

How to book

An OSHClub online enrolment form must be completed. Enrol online at www.oshclub.com.au. Once enrolled with OSHClub, log into your account and select to place either a permanent or casual booking.

How to pay

Fees can be paid by Credit Card (VISA or MasterCard) or by direct debit from your nominated bank account. Your account will be automatically charged every 2 weeks for your attendance fees. Usage statements will be available online. A late/penalty fee of \$9.90 will be charged to your credit card or bank account if a transaction is declined.

If you have questions regarding your account please contact your dedicated Account Manager via the details below:

Account Manager	Direct Phone	Email
Ambika Sivan	(03) 8564 9027	ambika@oshclub.com.au

Cancellations

OSHClub requires 24 hrs' notice for cancellation of a booking or a medical certificate in the case of illness. If you provide either of these, you will receive a credit on any out of pocket charges you incur. Credits will equal the full fees less your CCB.

How to cancel a booking

- Online (preferred method) – login to your account at www.oshclub.com.au and remove or change your booking. These changes take effect immediately.
- SMS – 0421 268 989 (SMS charges apply). This can take up to 24 hours to process.
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 & Date you wish to cancel e.g. After Care on 15 Aug 2016

OSHClub Staff

OSHClub programs are staffed by qualified and experienced Coordinators who have Working with Children checks. Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

Policies

Please refer to our policy document at the service to view our admission and enrolment requirements, fee payment procedures, employment of staff procedures, programming procedures, behaviour management procedures, delivery and collection procedures for children, dealing with illness and emergency care, infectious disease, complaints and anaphylaxis management policy.

Complaints

Any complaints or concerns regarding this service should be directed to the program Coordinator, or by contacting the OSHClub Head Office via email admin@oshclub.com.au or on (03) 8564 9000.

If you are unhappy with the way your complaint or issue was handled, please contact the Department of Education and Training, Level 3, 295 Springvale Road, GLEN WAVERLEY VIC 3150. Phone (03) 8392 9500.

This program is provided and operated by OSHClub Pty Ltd in collaboration with the school. Mr S. Bull and Mr J Bruce are the representatives and licensees of this corporation.