# Frequently Asked Questions about the Service

**Q: How do I enrol at the service?**
**A:** There are number of ways you can enrol into OSHC
- Our preferred option is through Xplor, an online enrolment, booking and waitlist program available through our website-visit https://www.sa.ymca.org.au/what-we-do/oshc/st-anthonys-catholic-school
- You can also call our OSHC Support Team either by calling 8200 2516 or emailing sa.oshc@ymca.org.au
- See your Centre Director for more information.

**Q: How do I make Bookings?**
**A:** We are happy to accept bookings through a number of ways
Our preferred option is called Xplor Home and information will be part of your welcome email
- You can also call our OSHC Support Team either by calling 8200 2516 or emailing sa.oshc@ymca.org.au
- Let your Centre Director know.

**Q: What is your cancellation policy?**
**A:** Our Cancellation Policy for Before and After School Care requires 48 hours notice to be able to cancel the booking with no charge. Any cancellations after this time will be recorded as an absence and charged the full fee. Our Cancellation Policy for Vacation Care allows cancellations up until 2 weeks prior to commencement of Vacation Care. The cancellation fee will be waived on receipt of a medical certificate.

**Q: When is the OSHC Support Team available?**
**A:** Our team are available Monday to Friday 9.00am to 5.00pm. You can leave a message or send an email at any time or contact your Centre Director before and after these times.

**Q: On my child's first day, will they be collected from class?**
**A:** Your child will be collected by an educator on the first day, we then set up a buddy system to help your child come to OSHC.

**Q: What if my child can't eat the snack provided?**
**A:** We ask that you inform us of any allergies or food preferences and we will make sure your child is catered for.

**Q: What will happen if my child forgets go to OSHC after school?**
**A:** If your child hasn't arrived at OSHC, we will make enquiries with the school and yourself to make sure your child is safe. We ask that you notify us of any absences.

**Q: What if my child doesn't know anyone at OSHC?**
**A:** We will set up a Buddy system for new children to give a sense of security and make friends.

# Frequently Asked Questions about Billing

**Q: Do I receive Statements?**
**A:** Generally no. Your statement is always available via Xplor Home or you can email us and ask for it to be sent each Monday. The statement on Xplor Home is in real time.

**Q: When will the money be debited from my account?**
**A:** Weekly Thursdays are a default or you can let us know alternative days.

**Q: How do Vacation Care bookings and fees work?**
**A:** You will receive a Vacation Care program and Booking Form in Week 6 each term.
We ask all fees for Vacation Care to be paid prior to use. You can arrange to pay upfront or via a payment plan in the weeks prior to Vac Care.
Changes will be accepted up until 2 weeks prior to the beginning of Vacation Care with no charge.

**Q: Can I claim Child Care Subsidy at your Service?**
**A:** Yes, upon enrolment, you will provide us with your Customer Reference numbers, for both yourself and your child. You must also ensure that your child is registered at Centrelink for Child Care Subsidy. Once we let you know, you will need to go into the MyGov website to accept YMCA as your service provider.
We will submit your usage weekly, Centrelink will pay what you're entitled to and you are responsible for the Gap fee. You will see this clearly marked on your statement weekly.

**Q: Are there any other fees that I may incur at the service?**
**A:** Hat fee – we charge $12 for a YMCA labelled hat for your child to use at the service to ensure sun safety and increased visibility for supervision.
Late Fee – if you are late picking up your child we charge $15 per 15 minute increments after the service specified closing time.
Non-notification fee – a $10 Non-notification fee is charged if a child fails to turn up at the meeting point or at the service and a staff member is required to locate the child.