

## OATLEY OUT OF SCHOOL HOURS CARE CENTRE

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# Frequently Asked Questions

Visit [www.oatleyoosh.org.au](http://www.oatleyoosh.org.au)

## Enrolments

### **When can I enrol my kindergarten child for 2017?**

Oatley OOSH enrolments for new families for 2017 open at 6:00am on the 17<sup>th</sup> October. Please 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 for 2017?**

No, unlike day care centres, we do not have a waiting list prior to attendance. Oatley OOSH enrolments for 2017 open at 6:00am on the 17<sup>th</sup> October 2016.

### **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 incur an additional \$2.00 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 for 2017, when can I do this?**

If you have a child that already attends OOSH and you wish to enrol a sibling, enrolments open at 6:00am on the 10<sup>th</sup> October 2016.

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

If you already attend OOSH and wish to add sessions to your reoccurring bookings for 2017, enrolments open at 6:00am on the 10<sup>th</sup> October 2016.

### **I already attend OOSH and want to keep the same sessions for 2017, 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 in term 4 2016, can I do this?**

Existing families cannot change their permanent sessions past the 30<sup>th</sup> November 2016. If you need any additional sessions you can book your child in for a casual session.

### **When will I know what positions I have for 2017?**

You will be emailed a position offer for 2017 on the 28<sup>th</sup> October 2016. You must log on to your *MyFamily Lounge* account and accept or decline your offers before the 4<sup>th</sup> November 2016.

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

You will receive an email from Oatley OOSHCare offering you positions for 2017. You must log on before the 4<sup>th</sup> November 2016 and accept or decline your offer. Your offer will expire on the 4<sup>th</sup> November 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 - if a position becomes available, the centre will notify you.

### **When / how do I enrol?**

You can register and begin your enrolment form before the acceptance date by creating an account on *MyFamily Lounge*. Please note that any booking requests received prior to 6:00am on 17<sup>th</sup> October 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 OOSHCare 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! All we need is the completed enrolment form and booking request.

## **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 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 fine.

**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.

## **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](mailto:enquiries@oatleyoosh.org.au)

**Oatley OOSH Priority of Access**

1. At risk children
2. Existing children
3. Siblings of existing families
4. New families