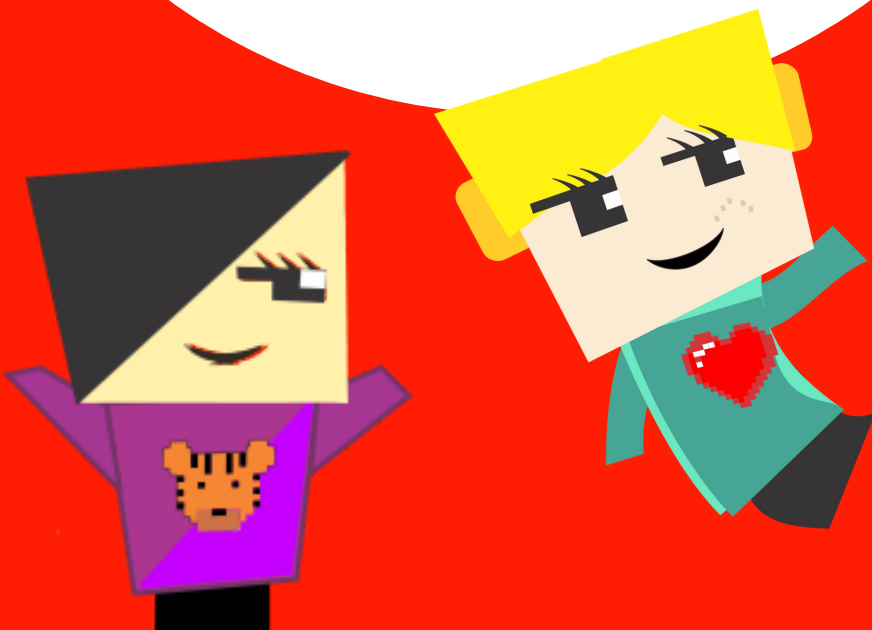




WERRIBEE CAMPUS

# PARENT INFORMATION PACK



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 capacity.

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 every child.

### OUR **big** <sup>®</sup>VALUES CHILDCARE



Children are  
our priority



Customer  
Service



Teamwork



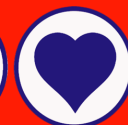
Don't be evil



Innovation



Results



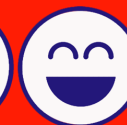
Passion



Systems



Quality



Fun

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

# HOW TO ENROL?

Enrolling your child/ren in our program should be easy. Please see the options and steps below.

## OPTION 1 - Traditional Paper Enrolment Form



Paper enrolment forms are available from our centres (or can 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](http://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. 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, complete and submit the Enrolment Form via the MFL portal.
5. Whether you are a new or existing family, it is really important to submit your child's immunisation forms. This completes the enrolment and is re-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](http://www.bigchildcare.com) or call our friendly Head Office staff on 03 8682 9400.

# BIG SAVINGS FOR YOU

## What is the Child Care Subsidy?

From 2 July 2018, a NEW Child Care Package known as the Child Care Subsidy (CCS), providing more support for more families, was introduced.

The package includes the new CCS, which replaces the previous Child Care Benefit (CCB) and Child Care Rebate (CCR). The CCS is paid directly to services – in your case Big Childcare. There are also changes to the annual cap which will make child care more affordable for most families.

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

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 the residency requirements.

## What to do next?

You can estimate what your new subsidy might be by using the easy online estimator to find out what it means for your family. The estimator is easy to use and only takes a few minutes. Please go to the Centrelink website for more information [www.humanservices.gov.au/individuals/centrelink](http://www.humanservices.gov.au/individuals/centrelink)

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.

Please visit [education.gov.au/childcare](http://education.gov.au/childcare) for more information or speak to your dedicated Centre Manager.

# 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 EziDebit.

## Q What if I have further questions about the program?

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

# YOUR BIG CENTRE



## Contact Details - WERRIBEE

Centre Manager Name Josh Hanna  
Centre Mobile 0466 280 430  
Centre Manager Email [hccwerribee@bigchildcare.com](mailto:hccwerribee@bigchildcare.com)

## Hours of Operation & Fees

Before School Care \$17.50 6.30am to 8.30am  
After School Care \$19.00 3.10pm to 6.30pm

Add \$2.00 extra for non-permanent/  
casual bookings

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



[www.facebook.com/bigchildcare/](https://www.facebook.com/bigchildcare/)



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[www.bigchildcare.com](http://www.bigchildcare.com)