time	\$30.00	\$35.00
After School Care	Bell Time to 6:00pm	\$35.00	\$40.00
Holiday Care	7:00am to 6:00pm	\$80.00	
Staff Development Day	6:45am to 6:00pm	\$80.00	

+ Additional activity fee applies for excursions to cover any venue admission and transport costs



Your cost of care may be reduced by up to 85% with Child Care Subsidy. To find out if you are eligible, scan the QR code or call Services Australia on 13 61 50 between 9am and 5pm (local time) weekdays.



Big Childcare Head Office

☎ 03 8682 9400

🌐 www.bigchildcare.com



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