

OATLEY OOSH CARE INCORPORATED

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Frequently Asked Questions

Visit www.oatleyoosh.org.au

Enrolments

When can I enrol my kindergarten child?

Oatley OOSH enrolments for new families open in the second week of Term 4 each year.

Please see website for current dates.

Please also note that the booking requests are time stamped and anything received prior to this date and time will be deleted.

Can I put my child on a waitlist?

No, unlike day care centres, we do not have a waiting list prior to attendance.

I only need a few sessions; can I enrol as a casual?

Yes, Oatley OOSH can accept casual positions only when there is available space during a session. Unfortunately, if we are full we are unable to accept casual enrolments. Casual enrolments cost \$25 per session.

How do I enrol as a casual?

Complete an enrolment form on *MyFamily Lounge* but do not request any bookings. To book in a casual session, please call or email the centre.

I already attend OOSH but need to enrol a sibling, when can I do this?

If you have a child that already attends OOSH and you wish to enrol a sibling, enrolments open the first week back of term 4 each year, please see website for current dates.

I already attend OOSH, when can I add more sessions?

If you already attend OOSH and wish to add sessions to your existing bookings for the following year, enrolments open week 1 of term 4 each year.

I already attend OOSH and want to keep the same sessions for the following year, what do I have to do?

Oatley OOSH adopts a roll over procedure – anything you have this year will be the same next year. All you need to do is log onto your *MyFamily Lounge* account and update all your enrolment information.

I already attend OOSH but want to add more sessions, can I do this?

Existing families cannot change their permanent sessions past week 1 of term 4. If you need any additional sessions you can book your child in for a casual session.

When will I know what positions I have?

You will be emailed a position by **then end of week 3 term 4**. You must log on to your *MyFamily Lounge* account and accept or decline your offers before the expiry date

I received an offer, what do I have to do?

You will receive an email from Oatley OOSH*Care* offering you positions. You must log on before the expiry and accept or decline your offer. Your offer will expire and that position will not be held open for you. Once you have accepted your offer, you must log onto your *MyFamily Lounge* account and submit your enrolment form.

I didn't receive all the positions I requested, what do I do?

If you did not receive an offer for any or all of the sessions you requested, you are automatically placed onto a waiting list for those sessions. There is normally a bit of movement in the first few weeks of term 1 - if a position becomes available, the centre will notify you.

When / how do I enrol?

You can register and begin your enrolment before the acceptance date by creating an account on *MyFamily Lounge*. Please note that any booking requests received prior to 6:00am before the requested date will be deleted. We recommend that you create an account and begin your enrolment form early.

I've completed the enrolment form online but it won't let me submit it, why?

You will be able to complete the enrolment form on your *MyFamily lounge* account but will not be able to submit it until you have received and accepted an offer from Oatley OOSH. Once you have accepted your offer, you will need to return to the enrolment form and submit it.

I've used MyFamily Lounge before. Do I register again?

No, *MyFamily Lounge* is used across different childcare centres including some pre schools. If you have already registered, simply log in and add Oatley OOSH*Care* Incorporated as another service.

Vacation Care

I only need Vacation Care – do I enrol online through MyFamily Lounge?

No, If you only need Vacation Care you can complete the “Casual Enrolment Form” available on our website under the Administration tab. This only needs to be submitted once per year.

I attend OOSH and want to come to Vacation Care – do I need to submit an enrolment form?

No, we already have your details, so you only need to submit the booking form available online under the Vacation Care tab.

My child has a friend from a different school that wants to attend Oatley OOSH's Vacation Care, can they come?

Yes, anyone is welcome to attend our Vacation Care program. Priority goes to children that attend Oatley OOSH Care. Our website will have the date when non-OOSH families can enrol for vacation care. A completed enrolment form and booking request is required for all non-OOSH families.

Other

My child is going to be absent from a session, what do I have to do?

If your child is going to be absent from an OOSH session, you need to inform the centre by either calling or emailing. If you do not contact the centre, educators will call you in an attempt to find your child and you will incur a \$10 fine per offense.

I've told the school my child will be absent, do I still need to tell OOSH?

Yes, Oatley OOSH is completely independent from the schools we cater to. You will need to inform the centre if your child is going to be absent from any session or incur a \$10 fine.

Can I swap my permanent booked OOSH sessions?

No, OOSH can't swap permanent booked days. We can offer casual care (if available) on other days that your child isn't booked in.

Someone new is coming to collect my child, what do I need to do?

If someone is coming to collect your child from a session that hasn't previously, you will need to add his or her details to your *MyFamily Lounge* account as an additional contact and inform the centre. For security reasons, educators will ask to see a form of ID when collecting your child for the first time.

I can't collect my child before 6:00pm, what do I do?

If you anticipate you will not collect your child before OOSH closing time (6:00pm), you will need to arrange alternative pick up and inform educators. A late fee of \$15.00 per 15 minutes will be incurred past 6:00pm. If no contact is made to emergency contacts or by the parent by 6:30 pm, the Supervisor will contact the Child Protection and Family Crisis Service and your child will be taken to the local police station.

More Information

Where do I get more information?

Our office team are constantly updating the Oatley OOSH website – keep checking for news, updates and other important information. Casual enrolment forms, Vacation care programs, permission forms, OOSH bank details and asthma and anaphylaxis forms are all available on the website!

I have more questions, where can I go?

If you have more questions feel free to contact Oatley OOSH by emailing enquiries@oatleyoosh.org.au