



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 two decades 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, your school has partnered with Big Childcare because we have expertise in providing Before School, After School, Curriculum Days and Holiday programs. We operate alongside schools so that you can drop your children off before heading to work or pick them up after you finish, knowing they are well cared for by our amazing team.

big
CHILDCARE

WHAT WE OFFER

Fun and Engaging Programs

Children 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.

Children 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 journey.

- Big Childcare Specials -



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



We allocate a dedicated VIP educator for the first 2 weeks of Term 1, to implement the tools required to support successful transitions for our VIP Prep children. The main role of the VIP Educator is to provide a welcoming environment for the Prep children and their families. Feedback on this special program has been highly commendable from our new families.



According to the 24-Hour Movement Guidelines recommended by the Australian Government Department of Health, children and young people aged 5 to 17 years should aim for at least 60 minutes of moderate to vigorous physical activity per day.

Our sessional Big Active Program offered during before and after school care aims to increase the intentional physical activity in our programs, moving towards the guidelines for children, whilst making sure it's all still fun and games!



Holiday Care

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



While Holiday Care isn't available at this program, we offer it at many of our other locations. We offer amazing excursions to exclusive home base days, our programs are designed to keep your children entertained all day.

To find a Holiday Care program near you, visit www.bigholidaycare.com

Nutritious & Yummy Meals



We provide a seasonal, Nutrition Australia approved menu that our children often say they LOVE! So, for those early birds who arrive at Before School Care prior to 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.

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 children 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 program.

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!



FEES, HOURS AND CONTACT



Centre Contact

Centre Mobile	0422 068 278
Centre Email	hccmelton@bigchildcare.com

	Operating Hours	Session Fee	Fee payable after Max CCS**
Before School Care	6:30am - 8:30am	\$24.95	\$3.62
After School Care	3:10pm-6:15pm	\$27.00	\$3.92
Curriculum Care	6:30am-6:15pm	\$81.00	\$11.75

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

^{**} Fee's above are calculated based on 90% CCS entitlements and combined family income up to \$85k and 2 and 3 hour sessions length. Please use as a guide only. Prices and session length will vary depending on your venue and circumstances. Please check your eligibility on <https://www.servicesaustralia.gov.au/child-care-subsidy> or contact details below.

^{*} Casual fees apply for booking that are not permanent.

^{*} Early finish days will incur an additional fee.



Your cost of care may be reduced by up to 90% with Child Care Subsidy. To find out if you're eligible, scan the QR code or call Services Australia on 13 61 20 between 9am and 5pm (local time) weekdays.



Big Childcare Head Office



1300 273 162



www.bigchildcare.com



FOLLOW US!

Scan QR code to get all the latest updates on our social media!



ENROL NOW!

it's
FREE!



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:



- a) Enrol online via scanning the QR Code
- OR**
- a) 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, anaphylaxis or any medical condition)
- ✓ Any documentation relating to parenting plans, 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:

- a) Book online using the online booking system.

OR

- a) By Scanning the QR Code above.

3. Apply for Child Care Subsidy



Scan QR code or call Services Australia 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.

If you already have an existing account with Big Childcare!



All you will need to do is book in using the online portal system.



Family Handbook:

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

Enrolment and Bookings

Permanent Bookings:

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



Enrolment Guide

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 online on our online booking system.

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.

Child Safety

At Big childcare, *children are our priority* — this value is at the heart of everything we do and guides every decision we make.

You can trust that all our staff are carefully selected, undergo a rigorous interview process, hold current *Working With Children Checks*, and complete a robust induction/orientation upon hire. Every team member participates in *ongoing child safety training*, with tailored programs that strengthen their understanding of child protection, supervision, and best practice.

We are committed to *empowering children* to feel safe, confident, and supported to raise any concerns or issues with our staff.

We actively *partner with families and stakeholders* to ensure the safety and wellbeing of all children in our care.

We welcome new changes and improvements in the childcare sector that will strengthen child safety and are committed to continually working towards *best practice and the best outcomes* for children and families, that we have the privilege of working with.

At Big Childcare your child's safety, voice, and wellbeing is our Priority.

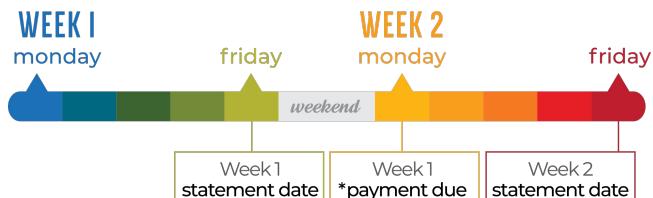
Payment

How to pay:

Payments can be made by Direct Debit via our third-party provider, through the online booking system.

When will I be charged?

Families are charged weekly in arrears. Statements will be available on the booking software app on Fridays. Your bank account will then be automatically debited with the amount you owe each Monday.



*Payments will be direct debited