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**Before School, After School & Vacation Care  
for the North Coast Region**

## **WELCOME TO COMMUNITY OOSH SERVICES**

### **WHAT YOU NEED TO KNOW**

There are always many questions regarding pricing, processes and requirements on enrolments and we hope that this information can answer most of them. Below, we have provided answers to what we have learnt to be some of the most common questions that parents ask.

#### **Enrolling your Child**

The enrolment process will take you through all the necessary steps to enrol your child with Community OOSH Services for the first time.

***Please ensure you have your family CRN number, your children's CRN numbers and emergency contact information for yourself and at least two other people prior to starting the enrolment process. Direct Debit is the only payment option for payment of fees and part of this enrolment will require you to sign up to the direct debit facility.***

Please select the centre below that you would like to enrol into and you will be taken to a new page to enrol through our Childcare Software **Xplor**.

**We strongly suggest that you use the Google Chrome or Safari browser to complete the enrolment forms as we have seen some issues with Internet Explorer and Bing.**

FUN FACTORY (Toormina)

[https://prodadmin.myxplor.com/enrollment\\_v2/centre/ZnaSRWbZiAHosQLARsSrgA](https://prodadmin.myxplor.com/enrollment_v2/centre/ZnaSRWbZiAHosQLARsSrgA)

PCYC

[https://prodadmin.myxplor.com/enrollment\\_v2/centre/nhvf4TU6M8YQ6WS24356pAlwuA](https://prodadmin.myxplor.com/enrollment_v2/centre/nhvf4TU6M8YQ6WS24356pAlwuA)

KORORA

[https://prodadmin.myxplor.com/enrollment\\_v2/centre/huT5adPCZMCpBQIMpBJuiQ](https://prodadmin.myxplor.com/enrollment_v2/centre/huT5adPCZMCpBQIMpBJuiQ)

WOOLGOOLGA

[https://prodadmin.myxplor.com/enrollment\\_v2/centre/qpJX9EzqY6ICRdH6GBowwQ](https://prodadmin.myxplor.com/enrollment_v2/centre/qpJX9EzqY6ICRdH6GBowwQ)

GRAFTON

[https://prodadmin.myxplor.com/enrollment\\_v2/centre/94231wNq0GUx7yDRhJsPhvsb7A](https://prodadmin.myxplor.com/enrollment_v2/centre/94231wNq0GUx7yDRhJsPhvsb7A)

#### **Using our Services after enrolling**

All bookings, cancellations, bill payment, updates of contacts are to be completed via the Xplor home app that you will receive a link to after the enrolment has been completed and confirmed by our administration team.

The link below is a guide to using the Xplor home app.

<https://support.myxplor.com/s/home-parent>

### Important contact number for Community OOSH Services

We suggest you put in your phone contacts both the Administration number listed below and the Centre number from the list that you would be using.

**0466 306 220 Primary Number** (Available 12:00pm to 4:00pm Mon to Fri)

**0417 366 007 Spare / backup phone** (only used as secondary phone)

**Email:** [admin@communityoosh.com.au](mailto:admin@communityoosh.com.au)

### Centres

Fun Factory (Toormina)	0435 123 485
PCYC (Coffs)	0435 568 209
Korora	0435 123 489
Woolgoolga	0435 347 989
Grafton	0466 654 746

Our Centre Co-ordinator is the contact for any Childcare issues, medical information and program information and lost property.

### Centre Phone Number Availability times

All centre phones are available between the following hours

School Term	Morning 06:30am to 09:00am Monday to Friday
	Afternoon 01:30pm to 06:00pm Monday to Friday
Vacation Care	07:00am to 06:00pm Monday to Friday

### Centre Opening Hours

Before school care operates	6.30am-9.00am each school day
After school care operates	2.45pm-6.00pm each school day
Vacation care operates	7.00am-6.00pm each Mon – Friday

### How to make a booking or a cancellation

All bookings and cancellations are to be completed via the Xplor Home app.

### Our Cancellation Policy

Notice period required for existing bookings

The minimum notice required where the session will not be charged for our services is shown below and cancellation requests are to be completed via the Xplor Home APP.

After School Care	Up to 48 hours notice from the session start time
Before School Care	Up to 24 hours notice from the session start time
Vacation Care	Two weeks notice required

**Our policy regarding cancelling a booking for Vacation Care is 2 full weeks' notice. All bookings (Including Sick days) not cancelled by 7:00am 2 weeks prior to the booking will be marked as absent and charged as an absent day.**

All cancellation requests are to be done by the parent through the Xplor Home App.

It is critical to let us know your child will not be attending in the afternoon as it causes immense stress to the staff and schools if we are out looking for children who have simply been collected by the parents or sick and we have not been notified!

It is essential that your contact number can be reached and answered between 3pm and 6pm.

A \$10.00 Non notification fee will be charged on top of the daily fee should notification not be received prior to the Bus Run.

**Fee payment**

- All customers are required to setup Direct Debit as part of the enrolment process
- The out of pocket cost of care along with any additional fees will be charged weekly in arrears.
- To streamline payments and ensure timely processing, Community OOSH Services utilises a weekly direct debit facility through Debit Success for all applicable fees.
- Payments will be debited from your account on Thursday each week for the total amount of the previous weeks care less any CCS you have received.
- Any changes to the payment schedule will be communicated to you with prior notice.
- If there are insufficient funds in your account to cover a scheduled payment, there will be an additional fee incurred from Debit Success due to failed transaction which will be your responsibility.

**What should I pack for my child to attend OOSH in Vacation Care times**

Hat, sunscreen, sun/rash shirts (covered shoulders), appropriate footwear, plenty to eat and drink (a refillable water bottle). In Winter warm clothes and socks and in Summer swimmers, swim aids (if required) towel and a plastic bag. *Please label all clothes* Phones, tablets and digital communication devices are prohibited.

**How much does it cost to attend OOSH**

The current rates of care are found on our website <http://communityoosh.com.au/about-oosh/faqs/> in frequently asked questions and all prices are session based.

Our service is approved to offer Child Care Subsidy (CCS) to eligible families and this benefit is paid to the service where the CCS comes off the cost of care. Parents and carers need to have a valid MyGov account and their CRN numbers if they are wanting to claim the CCS. More information can be obtained from the government website [www.education.gov.au/ChildCare](http://www.education.gov.au/ChildCare) or on 136 150.

**Transportation**

A free bus service using our buses and vans are available for the families using the Before and After school care & during Vacation Care. Parents/guardians are required to collect children at the end of the care session for After School Care and are required to drop off their children to our service for Before School Care.

Parent/guardians are responsible for transport to and from vacation care and pupil free day programs

For information regarding the schools we service in your area please go to our Frequently Asked Questions section of our Website <http://communityoosh.com.au/faqs/> and for more information regarding our policies and procedures please go to <http://communityoosh.com.au/new-to-oosh/forms-policies/>

We hope this information helps you with your transition to the world of OOSH and look forward to meeting you and your children.

Yours Sincerely  
Community OOSH Services  
Administration