

YARRABAH SCHOOL



**TheirCare**  
Where Kids love to be!

#### WELCOME TO THEIRCARE

TheirCare provides a stimulating and safe environment for all children, where children come and enjoy their time in a program that will engage and keep them active. During session time children develop life skills, friendships, confidence and creativity through play.

#### OUR PHILOSOPHY

At TheirCare we pride ourselves on providing a safe, educational, stimulating, nurturing and caring environment. TheirCare's purpose is to incorporate the needs, interests and learning development of children whilst in our care, to ensure all children and families have a sense of belonging.

23 MILL STREET, ASPENDALE, VIC  
MOB: 0476 004 524

## CUSTOMER SERVICE

- Your TheirCare service coordinator is your primary contact for any assistance or to raise any concerns about bookings, administration or the program. A highly visible information board at your service contains an escalation path for any issue you believe has not been satisfactorily resolved.

## PRIVACY

- TheirCare ensures your personal information is NOT shared. All hard copy material will be kept in locked storage and all data will be securely protected.

## PAYMENT

- The Service is free for all Yarrabah Families.
- The OSHC demonstration program is funded by the Department of Education.



## FEEDBACK

- TheirCare welcomes all feedback. We accept direct feedback to the service coordinator or escalated to the area manager and we also provide a feedback dropbox on our website for anonymous suggestions. We see this as a source of partnership driving to improve or maintain quality at each service.

## BOOKING YOUR CHILD INTO A SERVICE

- Permanent bookings can be made with 24 hour notice every week that simply carry out throughout the year.
- Casual bookings are irregular based on your needs. It helps us deliver a high quality service if you book in advance.

## PROGRAMMING

Planned and unplanned activities are available at every session. Activities are planned based on the children's interest, needs and developmental stages.

- Examples:
- Cooking experience
- Science experiments
- External workshops (incursions)
- Day to day activities such as Lego, building blocks, drawings, creative play and dance
- Themes
- Art and craft
- Physical activities (outdoor play)
- Music and dance
- Environment



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## FOOD

- All cultural needs are considered.
- After school care meals can include fresh vegetables, fruit, fresh sandwiches, wraps, dips, crackers, rice, pasta and soups.
- The service is a Nut - Free Zone
- Foods that cause intolerance or allergies are off the menu
- Speak to the service co-ordinator to find out the menu.
- Cooking Club is run every wednesday. Children participate in the cooking process.

## EDUCATORS

TheirCare educators are motivated, well trained and professional and their focus is your children.

All team members have:

- Valid working with children checks (or equivalent)
- First Aid level 2
- Training in anaphylaxis and asthma
- CPR
- Food safety

## MEDICATION

- All children with asthma, anaphylaxis and allergies MUST have the medication at the service. Children with medical conditions that attend with no action plan or medication will be sent home.
- If your children require once off medication, a medication authorisation form will need to be signed by the parent/guardian and medication MUST be labelled with the child's name, required dosage, time, date and storage requirements.



## ALL ABOUT FUN

- Whether it is before school care, after school care or our awesome holiday programs, your children will be engaged.
- Our spaces are clean and inviting and we invest in quality resources that are replenished to keep your children active and engaged.

## LEGISLATED REQUIREMENTS AND COMPLIANCE

- TheirCare is guided by the National Quality Standards and My Time, Our Place framework. Regular audits of performance are conducted by both service coordinators and operations management.

## MEDICAL CONDITIONS

- All children with asthma, allergies and anaphylaxis MUST provide the service coordinator with a medical action plan signed by a Doctor. The medical plan must be updated every 12 months and an acknowledgement must be signed on a yearly enrolment form if no changes to the medical action plan have been made

## HOLIDAY PROGRAM

- Holiday programs may be operated for each service depending on demand and School preferences. All details of daily activities, incursion and excursions will be advertised online at least 5 weeks prior to the School holiday commencing.
- Children will need to wear appropriate clothing for all day care, they will also need to bring their morning tea, lunch and a drink bottle. All other requirements will advertised on the holiday program flyer and online, pricing will also be advertised online and on the flyer.