GETTING READY TO ATTEND...

Please ensure children are signed in no later than 9am.

What to wear

We love to get outside at TeamKids, so please remember to pack a clearly labelled hat and wear suitable footwear for running around. Where possible avoid wearing singlets, thongs and open-toed shoes. Ideally, please apply sunscreen before coming to the program, and the children will reapply later in the day. If your child is susceptible or reacts to different sunscreens, please bring your own sunscreen and bring this to the attention of our Educators.

The Cancer Council recommends using a high protection sunscreen (minimum SPF 30) with a high UVA rating (4-star minimum).

Pack a Healthy Lunch

A delicious, nutritious, morning and afternoon tea are provided in all programs. Children are required to bring a packed lunch and refillable water bottle. When packing your child's lunch, please consider that some children in attendance have been diagnosed with food allergies or the risk of anaphylaxis.

Medical Information? Have a Plan

If your child has Asthma, Anaphylaxis, an allergy or any other medical condition, upload plans to your TeamKids account and bring along a completed Risk Minimisation Form, found on our website. Please provide required medications to your venue coordinator on the first day of attendance - In their original packaging, clearly labelled with your child's name and a use-by date. **Please note children are unable to attend our venues without their medication and action plans.

Receiving Child Care Subsidy

After your TeamKids booking is placed, you must log into your MyGov account to check you have a confirmed enrolment.

Extended Hours of Operation

During the school holidays, our Customer Service Team are available from 7:00 am till 5:00 pm.

Booking and Cancellations

Bookings are subject to availability and may be placed/amended until the start of the session via your TeamKids online account. An additional fee of $10 per child applies to bookings made within 7 days of attending. Cancellations made within 48 hours of the session commencing will incur the normal fee and will be charged accordingly. Cancellations made with more than 48 hours' notice will not be charged. In the event of a medical illness, please email a medical certificate to info@teamkids.com.au WITHIN 48 HOURS of the absence to avoid being charged for the booking. Please refer to our website for full cancellation T&Cs.

Electronic Sign-In/Out

All TeamKids venues require electronic sign in/out. Any person signing your child in or out from TeamKids care MUST be listed on your TeamKids account, be aged 16 years and over and know your TeamKids account pin number, if this has been activated. These details can be updated via your TeamKids account at any time.

Double Check TeamKids Room Location

It is very important to double check our website prior to attending, in case of a room change. We are sometimes required to temporarily change rooms due to school building maintenance over the school holidays. Last minute changes will be announced via SMS to attending families.

Additional Needs

For new 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. 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. Please call with any questions: 1300 035 000