



Outside School Hours Care Wodonga Primary School

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Who is **TheirCare**?

- 30 years of combined industry experience, over 180 schools
- We build partnerships and contribute funds to your school
- Lifting the standard of OSH Care

Who is **TheirCare**?

- [Sonia Zakhour Papaluca](#) – National Operations Manager



TheirCare
for your Kids, for you

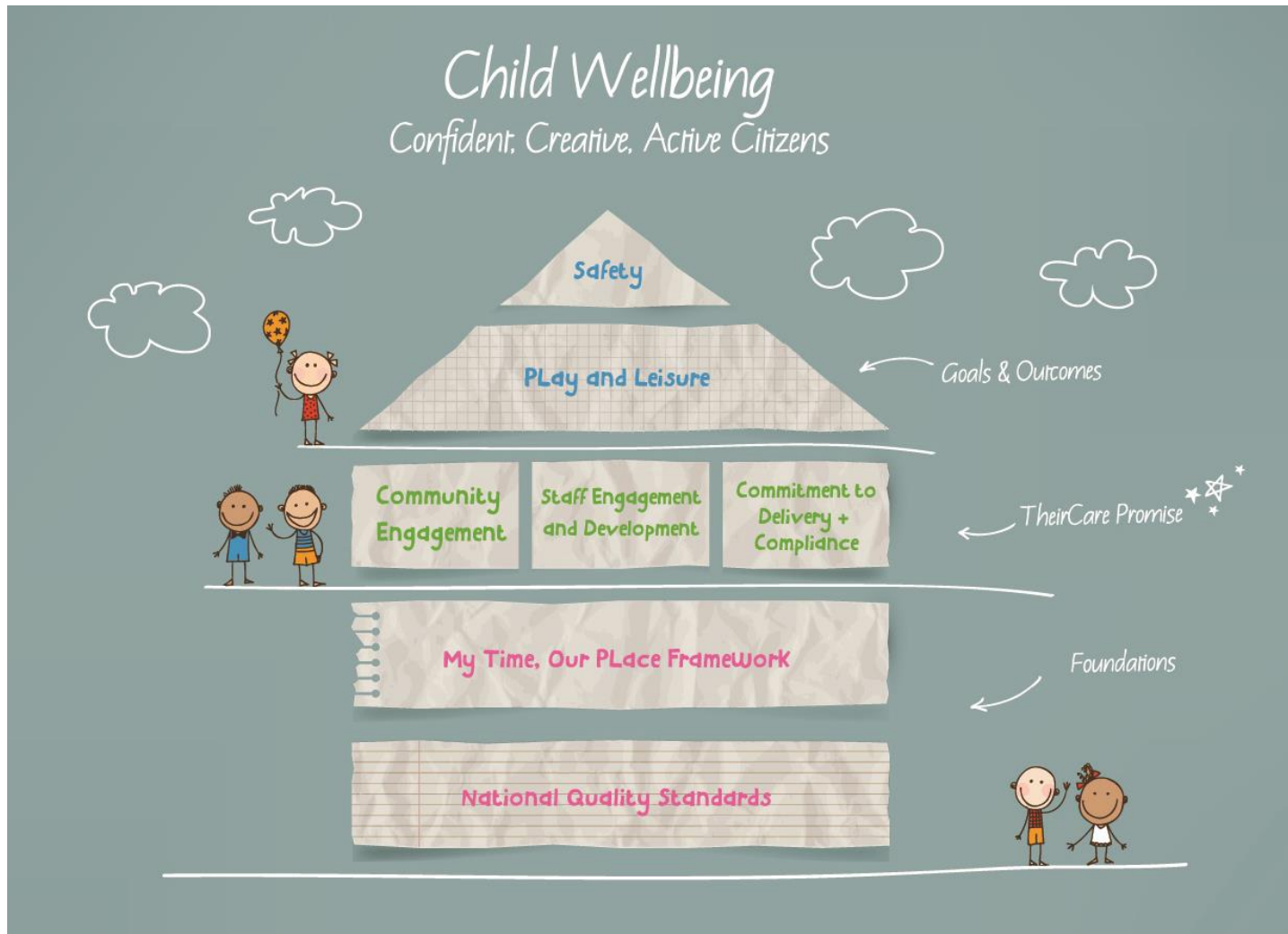
Who is **TheirCare**?

- **S**afety – decisions and actions established around safety
- **E**ducation – children learn and experience something new every day
- **N**urturing – children have a sense of belonging and trust
- **S**timulating – we motivate and encourage children to be and do their best
- **E**mpathy – every child is important

Our values create an environment that ensures children and families have a sense of **Belonging**



TheirCare Delivery Framework





Food



Educators



**Delivery
Philosophy**



Resources



Programming



Food



Educators

**Outcomes
delivered at
the School**

**Empower
service
delivery**



Resources



Programming



Food



**Delivery
Philosophy**



Resources

Accountable Educators

- Strong training
- Full time coordinator
- Employment contracts
- Above award conditions
- Paid certification and uniforms
- Linked incentives



Programming



Food



Educators

Resources

- Decisions made at the Service
- Food ordered by Coordinator
- Coordinator has budget for resources
- School community input is a key driver



**Delivery
Philosophy**



Programming



Food



Educators



**Delivery
Philosophy**



Resources

Programming

- Learn through play
- Educators are engaged and involved
- Cooking
- Science experiments
- Physical activity
- Incursions

Food

- Always fresh (dairy, fruit and vegetable)
- Healthy but fun
- Consideration given to cultural needs
- Planned by coordinator with input by children and families



Educators



**Delivery
Philosophy**



Resources



Programming

Financial Details

Operation Times		Fees*	Out of Pocket	Average^
Before School Care	6:30am-8:45am	\$14.50	\$3.41 - \$14.50	\$3.41
After School Care	3:15pm-6:30pm	\$17.50	\$4.11 – \$17.50	\$4.11
Holiday Program	7:00am-6:00pm	\$50.00	\$11.75 - \$50.00	\$11.75
Pupil Free Day	7:00am-6:00pm	\$50.00	\$11.75 - \$50.00	\$11.75
Casual/cancellation Fee	Within 48 hours	\$5.00	\$5.00	
Cancellation fee	Same day	Full Session Fee	See BSC / ASC	Out of pocket

Financial Details

- If you are already enrolled in before and after care and have a CRN – you do NOT have to apply again. Just have the number ready when enrolling.
- From July 1, 2018 a new rebate structure will be implemented. CCB and CCR will be replaced by The Child Care Subsidy (CCS). CCS is means tested and will increase the rebate for low and middle income families

Registration & Booking



Registration and booking is completed on line through www.TheirCare.com.au and usually takes approx. 15-20min to complete

When completing your child's registration there is a some information and documents that you will need on hand to complete the registration process

This includes...

- Child & Guardian Centrelink CRN's
- Emergency contact personal details
- Additional authorised nominees for child drop off & collection
- Banking / credit card details for billing purposes
- Medical & Health Details
 - Family GP Clinic details
 - Medicare number
 - Immunisation summary record
 - Allergy, asthma, anaphylaxis, dietary and any other diagnosed medical conditions

Thank You

- We are looking forward to being their for your family and your children
- We welcome feedback and encourage families to be involved
- A parent committee will be established to provide input in formal reviews
- If you have a complaint/billing issue or suggestion:
 - Speak to your Service Coordinator first
 - You can contact the service during session time to speak to the coordinator or anytime and leave a message on 0499 012 478 (active from first session)
 - Issues can be escalated to Sonia (all details available on the information board at the service)
 - We encourage 1300 calls to be the last resort
- QUESTIONS?