

# Outside School Hours Care Program



## Solway Primary School

### Welcome to OSHClub - your Before & After School Care Program provider.

OSHClub provides the highest quality Before School Care, After School Care, Pupil Free Day Care and Holiday Programs for Primary and Preschool aged children.

We pride ourselves on providing children with a fun experience that they will enjoy. From exciting activities and healthy, nutritious snacks to caring, motivated staff, the program meets all your children's needs.

Program Contact Number	<b>0432 511 388</b>
Head Office Number	<b>(03) 8564 9000 (8:00 AM to 6:00 PM Mon-Fri)</b>

### Operating Times

Before School Care	<b>7:15 AM to 9:00 AM</b>
After School Care	<b>3:30 PM to 6:00 PM</b>
Holiday Program	<b>Please check online for your nearest program</b>

### 2017 Fees

Before School Care from **\$6.93** to \$10.80 per child per session (full fee \$21.60)  
After School Care from **\$8.09** to \$13.90 per child per session (full fee \$27.80)  
(fees subject to change)

Most families are eligible for Child Care Benefit (CCB) and the 50% Child Care Rebate (CCR). The full fee applies for families who do not apply for and are not eligible for CCB and the CCR. All fees are approximate only. Late pick up fees of \$2.00 per minute per child apply. Prices may change at any time. Casual bookings made within 24 Hours incur an extra charge of \$3.30 per session for Before and After Care.

### What happens?

Loads of fun activities for all ages including art/craft, games, sports, drama, board games and fun with friends.

### What to bring

Make sure you wear or bring appropriate clothing including a hat (Terms 1 & 4).

### How to book

An OSHClub online enrolment form must be completed. Enrol online at [www.oshclub.com.au](http://www.oshclub.com.au). Once enrolled with OSHClub, log into your account and select to place either a permanent or casual booking.

### How to pay

Fees can be paid by Credit Card (VISA or MasterCard) or by direct debit from your nominated bank account. Your account will be automatically charged every 2 weeks for your attendance fees. Usage statements will be available online. A late/penalty fee of \$9.90 will be charged to your credit card or bank account if a transaction is declined.

If you have questions regarding your account please contact your dedicated Account Manager via the details below:

Account Manager	Direct Phone	Email
Courtney Entwistle	(03) 8564 9026	courtney@oshclub.com.au

### Cancellations

OSHClub requires 24 hrs' notice for cancellation of a booking or a medical certificate in the case of illness. If you provide either of these, you will receive a credit on any out of pocket charges you incur. Credits will equal the full fees less your CCB.

### How to cancel a booking

- Online (preferred method) – login to your account at [www.oshclub.com.au](http://www.oshclub.com.au) and remove or change your booking. These changes take effect immediately.
- SMS – 0421 268 989 (SMS charges apply). This can take up to 24 hours to process. Include the following details to ensure your request can be processed:  
Child's name e.g. Scott & Katie Smith  
Service e.g. Example Primary School  
Session & Date you wish to cancel e.g. After Care on 20 Feb 2017

### OSHClub Staff

OSHClub programs are staffed by qualified and experienced Coordinators who have Working with Children checks. Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

### Policies

Please refer to our policy document at the service to view our admission and enrolment requirements, fee payment procedures, employment of staff procedures, programming procedures, behaviour management procedures, delivery and collection procedures for children, dealing with illness and emergency care, infectious disease, complaints and anaphylaxis management policy.

### Complaints

Any complaints or concerns regarding this service should be directed to the program Coordinator, or by contacting the OSHClub Head Office via email [admin@oshclub.com.au](mailto:admin@oshclub.com.au) or on (03) 8564 9000. If you are unhappy with the way your complaint or issue was handled, please contact the Department of Education & Training, Level 3, 295 Springvale Road, GLEN WAVERLEY VIC 3150. Phone 1300 651 940 or email [emr.qar@edumail.vic.gov.au](mailto:emr.qar@edumail.vic.gov.au).

This program is provided and operated by OSHClub Pty Ltd in collaboration with the school. Mr S. Bull and Mr J Bruce are the representatives and licensees of this corporation. 14.02.2017

