



# PARENT INFORMATION PACK



Manor Lakes  
College

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 wellbeing.

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 on the needs of every child.

### OUR **big** VALUES<sup>®</sup> CHILD CARE



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

# HOW TO ENROL?

Enrolling your child in our program is easy. Please see the options and steps below.

## OPTION 1 - Traditional Paper Enrolment Form



Paper enrolment forms are available from our centres (which can also 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. Once you have completed and submitted your enrolment form via the MFL portal you will be able to make bookings. 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.
5. Whether you are a new or existing family, it is really important to submit your child's immunisation forms and any medical management plans or court orders. This completes the enrolment and is 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 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?

The government offers financial assistance to families who require child care known as the Child Care Subsidy (CCS).

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

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 residency requirements.

You can estimate what your subsidy might be by using the below online estimator. <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## Important to Note

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. **Once your enrolment has been processed by our Enrolments Team you will be asked to log into your MyGov account (Centrelink section) to confirm your CCS enrolment with Big Childcare.** If you are entitled, CCS is paid directly to services – in your case Big Childcare.

**If you have not used Big Childcare for 8 weeks or more,** please contact your Centre Manager (or Head Office) to re-activate your CCS enrolment. You will then need to confirm Big Childcare as your service provider again, on your MyGov account.

# 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 Debitsuccess.

## **Q Are there any Direct Debit Surcharge Fees?**

- There is a once off charge for initial direct debit charged by Debitsuccess known as an Admin Fee of \$2.20
- For direct debits, a dishonor fee is charged if a payment is declined. This is charged by Debitsuccess, not Big Childcare at \$14.95.
- There is a surcharge fee per transaction per bank account of \$0.88
- There are surcharge fees for Visa/Mastercard transactions at 2.35%, per transaction.

## **Q Will I get charged if I cancel permanent bookings?**

**A** A cancellation/notification of absence made with more than 48 hours' notice, will not incur the session fee. Notification of an absence made with less than 48 hours' notice, will not incur the session fee, if a medical certificate is provided. All other cancellations with notification of an absence made with less than 48 hours' notice, will incur the session fee.

Holiday Care booking payments cannot be refunded.

Please be assured that special circumstances are always taken into consideration.

## **Q Do you charge late pick-up fees?**

**A** Yes we do, to cover the additional costs related to staffing. We charge \$15 per fifteen minutes or part thereof if you collect your child after our closing time however, special circumstances are always taken into consideration.

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

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



# YOUR BIG CENTRE



Manor Lakes  
College

## CONTACT DETAILS

Centre Manager	Can't wait to introduce you to them shortly!
Centre Mobile	0421 641 603
Centre Manager Email	manorlakes@bigchildcare.com

## OPERATING TIMES

Before School Care	6.30am to 9.00am
After School Care	3.00pm to 6.30pm

## SESSION FEES

Before School Care Permanent	\$17.50
Before School Care Casual	\$20.00
After School Care Permanent	\$20.50 (care provided until 6.30pm)
After School Care Casual	\$23.00 (care provided until 6.30pm)

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



loading...

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



# HOW TO ENROL AND BOOK WITH US



BEFORE CARE | AFTER CARE | HOLIDAY CARE



## STEP 1

- Please visit [www.bigchildcare.com](http://www.bigchildcare.com) and go to tab – 'How to Enrol'
- Click Option 1 – 'Create a My Family Lounge Account' and enter the requested details
- Check your email and click on 'Complete Registration'.
- Complete your registration by choosing your password

**Register**

Given Name\*

Surname\*

Email\*  
example@example.com

Confirm Email\*  
example@example.com

Register Cancel

**Complete Registration**

Account

My Family Lounge is a secure online space for you to manage your child care account.

By clicking 'Complete Registration' you agree to the terms and conditions of our service and to provide your details to Big Childcare.

Click on 'Complete Registration' to finish your registration.

OK Products Support 1 800 367 775 Account

Complete Registration

Hi Jane,

You have just completed your My Family Lounge account.

My Family Lounge is a secure online space for you to manage your child care account. Available user to provide online enrolment and enrolment management in a secure environment.

To complete the registration process, click on the button below to set a password and to set up your Family Lounge.

[Complete Registration](#)

This link will expire in seven days. It generates a one time link allowed to sign in with any password and will be valid for 30 days.

## STEP 2

- Log on to 'My Family Lounge' using your email and password that you just created
- Complete all information marked with \* regarding your details
- Click on button 'Save & Next'

Special Contact: Primary Contact Relation: Select

First Name: Jane Last Name: Citizen

Email: jccitizen2018@gmail.com

Confirm Email: jccitizen2018@gmail.com

You must provide at least 1 contact phone number \*

Mobile No. Home No.

Work No. Building

Street Address: 123 Privet Dr Suburb: Surrey Hills

State: Victoria Postcode: 3038

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits? Yes No

CRN: 307645234H DOB: 01 Jan, 1980

Would you like a user set up for this contact? Yes No

ADD ANOTHER CONTACT SAVE & NEXT CANCEL

## STEP 3

- Complete all information regarding your child/ren.
- You can also add additional children here.

**STEP 3. ADD CHILD DETAILS** [ADD ANOTHER CHILD](#)

Please provide us with the child's details.

Tick the box if the child is unborn

First Name Last Name

DOB Gender: Select

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child? Yes No

Does your child have any special considerations we need to take into account for their enrolment? Yes No

Does your child have a diagnosed disability? Yes No

[ADD PRIORITY OF ACCESS](#)

Additional Information: Please provide any information you feel the service should know about the child, eg. allergies, languages, additional needs etc.

**Authorisations**

Contact Name	Collection	Emergency	Excursion	Medical
Citizen, Jane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please select one of the following 3 options to move forward:

## STEP 4

- a. You MUST only click 'Register account with no waitlist' button

Please select one of the following 3 options to move forward:

I would like to place my child/ren on the waiting list.

I only want to register for casual booking at the time.

I would like to finish registration without saving information which I just entered.

[CREATE WAITLIST APPLICATION](#)

[REGISTER ACCOUNT WITH NO WAITLIST](#)

[CANCEL](#)

## STEP 5

- a. You MUST click 'Start Enrolment' and follow the prompts
- b. You will not be able to complete the enrolment unless all required fields are completed

Editing Family: CITIZEN, Jane

### CONTACTS

For waitlist, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional.

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
Jane Citizen	Mother	Primary Contact	123 Pines Dr Surrey Hills Victoria 3038	0412345678	jcitizen2018@gmail.com	jcitizen2018@gmail.com	Edit

### CHILD

CHILD NAME	STATUS	DOB	ENROLLED	EDIT	DELETE	Enrolment information
Sam Citizen	Active	01-05-10	-	TY SM Edit	✖	<a href="#">Start Enrolment</a>

### CASUAL BOOKINGS

Non-repeating, instant booking is available for the enrolled children. (The following table shows the summary for the next 30 days)

No records found.

### OFFER

No records found.

## STEP 6

- a. Please click 'Submit' once you have completed the enrolment

[Main Contacts](#)

[Additional Contacts](#)

[Medical Contacts](#)

[Child Information](#)

[Immunisations](#)

[Other General Questions](#)

[Save&Close](#) [Cancel](#)

[Save](#) [Print](#)

[Submit](#)

**PLEASE SEE THE NEXT PAGE ONCE YOU HAVE COMPLETED YOUR ENROLMENT USING THE ABOVE STEPS.**

**YOU WILL NOW NEED TO 'BOOK' YOUR CHILD INTO OUR SERVICE.**

### STEP 1

- a. Click on New Request

**CONTACTS**  
For waitlist, a main myFAMILY contact must be entered as the main point of contact. Additional contacts are optional.

NAME	RELATION	CONTACT TYPE	ADDRESS	CONTACT NO.	EMAIL	USER NAME	EDIT
[Empty Row]							

**CHILD**

CHILD NAME	STATUS	DOB	Due Date	AGE	EDIT	DELETE	Enrolment information
[Empty Row]							

**OFFER**

Legend  
 Offered  Not Offered  Change to Existing Bookings

CHILD NAME	START DATE	REQD START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY DATE	ACCEPTED DATE	View Offer
[Empty]	27-02-18	5/27-02-18	Accepted pending Enrolment submit	BSC	Big Childcare - Micklesham Primary School	4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	28-02-18		View Offer

**BOOKING REQUESTS**  
Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.  
No records found

### STEP 2

- a. Select your child/ren's name
- b. Select the service type
- c. Click on Select Service and complete information as prompted
- d. Click Save

**ADD WAITLIST DETAILS**  
Select which child/children you are requesting days for \*

Step 1. Please select the service type you require: \*

Long Day Care/Kindergarten/Preschool  
 Before School Care  
 After School Care  
 Vacation Care \*\*  
 Occasional Care \*

Step 2. Please click the button below to select the services you wish to submit a booking request to: \*

**SELECT SERVICE**

Selected Service(s): None selected.

Step 3. Please specify days for your child:

Preferred start date \* [Calendar Icon] No. of Days \* [Select] Will you accept less days? Y  N

Preferred days \*  
 Mon  Tue  Wed  Thu  Fri  Sat  Sun  
 Days that do not suit me:  Mon  Tue  Wed  Thu  Fri  Sat  Sun

Step 4. Please enter any comments on flexibility:

[Text Area]

APPLICATION DATE 02-02-2018 [Calendar Icon] **SAVE** **CANCEL**

\* Please note that Occasional Care means casual bookings

\*\* Please note that you are unable to book online for our Holiday Program. Please do not tick the Vacation Care option, but rather complete the hard copy Booking Form available online for you to download at [www.bigchildcare.com](http://www.bigchildcare.com) for Holiday Care

### STEP 3

Once you have completed the above step, an email will be automatically generated to your Centre Manager and an 'offer' will be created. Parents will receive an email from My Family Lounge. Please look out for this email. Once the email has been received:

- Log back into My Family Lounge and the Offer section will appear.
- Select View Offer

**OFFER**

Legend:  Offered  Not Offered  Change to Existing Booking

CHILD NAME	START DATE REQ'D START DATE	STATUS	CARE TYPE	CENTRE NAME	DAYS	M	T	W	T	F	S	S	OFFER EXPIRY ACCEPTED DATE	
<input type="checkbox"/>	27-02-18 S:27-02-18	Open	BSC	Big Childcare - Mickleham Primary School	4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	28-02-18	<a href="#">View Offer</a>

### STEP 4

You will see this view as per the screen below.

**BIG CHILDCARE - MICKLEHAM PRIMARY SCHOOL**

**Letter of Offer**  
Date Submitted: 02-02-18

We are offering your child a place at the following centre:

Child Name:   
Centre: Big Childcare - Mickleham Primary School  
Care Type: BSC  
Start Date: 27/02/2018  
Days Offered: Tue,Wed,Thu,Fr  
Expiry Date: 28/02/2018

**Accept/Decline Offer** | **Enrolment Form** | **Confirm**

Please accept, decline or change the offer | Jodie is not enrolled at this service yet. | Please note you need to confirm to secure the placement

[Accept](#) [Decline](#) [Decline & Change](#)

Please press 'accept' and then press the 'confirm' button that will appear shortly after.

**A BIG THANK YOU FOR COMPLETING THE PROCESS!  
PLEASE FEEL FREE TO CALL US ON 03 8682 9400 SHOULD  
YOU NEED ANY FURTHER ASSISTANCE.**



**MORE ABOUT  
THE CHILD  
CARE SUBSIDY**



**BEFORE CARE | AFTER CARE | HOLIDAY CARE**



# CHILD CARE SUBSIDY = BIG SAVINGS 4 U!

**THE GREATER YOUR HOURS OF ACTIVITY PER FORTNIGHT THE GREATER THE NUMBER OF HOURS OF SUBSIDISED CARE YOU WILL RECEIVE**

Between 8 and 16 hours of activity

Will give you 36 hours of subsidised care per fortnight

Between 16 and 48 hours of activity

Will give you 72 hours of subsidised care per fortnight

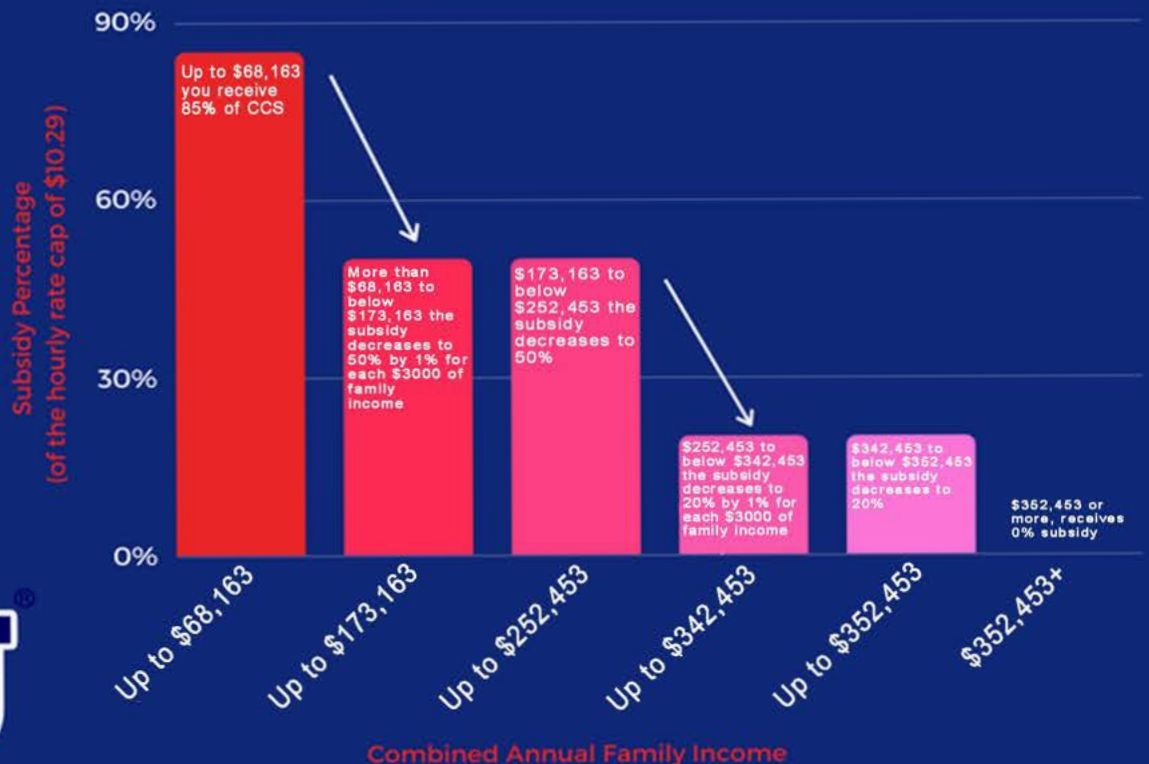
More than 48 hours of activity

Will give you 100 hours of subsidised care per fortnight



Activity includes paid work, being self employed, carrying out unpaid work in a family business, looking for work, recognised volunteering or studying.

**YOUR TOTAL COMBINED FAMILY INCOME WILL DETERMINE HOW MUCH YOU SAVE ON CHILD CARE FEES WITH US THROUGH CHILD CARE SUBSIDY (CCS)**





# CCS MADE EASY = HOW TO APPLY!

## REGISTER

Go to [www.mygov.au](http://www.mygov.au) and link your MyGov account to Centrelink and complete the process

STEP  
1



STEP  
2

CONFIRM  
ELIGIBILITY

Confirm your activity hours and your partners



STEP  
3

## CONTACT BIG

Call or email your centre manager and make your required bookings with Big Childcare

CERTIFIED  
WRITTEN  
AGREEMENT

STEP  
4

Log in to your [www.mygov.au](http://www.mygov.au) and click on the Centrelink button choosing Child Care Subsidy from the menu. Select Enrolments and click on Review to confirm your enrolments for each child



## CHECK

Contact your centre manager to confirm your CCS enrolment status. Check that your Big Childcare Statement is correct. All done!

STEP  
5

**big**<sup>®</sup>  
CHILDCARE