WELCOME TO OSHCLUB PTY LTD OUTSIDE SCHOOL HOURS CARE (OSHC) PROGRAM.
OSHClub aim is to provide the highest quality Before School Care, After School Care, Pupil Free Days and Vacation Care Programs for primary aged children, their parents and the local community.

Our programs are designed with working families in mind, ensuring that they can continue in their work environment without concerns about the safety and care of their children.

We pride ourselves on providing children with a fun experience that they will enjoy. From exciting activities to healthy nutritious snacks the program aims to meet the needs of your children.

ENROLLING IN THE PROGRAM
Enrolment is easy. All you need to do is complete our enrolment form online at www.oshclub.com.au. You have the option of booking either permanent or casual.

Permanent bookings – A permanent booking means that your child/ren will be attending on regular days each week and you are GUARANTEED a place once the booking is accepted. Permanent bookings can be changed throughout the year based upon your needs. To cancel a permanent booking, please allow 24 hours notice to receive a credit for your out of pocket charges. If your child is sick and you notify the program before the start of the session and a medical certificate is provided then you will receive a credit for your out of pocket expenses. Credits will equal the gap between the full fee, and the amount you pay less your 50% CCTR rebate.

Casual bookings – you can make a booking any time based upon your needs. From 2011 you will be able to make an online casual booking up to 24 hours before the start of the session commencing [subject to availability]. If you wish to book within 24 hours, please contact your program coordinator. An online enrolment form must be completed before your child/ren can attend the program.

COMPLAINTS
Any complaints or concerns regarding this service please email them to: OSHClub PTY LTD at admin@oshclub.com.au or call the Regional Manager on 1800 460 870.

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 GPO Box 4367 MELBOURNE, Victoria 3001

PROGRAMMING
Educational and recreational programs provided to the children include physical activities, creative activities, activities involving construction, exploratory activities, dramatic activities, fine motor activities and cognitive play activities.

POLICY MANUAL
Please refer to our policy document to view our admission and enrolment requirements, fee payment procedures, employment of staff procedure, programming procedures, behaviour management procedures, delivery and collection procedures for children, dealing with illness and emergency care, infectious disease, complaints and anaphylaxis management policy.
HOW TO PAY
You must provide a valid VISA or Mastercard for your OSHC Care charges. You can also have your fees directly debited from your nominated bank account. Please fill in the relevant information on the online enrolment form at www.oshclub.com.au
Your account will be automatically charged every 2 weeks for your attendance fees. Please ensure you have sufficient funds in your nominated account.
Usage statements will also be issued to you via email after we have charged your account. A late/penalty fee of $25 will be charged to your credit card or bank account if your credit card or bank account is declined.
Account queries call our Head Office between 9am and 5pm Monday – Friday on 8564 9000.

THE CHILD CARE TAX REBATE (50%) AND CHILD CARE BENEFIT (CCB)
Most families ARE eligible for Child Care Benefit (CCB) and the Child Care Tax Rebate (50%)!!
So it is important that all families register with the Family Assistance Office (FAO) before they attend the program to receive their entitlement for discounts on our fee. Simply contact the Family Assistance Office on 13 61 50 for details on how to register. Once you are registered you can enter your CRN numbers and D.O.B details when you enroll online.

CHILD CARE TAX REBATE (CCTR 50%)  
All families eligible for the tax rebate will receive 50% of all out of pocket costs from attending the program. CCTR will be paid directly into families accounts quarterly. Remember the CCTR is not means tested.

Remember your Child Care Tax Rebate is paid quarterly into your nominated bank account.

CHILD CARE BENEFIT (CCB)
All families claiming Child Care Benefit (CCB) for approved child care must have their income assessed by the FAO, because CCB is a payment based on family income. Families on the lowest incomes receive the highest rate of assistance. The CCB rate is gradually reduced as assessed family income increases, to the point where families receive a zero amount.

ONE-OFF CANCELLATIONS
CANCELLATION WILL BE CHARGED IN FULL IF YOU DON'T PROVIDE 24 HOURS NOTICE OR A MEDICAL CERTIFICATE FOR SICKNESS.

If you do provide 24 hours notice you will receive a credit on any out of pocket charges you incur. Credits will equal the gap between the full fee, and the amount you pay less your 50% CCTR rebate.

Procedure for making a one off cancellation
1: (PREFERRED) Login to your account at www.oshclub.com.au and remove or change your booking. These changes take effect immediately.

2: SMS: 0421 268 989 [SMS charges will apply]. This can take up to 24 hours to process.

On the SMS you must include the following details or your SMS may not be processed:

1: Childs/ren name [Eg: Scott and Katie Smith]
2: Service [Eg: St Kilda Park Primary School]
3: Session and Date you wish to cancel [Eg: Pls cancel Before Care on 15-2-10]

To change or amend a booking, please go to www.oshclub.com.au

This program is provided and operated by OSHClub PTY LTD in collaboration with the school. Mr J Bulle and Mr J. Bruce (Primary Nominel) are the representatives and licensees of this corporation.