

# Most Frequently Asked Questions ?????

## **Do I need to contact Cenrelink?**

Yes, you need to register with Centrelink and inform the service of your CRN (customer reference number)

## **Do I have to pay my account via Direct Debit?**

Yes, the only form of payment on your accounts is direct debit. In order to simplify accounts payments we have introduced this system. The company we have selected is Ezi-Debit. Please complete the form upon enrolment.

## **If I get called into work, can I still get care if I need?**

A quick call to OSHC will usually secure you a booking, as long as we are not booked out that session. We do however require at least 2 hours' notice but sometimes circumstances don't allow this time, just call us.

## **What is the procedure if I am late collecting my child?**

OSHC closes at 6pm. All children must be collected by this time. A late fee will apply in line with our fee policy. These late fees are charged to partly offset overtime costs. Regularly late pickups will result in a discussion with the director. Late pickups fee is \$25.00 for the first 15 mins and \$1.00 per minute thereafter per child.

## **Does my child need to wear a hat?**

Yes, Children are required to wear a hat between 8:30am-4:30pm, whilst at OSHC, whether it be during school term or during the school holidays. During VAC care children are required to wear legionnaire, wide brim or a bucket style hats at all times whilst on excursions. Bucket style hats can be purchased from the OSHC office for \$8.00.

**Please note this style of hat is not acceptable school attire**

## **If I have a suggestion or complaint- who do I talk to and what do I need to do?**

Jan (director) – Make an appointment time with Jan to discuss anything on your mind, there is also a suggestion box in the parent room. You could ask for a copy of the grievance policy and follow that.

## **I have a permanent booking, when is the latest time I can cancel without being charged?**

2 week's notice must be given during the term. Vacation care operates differently and we advertise the last day to cancel on our program.

## **How are the children involved in the program?**

The children voice at OSHC in our SRC. A group of 10-12 children are voted in by their peers. These children help make decisions and request equipment to be purchased. The committee meet once a term for 1/2hr at OSHC in an informal meeting. Their photos are displayed on the children's notice board.

## **If my child has homework from school, can they do it at OSHC?**

We provide a quiet area for the children to do homework and will whenever possible to assist or give the tools they may need (paper, dictionary, access to computers and printers)

## **If I have a regular term booking will that cover me through vacation care?**

No, all vacation care bookings must be made by using the booking sheet which is released along with the program on Friday of week 5 every term.

## **If I have a regular term booking and don't book for vacation care will I be charged?**

No, you only get charged for the bookings that you make.