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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

Please see the enrolment process detailed below to help you with the steps we follow to ensure a smooth transition into our service.

1. Complete and submit the online enrolment form located at <http://communityoosh.com.au/new-to-oosh/enrolling-first-time/> ensuring you have provided your CRN numbers. You will receive an automated email response that your enrolment has been sent to us for processing.
2. Within 2 days of submitting the enrolment you will receive a verification of your enrolment application via email from our office.
3. After receiving this email from our office, you need to go onto your **MyGov account** and confirm that your child is now using our services. Centrelink will not apply any CCS until this has been completed. We need to confirm this has been done before your start using the service.
4. After you confirm the enrolment on MyGov please email our office on admin@communityoosh.com.au or call us on 0466 306 220 to confirm your enrolment has been successful and that the CCS is applying to your account.
5. We will check that your account has a status of "Confirmed by Guardian" and you will be right to start using the service.

PLEASE NOTE: This enrolment process is required to provide you the reduced rates of care based on your percentage of CCS and your activity hours. If you're considering using our service without applying for the Child Care Subsidy you will be required to pay the full rate of service and we may require "In Advance" payments to provide care.

Who should I contact ?

Our administration office is the point of contact for all bookings, cancellations, changes, billing enquires and updating personal information. The office can be reached via email at admin@communityoosh.com.au or via phone on 0466 306 220 or 02 6658 9757.

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

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
OFFICE Hours	8.00am-5.00pm Mon to Fri (Excluding public holidays)

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 or on 136 150.

How to make a booking or a cancellation

All bookings and cancellations are required in writing to the Administration office. You can communicate bookings and cancellations via email admin@communityoosh.com.au or through our website bookings tab at www.communityoosh.com.au or in the parent communications book located at the sign in desk at each of our centres. You can also call us on 0466 306 220 and 6658 9757 to advise us of a cancellation but we do require written confirmation via email, website or the parent communication book if you are requesting no charge for the session based on the cancellation policy below. All booking requests will receive a confirmation from our Administration via text or email.

Our Cancellation Policy

Unlike many childcare services we realise that plans/life can change. We are happy to offer **free** cancellation of booked days and depending on the type of care you want to cancel it can be as little as a few hours notice. The minimum notice required for each of our services is shown below and is required in writing as set out in "How to make a booking or cancellation"

After School Care	Up to 1:30pm the same day of booking for no charge
Before School Care	Up to 1:30pm the working day before your booking for no charge
Vacation Care	Up to 1:30pm the working day before your booking for no charge

All bookings not cancelled by the times shown above will be charged at full fee.

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.

Parent Accounts and Statements

Statements are issued every 2 weeks in arrears and emailed to you. Our statement periods fall in line with the fortnightly Child Care Subsidy cycles. **Please ensure you have your correct email registered with us and you have our address card (attached to this email) added to your contacts to ensure you get your fortnightly account statement.** The outstanding amount is required to be paid in full within 14 days. Accounts can be paid by B-Pay, direct bank deposit, cheque or credit card payments over the phone to our administration area.

If payments are not received by the last day of the statement period, a late fee of \$10 can be charged.

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