

Outside School Hours Care Program

Carlton Gardens Primary School

Welcome to OSHClub, your Before School and After School Care Program.

OSHClub provides the highest quality Before School Care, After School Care, Pupil Free Days and Vacation Care Programs for primary and kinder 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.

Contact Number	0431 608 071
Head Office Number	1800 460 870 (8am-6pm Mon-Fri)

Operating Times

Before School Care	7:00am to 9:00am
After School Care	3:30pm to 6.00pm
Curriculum Day Care	7:30am to 6:00pm

Cost

Before School Care from \$4.54 per child per session (full fee \$15.50)
After School Care from \$4.74 per child per session (full fee \$17.50)
Curriculum Day from \$11.00 per child per session (full fee \$46.00)

Most families are eligible for Child Care Benefit (CCB) and Child Care Tax Rebate (CCTR 50%).
The full fee applies for families who do not apply for and are not eligible for CCB and the CCTR (50% Tax Rebate).
All fees are approximate only. Late pick up fees of \$2 per minute per child apply. Prices may change at any time.
Casual bookings made within 24 hours incur an extra charge of \$2 per session.

What happens

Loads of fun 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.

How to book

An OSHClub online enrolment form must be completed. Enrol online at www.oshclub.com.au

Once enrolled with OSHClub, log in to 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 \$25 will be charged to your credit card or bank account if a transaction is declined.

Cancellations

OSHClub requires 24 hours 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 fee less your CCB.

How to cancel a booking

1. Online (preferred method) – login to your account at www.oshclub.com.au and a remove or change your booking. These changes take effect immediately.
2. 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. Brighton Primary
Session & Date you wish to cancel e.g. Before Care on 15 Aug 2011

OSHClub Staff

All OSHClub programs are staffed by qualified and experienced staff who have Working with Children and Police Checks. They are also trained in First Aid 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 via email to admin@oshclub.com.au or by contacting the Regional Manager on 08 9261 3200.

If you are unhappy with the way your complaint or issue was handled, please place your issue in writing and address to: : Department of Education and Early Childhood Development, western Metropolitan Region, 71 Moreland st, Footscray VIC, 3011. Ph: 9275 7036 and ask to speak to a children's services advisor

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.

