



Frequently Asked Questions
A guide for families

Contents

HOW DO I ENROL/REGISTER WITH TEAMKIDS?	3
HOW TO I ACTIVATE MY ACCOUNT?	3
HOW MANY CONTACTS DO I NEED ON MY ACCOUNT?	3
HOW DO I BOOK INTO A DIFFERENT VENUE DURING THE SCHOOL HOLIDAYS?	4
HOW TO I MAKE A BOOKING	4
WHY CAN'T I MAKE A BOOKING?	4
WHY CAN'T I SEE MY BOOKING?	5
CAN I MAKE WEEKLY, TERMLY OR ANNUAL BOOKINGS?	5
BOOKINGS ON THE DAY	5
LATE BOOKING FEE	5
CANCELLATIONS ON THE DAY	6
IF I CANCEL, DO I GET A REFUND?	6
CANCELLATIONS FEES	6
WHAT TO DO IF MY CHILD IS UNWELL?	7
WHAT HAPPENS IF I'M RUNNING LATE FOR PICK-UP?	7
WHEN IS MY PAYMENT BEING DEDUCTED FROM MY BANK ACCOUNT?	7
CAN I SEND A FRIEND TO PICK UP MY CHILD(REN)?	8
WHY IS CHILDCARE SUBSIDY NOT APPLYING?	8
WHY I AM RECEIVING A STATEMENT	8
WHAT HAPPENS WHEN MY CHILD HAS AN ACTIVITY AT SCHOOL AND JOINS TEAMKIDS BEFORE AND AFTER?	8
WHAT HAPPENS WITH EARLY FINISHES & LAST DAY OF TERM?	8
WHAT HAPPENS ON PUPIL FREE DAYS / CURRICULUM DAYS / STAFF DEVELOPMENT DAYS?	8
IS BREAKFAST PROVIDED?	9
IS MORNING TEA PROVIDED?	9
IS AFTERNOON TEA PROVIDED?	9
IS LUNCH PROVIDED?	9
WHAT ARE TEAMKIDS HEAD OFFICE HOURS OF OPERATION?	9
HOW DO I FIND TEAMKIDS?	10
MY CHILD NEEDS TO TAKE MEDICATION, WHAT DO I DO?	10
MY CHILD HAS PRE-EXISTING MEDICAL CONDITION	10
WHERE DO I SEND MEDICAL CERTIFICATE?	10
MY CHILD HAS ADDITIONAL NEEDS, CAN I GET FUNDING?	10
ELECTRONIC SIGN-IN/SIGN-OUT	10
HOW DO I PROVIDE FEEDBACK?	10
HOW DO I ACCESS MYGOV AND CONFIRM MY ENROLMENT?	11
CHILD CARE SUBSIDY (CCS) FEES EXPLAINED	11
WHAT QUALIFICATIONS & RESPONSIBILITIES DO TEAMKIDS EDUCATORS HAVE?	11
WHAT QUALIFICATIONS & RESPONSIBILITIES DO TEAMKIDS DIRECTOR OF SERVICES HAVE?	12
WHAT ARE STAFFING RATIOS?	12
HOW CAN I BE SURE MY CHILD(REN) ARE SAFE?	12
WHAT DO THE CHILDREN DO AT BEFORE, AFTER AND HOLIDAY PROGRAMS?	12
HOW DO PREP/FOUNDATION STUDENTS TRANSITION?	12
MY CHILD STARTS SCHOOL IN FEBRUARY, CAN THEY ATTEND THE JANUARY SCHOOL HOLIDAY PROGRAM?	13
WHAT DOES MY CHILD NEED TO BRING TO BEFORE AND AFTER SCHOOL CARE?	13
SWIMMING PERMISSIONS	13
EXCURSION PERMISSIONS – HOLIDAY PROGRAMS	13
ENROLMENT FEES?	13
WHAT TIME DO I NEED TO ARRIVE ON EXCURSION DAYS?	13

HOW DO I ENROL/REGISTER WITH TEAMKIDS?

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 found in the top right-hand corner of the screen. (If you're on an iPhone sometimes this button moves to the bottom of your screen).

When setting up your account we require the following information:

- Centrelink CRN numbers for your family & child(ren)
- Parent/guardians contact details
- Children details, including medical history, diagnosis of allergy, asthma, anaphylaxis, dietary requirements or additional needs. Be prepared to upload any supporting documentation
- Emergency contact details (Both parents if known and a third emergency contact)
- Authorised persons for drop-off and pick up
- Payment details

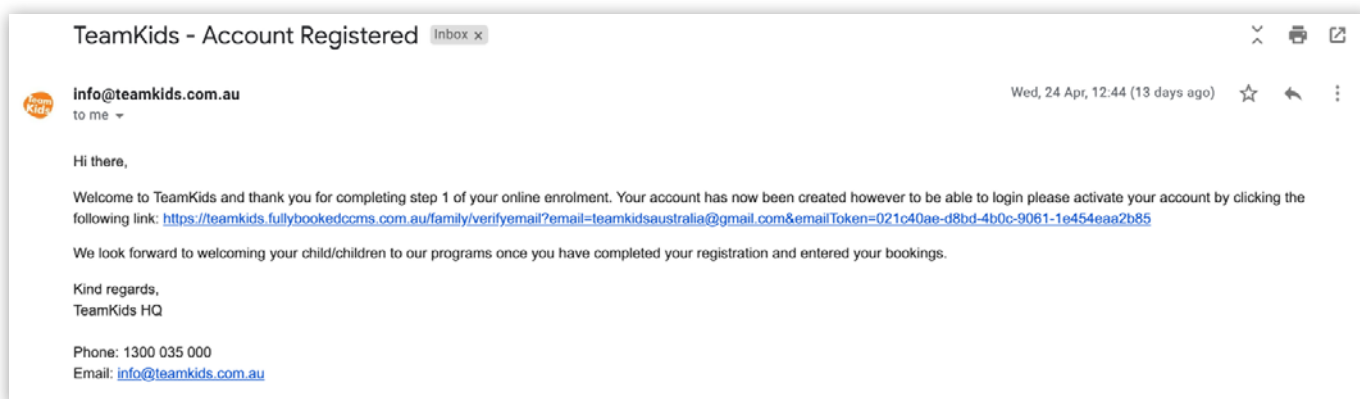
We can only accept children that are fully registered with TeamKids and have provided any required additional documents. Once you've set up your account you will be asked to verify your account. Please locate the email and click on the link to verify.

TIP: Forgetting to add payment details and emergency contacts are the most commonly overlooked requirements for activating a TeamKids Account.

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)

HOW TO I ACTIVATE MY ACCOUNT?

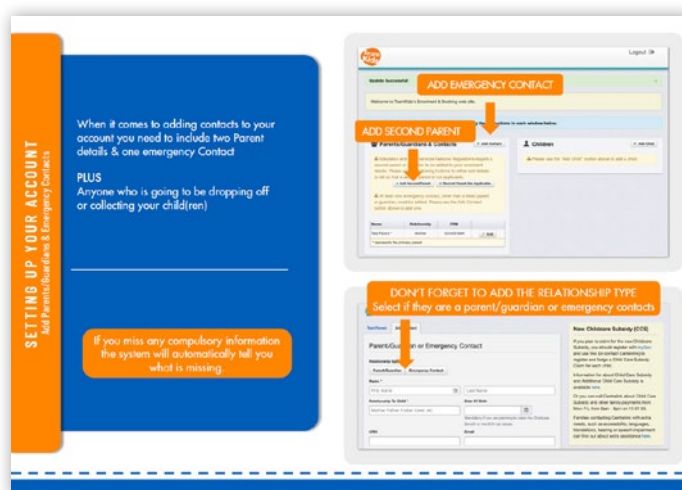
Once you've set up your account you will receive an email that looks like this. Please click on the link to activate your account.



HOW MANY CONTACTS DO I NEED ON MY ACCOUNT?

When it comes to adding contacts to your account you need to include two parent details & one emergency contact. Plus anyone who is going to be dropping off or collecting your child(ren). When adding contacts, the following fields must be completed in full:

- Name & last name
- Relationship to child
- Date of birth
- At least one phone number, ideally your mobile number
- Home address
- Allocate permissions for this person



[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)

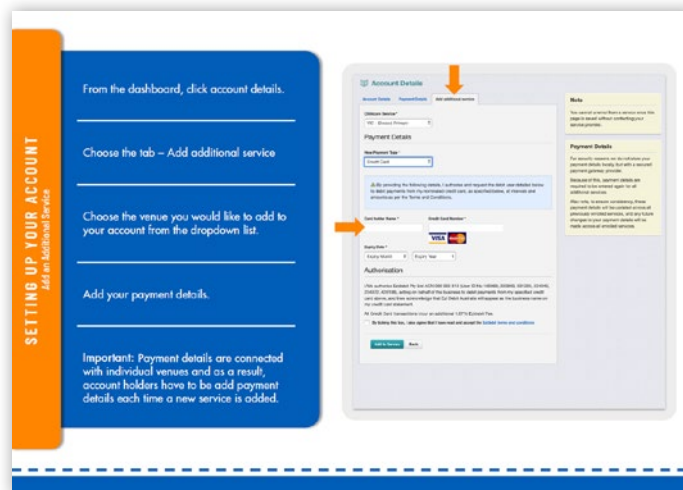
HOW DO I BOOK INTO A DIFFERENT VENUE DURING THE SCHOOL HOLIDAYS?

It is not uncommon for families to use multiple venues during the holidays depending on the proximity of the venue from work and home or based on the experiences the children choose. If you need to add a new venue to your TeamKids account, simply follow these steps:

- Login to your TeamKids booking account
- Click on the 'Update Account Details' button in the top right corner of the Account Details section
- Click the 'Add additional service' tab at the top of the page
- Select the venue you wish to book into and click 'Add to service'
- You'll need to add your payment details for the new venue
- The new venue will now appear in your account as an option when making new bookings.

TIP: Don't forget to see what's happening at other venues nearby, as all our venues run a different program of experiences throughout the holidays.

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)



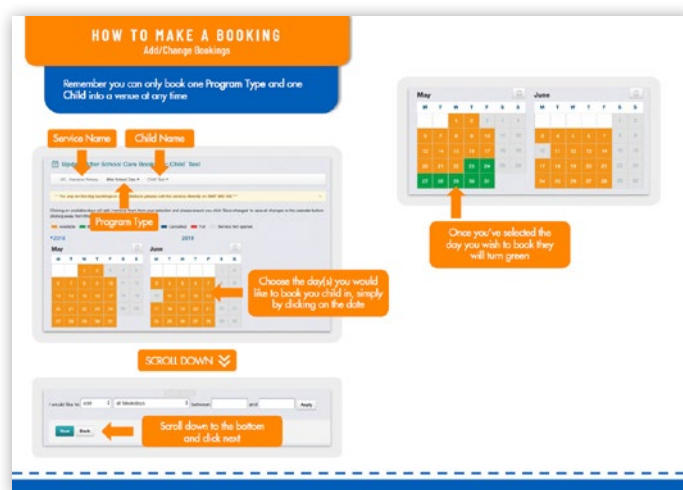
HOW TO I MAKE A BOOKING

If your account is completed, the bookings calendar will appear at the bottom of the page.

- Click on the 'add/change bookings' icon, and on the next page select the venue and the child, then simply click on the days you would like to book.
- Click next button.
- Double check your booking details.
- Click CONFIRM.

TIP: Forgetting to click confirm is frequently overlooked, resulting in the bookings NOT being saved.

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)



WHY CAN'T I MAKE A BOOKING?

If you've logged into your account and are unable to make a booking or cannot see the calendar on the dashboard, this usually is because some critical pieces of information are missing from your account. The four most common omissions are:

- CRN Numbers – Parent and Children
- Contact Details – 2 x Parent and 1 x emergency contact
- Payment Details – If you use multiple TeamKids venues, you need to add payment details against each venue.
- Upload any Medical documents if applicable eg: Asthma Plan or Court Orders

One way to quickly spot if there is information missing is on the dashboard, there will be a notification at the top of the dashboard on your account or you won't be able to view the calendar on the dashboard.

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)

WHY CAN'T I SEE MY BOOKING?

When you've 'successfully made a booking, you will be able to see the booking colour coded green on the calendar found on the dashboard. If the calendar does not have the bookings marked on the calendar in Green, then it typically means that the booking was not CONFIRMED.

Clicking the CONFIRM button can easily be missed if you are in a hurry, so please log back into your account, go through the steps to adding a booking again, and CONFIRM the booking.

You will now receive a notice on your account, and you will ALSO receive an email confirming the bookings. Make sure you have received this email so you can be confident the booking has been made successfully.

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)

CAN I MAKE WEEKLY, TERMLY OR ANNUAL BOOKINGS?

Yes, you can. When making your bookings, after you have selected the venue, child and session, you can scroll down the page to where it says "I would like to" choose from the dropdown box, add in the dates you wish to book, and click apply.

You will see the calendar turn green for the dates you've booked. Click next and confirm the bookings. "Don't forget to confirm your booking"

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)



BOOKINGS ON THE DAY

Before & After Care: For on-the-day bookings, please call the Service Directly. [The mobile phone for the service can be found on our website on the venue page.](#) We highly recommend that you save this number to call the venue directly in future.

Please make sure you also contact the school to ensure your child(ren) know they have to go to After Care on that day.

Holiday Care: For on-the-day bookings for Holiday Program, please call Head Office directly on 1300 035 000. During the holidays we need to manage the numbers closely due to educator to child ratio's and seats on the bus on excursion days.

LATE BOOKING FEE

Before & After Care: For any bookings made with 24 hours of this session commencing an additional \$5 late booking fee will be charged per child 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 and plan experiences and resource accordingly.

Holiday Care: For any bookings made with 7 days of the session commencing an additional \$5 late booking fee will be charged per child per session. This will be included in the attendance session total fee. During holiday care, sessions do book out completely, so we highly recommend that you book early to avoid disappointment.

CANCELLATIONS ON THE DAY

Before & After Care: Cancellations on-the-day, please call the Service Directly. The mobile phone for the service can be found on our website on the venue page. We highly recommend that you save this number to call the venue directly in future. Please note cancellation within 48hrs of the session commencing will be charged in full.

Holiday Care: Cancellations on-the-day for Holiday Program, please call Head Office directly on 1300 035 000 ext 1 or email info@teamkids.com.au. Please note cancellation within 24hrs of the session commencing will be charged in full.

Medical Cancellation

For Before, After and Holiday Care, when cancelling due to medical reasons and to avoid being charged in full for this day, we recommend that you obtain a medical certificate so the day can be credited to your account.

Email medical certificates to info@teamkids.com.au within 7 days and this session will be credited to your TeamKids account to be used for a future booking.

IF I CANCEL, DO I GET A REFUND?

All cancellations outside our cancellation policy are applied as a credit on your TeamKids account. Please note, this credit does not get refunded, it can only be used for future bookings. For more information on cancelling bookings see:

- Refer to Cancellation on the day
- Refer to Cancellations Prior to the session starting.

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)

CANCELLATIONS FEES

Before & After Care: Cancellations made within 48 hours of the session starting will incur the normal fee.

- There are no charges for cancellations made before the deadline.
- You can cancel a booking online up until 11:59 pm the night before the session start.
- For any 'on the day' bookings or cancellations, please contact the venue directly via the phone number listed on the venue's page.
- In the event of a medical illness, please email a medical certificate to info@teamkids.com.au before the charge date to receive no charge for the date's session.

Childcare Subsidy Implications – Due to Centrelink enforcing the 8 Week enrolment rule.

If you cancel the first or last day of your enrolment with Teamkids, your Child Care Subsidy may be removed by Centrelink. In this situation, you will be charged full fee for the session with no childcare subsidy applying to this day.

Please note this is enforced by Centrelink and this charge may occur 8 weeks after the holidays have completed. Remember this is only applies to cancelled session, without a medical certificate, on your first and last day of attendance.

Holiday Care:

Cancellations 24 Hours prior to your session starting.

Cancel before 8 AM the day prior, including weekends, by logging into your TeamKids account and cancelling your session.

Once this has been completed, you will receive a credit to your TeamKids account to use for a future booking with us. Please note, this credit does not get refunded, it can only be used for future bookings.

Cancellations On the Day

Call 1300 035 000 or email info@teamkids.com.au and advise our Customer Service team. Please note, you will be charged in full for this day unless you are able to provide us with a medical certificate with 7 days. Email Medical certificates to info@teamkids.com.au and this session will be credited to your TeamKids account to be used for a future booking.

Childcare Subsidy Implications – Due to Centrelink enforcing the 8 Week enrolment rule.

If you cancel the first or last day of your enrolment with TeamKids, your Child Care Subsidy may be removed by Centrelink. In this situation, you will be charged full fee for the session with no childcare subsidy applying to this day.

Please note this is enforced by Centrelink and this charge may occur 8 weeks after the holidays have completed. Remember this is only applies to cancelled session, without a medical certificate, on your first and last day of attendance.

WHAT TO DO IF MY CHILD IS UNWELL?

In the unfortunate event your child(ren) are unwell and unable to attend, we ask that you follow the following steps.

Before & After Care: Cancellations on-the-day, please call the Service Directly. The mobile phone for the service can be found on our website on the venue page. We highly recommend that you save this number to call the venue directly in future. Please note cancellation within 48hrs of the session commencing will be charged in full.

Holiday Care: Cancellations on-the-day for Holiday Program, please call Head Office directly on **1300 035 000** ext 1 or email info@teamkids.com.au. Please note cancellation within 24hrs of the session commencing will be charged in full.

Medical Cancellation

For Before, After and Holiday Care, when cancelling due to medical reasons and to avoid being charged in full for this day, we recommend that you obtain a medical certificate so the day can be credited to your account.

Email medical certificates to info@teamkids.com.au within 7 days and this session will be credited to your TeamKids account to be used for a future booking.

WHAT HAPPENS IF I'M RUNNING LATE FOR PICK-UP?

If your child(ren) are collected after the service closing time, you will be charged a fee of \$15 per 15 minutes or part thereof, per family.

Before & After Care: Please call the [service mobile number directly \(number found on the venue page on our website\)](#) to inform the service you are running late, and how much longer you will be.

Holiday Care: Please call Head Office on **1300 035 000** to let them know you are running late. We will then inform the service on your behalf.

WHEN IS MY PAYMENT BEING DEDUCTED FROM MY BANK ACCOUNT?

Before & After Care: Statements are sent on a Monday for the previous two weeks of care. This payment is processed, in arrears, on the Wednesday on a fortnightly basis.

Holiday Care: Statements are sent within 24hours of placing your bookings, Monday to Friday. The payment date is stipulated on your statement on a weekly basis. Payment is processed on a Thursday in full.

All payments to TeamKids are deducted via Ezidebit. You will incur Ezidebit processing fees charged by Ezidebit, which is an external payment provider. These fees and charges applied by Ezidebit are not charged by TeamKids.

Ezidebit fees are:

- \$0.88 cents per direct debit transaction
- 1.87% per transaction for Visa/Mastercard (Minimum \$0.88 cents per transaction)
- If your payment is declined for your designated account, a \$14.80 dishonour fee will be charged by Ezidebit, depending on the reason for the declined payment.

Please see Ezidebit's Financial Services guide for an explanation of its dishonour fees www.ezidebit.com

TeamKids reserve the right to cancel your booking if you have two consecutive failed payments.

CAN I SEND A FRIEND TO PICK UP MY CHILD(REN)?

Yes, you can, but they **MUST** be registered as a contact on your account. If they are not on your account, then they are not registered to pick up your child(ren).

However, we understand life happens, so in the event you need to send someone who is not registered on the account to pick up your child(ren), then quickly jump onto your account and add them as a contact.

- Name & last name
- Relationship to child
- Date of birth
- At least one phone number, ideally the mobile number
- Home address
- Allocate permissions for this person

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)

WHY IS CHILDCARE SUBSIDY NOT APPLYING?

There could be a number of reasons the child care subsidy has not been applied by Centrelink. Check the following on your [myGov](#) Account.

- Have you confirmed the enrolment?
- Have you completed the activity statement (for both people associated with the account)?
- Have you submitted or updated your family's annual income?
- Are you able to see your eligibility/entitlement?

[Refer to our Guide for Families – How to Book with TeamKids: Step by Step Guide](#)

WHY I AM RECEIVING A STATEMENT

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 Wednesday following.

Holiday Care: 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.

We implore you to read the statement carefully, as this will identify if the Child Care Subsidy has been applied to your bookings.

If your child care subsidy entitlements is not being applied, please refer to our [Guide for Families – Navigating CCS](#)

WHAT HAPPENS WHEN MY CHILD HAS AN ACTIVITY AT SCHOOL AND JOINS TEAMKIDS BEFORE AND AFTER? (RETURN AND RELEASE FORM)

You must let the service know and complete the [Extra-Curricular Release and Return Form](#). This form can be downloaded from our website on the Partners page.

WHAT HAPPENS WITH EARLY FINISHES & LAST DAY OF TERM?

We charge a pro-rata fee for all end of term early finishes; these fees can be found on the booking calendar for your school.

WHAT HAPPENS ON PUPIL FREE DAYS / CURRICULUM DAYS / STAFF DEVELOPMENT DAYS?

TeamKids assist our partner schools by providing care on pupil free days. To book a pupil free day you need to select Pupil Free Day from the drop-down box on your TeamKids Account.

IS BREAKFAST PROVIDED?

Before & After Care: Yes, breakfast is provided. Depending on the venue, it includes

- A choice of cereals: Weetbix, porridge, muesli (untoasted/natural), high fibre cereal flakes served with a selection of milks.
- Wholemeal/wholegrain toast and/or with small amounts of assorted spreads (e.g. Margarine, reduced fat cream cheese, vegemite, 100% fruit jam).
- Rotational Menu examples: Wholemeal/wholegrain English muffins and/or wholemeal crumpets and/or raisin/fruit bread scrambled eggs on wholegrain toast, banana pikelets/pancakes with reduced fat yoghurt or cooked tomato and mushrooms with wholegrain toast.

All allergy & dietary requirements are supported by individual TeamKids venues.

Holiday care: Unfortunately, due to the current food licensing laws we are unable to serve breakfast at the majority of our holiday venues.

Please note that some children that attend our services have been diagnosed at risk of anaphylaxis or are allergic to certain foods. We ask that our families to consider this when planning their children's lunch and avoid packing foods that contain peanuts, tree nuts (e.g. almonds, walnuts, cashews), fish, or shellfish (e.g. oysters, prawns).

IS MORNING TEA PROVIDED?

Holiday Program: TeamKids provides a healthy morning tea consisting of cut up seasonal fruit and a choice of Salada or gluten-free rice cakes with vegemite or salsa

If your child has allergies to any of these foods, please inform us by emailing info@teamkids.com.au beforehand and inform the co-ordinator upon arrival each day.

Please note that some children that attend our services have been diagnosed at risk of anaphylaxis or are allergic to certain foods. We ask that our families to consider this when planning their children's lunch and avoid packing foods that contain peanuts, tree nuts (e.g. almonds, walnuts, cashews), fish, or shellfish (e.g. oysters, prawns).

IS AFTERNOON TEA PROVIDED?

Before & After Care: We have a selection of nourishing snacks which ensures your child is energised for the afternoon ahead. Our platters of seasonal fresh fruit and vegetables with healthy dips is supplemented with a diverse rotating menu that may include; vegetables rice paper rolls, fried rice (brown rice, carrot, capsicum, spring onion, peas, corn, egg), mixed sandwiches on wholegrain bread (egg and lettuce, chicken and salad). Holiday Program

All allergy & dietary requirements are supported by venues.

Holiday Program: TeamKids provides a healthy afternoon tea consisting of cut up seasonal fruit and a choice of Salada or gluten-free rice cakes with vegemite or salsa

If your child has allergies to any of these foods, please inform us by emailing info@teamkids.com.au beforehand and inform the co-ordinator upon arrival each day.

Please note that some children that attend our services have been diagnosed at risk of anaphylaxis or are allergic to certain foods. We ask that our families to consider this when planning their children's lunch and avoid packing foods that contain peanuts, tree nuts (e.g. almonds, walnuts, cashews), fish, or shellfish (e.g. oysters, prawns).

IS LUNCH PROVIDED?

At this stage, TeamKids do not provide lunch. Each child is required to bring their own packed lunch and refillable water bottle.

Please note that some children that attend our services have been diagnosed at risk of anaphylaxis or are allergic to certain foods. We ask that our families to consider this when planning their children's lunch and avoid packing foods that contain peanuts, tree nuts (e.g. almonds, walnuts, cashews), fish, or shellfish (e.g. oysters, prawns).

WHAT ARE TEAMKIDS HEAD OFFICE HOURS OF OPERATION?

During term time, our normal hours of operations are from 9am to 5pm

During the school holidays, we have extended hours of operation our customer service team are available from 7.00am till 6.30pm (AEDT).

HOW DO I FIND TEAMKIDS?

The location of our services can be found on the venue pages on our website. We list the address as well as the room location.

On occasion, usually due to building works, we have to relocate or change rooms. Notification of room changed are placed on the venue page of our website.

When attending TeamKids, for the first time, we highly recommend that you check the venue page on our website to double check the room location of TeamKids. Upon arrival, TeamKids flags are placed at entry points to help guide the way.

MY CHILD NEEDS TO TAKE MEDICATION, WHAT DO I DO?

If your child has asthma, anaphylaxis, an allergy or any other medical condition, we require the child's action and medical plans to be added to your TeamKids account.

[All medical forms can be found on our website](#)

If medication is required, please ensure you bring the medication in its original container, with a use-by-date and clearly labelled with your child's name. Please hand these to your venue coordinator or Director of Service upon arrival at your venue.

***Please note we are unable to accept children at any of our venues without their medication, medical action plans and risk minimisation forms.*

MY CHILD HAS PRE-EXISTING MEDICAL CONDITION

If your child has asthma, anaphylaxis, an allergy or any other pre-existing medical condition, we require the child's action and medical plans to be added to your TeamKids account.

[All medical forms can be found on our website](#)

WHERE DO I SEND MEDICAL CERTIFICATE?

Medical certificates are to be emailed to the Customer Service Team on info@teamkids.com.au within 7 days of the cancellation.

MY CHILD HAS ADDITIONAL NEEDS, CAN I GET FUNDING?

For all families, our TeamKids Inclusion Manager will discuss attendance options for children with additional needs before they attend. Please contact Customer Service on [1300 035 000 ext 1](tel:1300035000)

Please note: We require a minimum of four weeks' notice for funding applications for children requiring an extra staff member to help support their time with us. Places cannot be guaranteed if less notice is given.

ELECTRONIC SIGN-IN/SIGN-OUT

All TeamKids venues require electronic sign/out. Any person signing your children in or out from TeamKids care must be listed on your TeamKids account and know your TeamKids account PIN number, if this has been activated. These details can be updated via your TeamKids account at any time.

HOW DO I PROVIDE FEEDBACK?

At TeamKids we welcome your feedback about your experiences using our services and working with our staff. Please let us know if you have a positive experience, we rely on word-of-mouth, so your positive comments really do matter. On the other hand, if you have experienced a problem, we'd like to know about it. Your complaint will help us to continuously improve our service.

teamkids.com.au/contact-us

If for any reason you cannot use this form, please write to us via email or send a letter to TeamKids, 1B/273 Wickham Road, Moorabbin, Victoria, 3189.

HOW DO I ACCESS MYGOV AND CONFIRM MY ENROLMENT?

There are 4 key steps to ensuring you are eligible for childcare subsidy.

- Register for childcare subsidy on my.gov.au
- Confirm activity hours
- Confirm enrolment (after you've placed a booking with TeamKids)
- Double check you CCS eligibility. If you are having trouble accessing your account, please call the Family Assistance Office in 13 61 50

[Please refer to our Guide For Families – Navigating the Child Care Subsidy](#)



CHILD CARE SUBSIDY (CCS) FEES EXPLAINED

[Child care subsidy](#) helps families with the cost of approved child care.

CentreLink pay this subsidy directly to child care providers, TeamKids to reduce the fees you pay for Before, After and Holiday Care. The amount you may be eligible for depends on:

- Your family's income
- The hourly rate cap based on the type of child care you use and your child's age, and
- The hours of recognised activities you and your partner do

To ascertain if you are eligible for child care subsidy, you need to register by following the instructions found on this page by [clicking this link](#).

[Please refer to our Guide For Families – Navigating the Child Care Subsidy](#)

WHAT QUALIFICATIONS & RESPONSIBILITIES DO TEAMKIDS EDUCATORS HAVE?

TeamKids educators have a natural rapport with children, love having fun, and a genuine commitment to enriching children's lives. Our educators also know that Before, After and Holiday Care is not babysitting, but highly interactive and educational care in a fun and stimulating environment.

Qualifications/certifications/responsibilities:

- Studying towards or have completed a Diploma or higher qualification in the education sector
- Hold, or can obtain, a right to work with children check, i.e. Wwcc, blue card or wwvp
- Able to deliver unique, category-leading programs under the supervision of a Coordinator or Director of Service
- Assist in the planning and preparation of exciting and innovative activities, where the kids always want to come back for more!
- Maintain excellent supervision and safety of the kids in our care while at the program and out-and-about on excursions
- Enthusiastic and passionate about providing exciting and engaging activities for kids
- Align to the TeamKids values of fun, genuine, involved, remarkable, and innovative

They are also required to obtain:

- Level two First Aid
- Anaphylaxis training
- Asthma training

WHAT QUALIFICATIONS & RESPONSIBILITIES DO TEAMKIDS DIRECTOR OF SERVICES HAVE?

TeamKids OSHC Coordinators or Directors of Service (DOS) as we call them, work full-time at your venue to deliver a remarkable service that families rely upon.

Reporting to the Area Manager, the essential purpose of this role is to deliver a fun and enriching program that is truly remarkable. This will be achieved by supporting and mentoring a high performing, skilled and engaged team of educators within the service, and by providing an inclusive and fun environment in which children are safe, engaged and well supervised.

Qualifications/certifications/responsibilities:

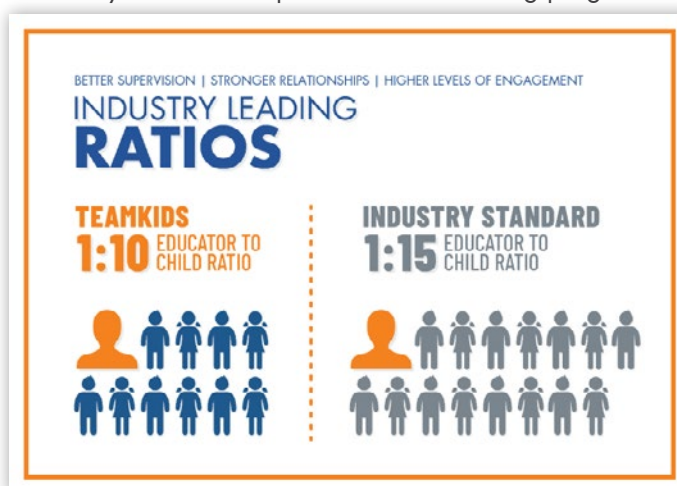
- A qualified teacher, diploma, or studying towards a relevant qualification
- Works full-time 38 hours per week
- The first point of contact for all families.
- Enthusiastic and passionate regarding providing exciting and engaging activities for children
- Program and educator management and administration.
- Part of a collaborative and innovative culture that continually innovates to plan fun and enriching programs.

WHAT ARE STAFFING RATIOS?

TeamKids is a multi-award winning OSHC provider creating enriching experiences for children in a safe, nurturing and engaging environment. With industry leading 1:10 staff to student ratio, we have the time and resources to ensure every child's individual needs are met.

HOW CAN I BE SURE MY CHILD(REN) ARE SAFE?

TeamKids care provides the foundation for children to develop both educationally and socially in a safe environment, while supporting parents into work. We are regulated by the National Quality Framework (NQF) that provides a national approach to regulation, assessment and quality improvement in OSHC. Our venues are regularly assessed and approved by the Department of Education.



WHAT DO THE CHILDREN DO AT BEFORE, AFTER AND HOLIDAY PROGRAMS?

All programs are designed around our value of 'fun', where we incorporate the interests, needs and development of each individual child, to provide superior experiences.

Our resources and daily experiences cater for the inclusion of each child to provide an environment which is adventurous, creative, inquisitive and promotes each child's learning and development.

We have enriching environments that are clean, well-resourced, vibrant and safe with a variety of zones, stations and play areas promoting choice. These are set up daily and include, construction, dress ups, imaginative play, music, chill out zones. We have an abundance of sporting equipment for children to play with each day, ensuring there's always a chance to kick the footy or play some great games with friends.

TeamKids recognise that thinking and innovation skills increasingly are being recognised as the skills that prepare children for increasingly complex life and work environments in the 21st century. Therefore, our programming extends the My Time, Our Place Framework to focus on creativity, critical thinking, communication and collaboration. These elements are entwined within our TeamKids club programming with such experiences as coding, STEM and engineering challenges.

HOW DO PREP/FOUNDATION STUDENTS TRANSITION?

All Prep/Foundation children will be taken to their classroom in the mornings and collected at the end of each day. We continue this throughout the year, and only in consultation with the parent and classroom teacher are children allowed to make their own way to and from the Before & After care service.

MY CHILD STARTS SCHOOL IN FEBRUARY, CAN THEY ATTEND THE JANUARY SCHOOL HOLIDAY PROGRAM?

If your child is enrolled to start school in February, then they are eligible to attend a TeamKids Holiday Program in January prior to start school.

TeamKids runs special Kinder Transition Program during the school holidays at some of our services. Call Customer Service to find a Kinder Transition program running near you.

WHAT DOES MY CHILD NEED TO BRING TO BEFORE AND AFTER SCHOOL CARE?

A hat is required when UV ratings are 3 and above, which is usually September to April each year.

SWIMMING PERMISSIONS

TeamKids are legally required to obtain your written permission to allow your child(ren) to attend swimming activities.

To help save you time at drop-off, we recommend that you [download the form](#) and fill it in prior to arriving at the venue. This will help expedite time spent signing in on swimming days.

EXCURSION PERMISSIONS – HOLIDAY PROGRAMS

Parents/guardians must provide written consent for their child(ren)'s participation in an excursion. At TeamKids, excursions typically occur twice a week during the holidays, so at drop-off, please look out for the permission form on the sign-in desk to supply your written consent. Please do not leave the venue without signing this form.

On excursion days, we require all children to be signed in by 9.00am (unless otherwise stated on our website). If you have not arrived by the departure time, then you may be required to drop your child(ren) off at the excursion location as the bus cannot be delayed.

ENROLMENT FEES?

Before & After Care: We encourage all families to register with TeamKids for Before & After Care and so we do not charge an enrolment fee. We can only accept children that are fully registered and have provided any required additional documents.

Holiday Care: Each holiday period you book with TeamKids (summer, autumn, winter, spring), you will be charged a \$5 administration fee. This fee covers unlimited changes (in accordance with our cancellation policy), friendly and accessible customer support, connection to all rebates were eligible (i.e. If you have provided TeamKids with your family's correct CRN's at the point of making your booking), and access to support funding if required. This fee is charged to your TeamKids account and will appear as an administration fee.

WHAT TIME DO I NEED TO ARRIVE ON EXCURSION DAYS?

On excursion days, we require all children to be [signed in by 9.00am](#) (unless otherwise stated on our website). If you have not arrived by the departure time, then you may be required to drop your child(ren) off at the excursion location as the bus cannot be delayed.

On Incursion and In-House Days we ask all children to be signed in no later than 9.30am