

Frequently Asked Questions

The
Brain
space™

HOW DO I BOOK?

Visit our website www.thebrainspace.com.au and click on BOOK NOW. You will be taken to our Customer Portal. Once you have created an account you will be able to choose the days and times that suit you and add in swimming lessons or private tuition sessions as necessary.

MY CHILD DOES NOT ATTEND EHSS, CAN THEY JOIN THE BRAIN SPACE?

ABSOLUTELY!!! Please arrange to drop your child off at The Brain Space before 3.30pm and pick up before 5.15pm. They will have their homework done, some fun and fitness and their swimming lesson* done ready for dinner and bed!!

MY CHILD IS IN PREP AT EHSS, CAN YOU PICK THEM UP?

ABSOLUTELY!!! Please advise us if your child requires pick up. Our friendly Staff member will pick up Students from Gate 1 (Staff Car Park on Russell St) and walk students up to the cross walk to cross Russell St.

WHAT IF MY CHILD IS SICK?

If your child is sick – please advise us prior to the session via the Customer Portal. Your Brain Space fee is non-refundable or transferable as it does hold your place in the program. We will allocate make-up lessons for Swimming Lessons or Private Tuition. Please see our Absence Policy.

WHAT DOES MY CHILD NEED TO BRING?

Their school bag with their homework. Stationery will be supplied. For a swimming lesson* please pack swimmers and a towel and cap and goggles. Non-perishable afternoon tea.

WHAT IF MY CHILD DOESN'T HAVE ANY HOMEWORK OR DOESN'T BRING IT?

- Our staff are qualified teachers or studying to be teachers. They are familiar with the curriculum in each year group and will provide tasks and activities suited to your child's ability based on the curriculum.
- We will provide regular feedback on your child's progress.



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WHAT IF MY EHSS CHILD IS BOOKED IN BUT DOES NOT ATTEND THE SESSION?

- Please discuss with your child when you drop them off at school in the morning that they are going to The Brain Space that afternoon and that they are to cross at the crosswalk and make their way to The Brain Space.
- We will send an SMS at 3.30pm if your child is not present. Please ensure that your phone details are up to date.
- EHSS policy on students still waiting at the school will be conducted if students are not collected at the appropriate time. Please contact the school if necessary.

SOMEONE OTHER THAN CAREGIVERS LISTED ON THE CUSTOMER PORTAL WILL COLLECT MY CHILD FROM THE BRAIN SPACE, IS THIS OK?

Please contact us via email info@thebrainspace.com.au or text message to advise us of the person collecting your child. We will not release a child to anyone who is not listed on the Customer Portal and will require written permission to do so.

CAN YOU PROVIDE AFTERNOON TEA?

Unfortunately not, we are not licenced to provide any food for students. We do not have refrigeration available so please pack an extra non-perishable snack or piece of fruit. In the interest of children with nut allergies please provide a nut-free snack.

CAN I COME INTO THE BRAIN SPACE WITH MY CHILD?

- No, The Brain Space is a child-only zone! We will bring your child up to the Brain Space and back down again when you are picking up from Reception.
- We will provide regular updates and photos via our Customer Portal for you to see what your child has been up to.

CAN MY CHILD COME FOR A TRIAL OR CASUAL SESSION?

Yes, each casual or trial session costs \$35 (plus swimming lesson or private Tuition). Please email us info@thebrainspace.com.au to book this.

