

# Outside School Hours Care Program

## Kalinda OSHClub – Key Service Information Sheet

**Service contact details:** Ph: 0439 992 434 Email: kalinda@oshclub.com.au

### **Welcome to OSHClub Before & After School Care provider**

OSHClub works in partnership with Kalinda Primary School to provide Outside School Hours Care (OSHC) services to the school community. We pride ourselves on providing children with a fun, learning experience. From exciting activities and healthy, nutritious food, to caring, motivated team members, the service meets all your children's needs.

### **What happens at OSHC?**

We provide fun activities for all ages including arts and craft, games, sports, drama, board games, dress ups and fun with friends. On request from parents, children can also participate in homework club. The service provides breakfast at Before School Care and afternoon tea at After School Care. Children can also participate in cooking activities.

### **Our team**

Your child/ren are in the care of qualified and experienced team members that have a current Working with Children check. Our Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

### **What to bring**

Make sure your children wear/bring appropriate footwear and clothing, including a hat.

### **Where is the service located?**

The OSHC service is located on site at Kalinda Primary School. All children attending the service must be dropped off in the morning or collected in the afternoon by an authorised person and signed in and out of the service each session. Children in Year 1 and above can walk straight to/from their classrooms. OSHClub team members will pick up and drop off the Prep students, escorting them to the service at the start of the year.

### **How to enrol**

An online OSHClub enrolment form must be completed via [oshclub.com.au](http://oshclub.com.au) prior to your child's first attendance. Once enrolled with OSHClub, log into your account to book the sessions you require. We encourage all families to enrol, even if you only use the service on an emergency needs basis. This will ensure we can care for your child/ren when required.

### **Making bookings\***

We offer permanent and casual bookings at the same affordable price to accommodate the needs of our families. Once enrolled, bookings can be made online at any time, up to 24 hours prior to the session of care. Bookings made within 24 hours will incur an extra charge of \$4.00 per session per child.

Late bookings made within 24 hours of the session can only be made by calling the service directly or our Customer Service and Billing Team on 1300 395 735.

### **Cancellations**

24 hours' notice is required for cancellation of a before and after school booking to ensure you will not incur out of pocket costs. In the case of illness please provide a medical certificate. Cancellations can be made through the following means:

- Online through logging into your account at [oshclub.com.au](http://oshclub.com.au)
- Contacting the Customer Service and Billing Team on 1300 395 735
- Sending an SMS to the Coordinator of the service. 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 and date you wish to cancel e.g. After School Care on 20 March 2018

\* Please note that cancelling online can take up to 24 hours to process. Where no notice is given, full fees will be charged.

