



Parent Checklist for OSHC

Have you:

1. Completed an Enrollment Form, including your Family References (CRN Numbers)?

Account holder must be registered with Family Assistance.

2. Completed a Booking Form for the year?

Hours:

Our Opening / Closing Hours are Monday to Friday, session times are as follows:

- Before School Care: 7:00am – 8:45 am
- After School Care: 3:00pm – 6:00pm
- Vacation Care: 7:00am – 6:00pm

Please note there is a \$3 per minute late fee for Family for children that are collected after 6:00 pm.

Reminders:

- **Cancellations:** there are several ways available to cancel care: communication book at OSHC, text message, phone call or email.
- **Before School Care Bookings:** if your child is booked in for morning care you have until 5pm the previous working day to cancel care and you will **NOT** be charged as per our policy.
- **After School Bookings:** if your child is booked in for afternoon care you have until 9 am on the day to cancel care and you will **NOT** be charged as per our policy.
- **Vacation Care:** once your child is booked into Vacation Care you will be charged regardless of cancellation. If you can provide a doctor's certificate for your child, we can remove the charge for the day. This only applies to Vacation Care bookings.
- Our **Vacation Care** program will be made available to families 3 weeks prior to the school holidays commencing. It will be available on our website www.cobblercreekoshc.com or printed copies will be available from the center.

Accounts:

Accounts are generated on a weekly basis and an invoice is sent out via email. We require families to pay their account in full within 7 days.

Payment options:

- Bank Transfer:
 - Account Name: Cobbler Creek OSHC and Vacation Care
 - BSB: 105-192
 - Account Number: 02199 3940
- Credit card – on person or over the phone
- EFTPOS

Cobbler Creek Out of School Hours Care and Vacation Care

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