



OOSH Northern Beaches

Dear Parents,

It is our great pleasure to introduce ourselves, Chris and Lou Hegarty, as the owners of OOSH Northern Beaches. We have just been appointed the new Providers of your wonderful Out of School Hours Care at Our Lady Help of Christians Catholic Primary School from next year, to be renamed OLHC Kids Club.

We are a privately owned, Northern Beaches based business established since 2001 and were one of the first businesses to privatise Out of School Hours Care. We strongly believe in keeping Child Care needs “family oriented” and “family friendly”. We operate eight Centres on the Northern Beaches and Chris has lived and worked in the Northern Beaches area his entire life. We enjoy strong community ties, employ local people and are therefore a true local provider. We have a strong Management Team who contribute to the values and philosophy of our business, and warm and caring educators who we consider to be part of our family.

We provide a relaxed, safe, caring, welcoming and vibrant environment, where children can have fun through participating in a diverse range of age appropriate yet stimulating activities and we believe in supporting the individual needs of all children and families and Chris has enjoyed a quarter of a century experience in the field.

In preparation for 2020, anyone wishing to use the Service next year will need to enrol so please visit our website at www.ooshnb.com.au for more details and to commence the enrolment process by selecting “enrol now” and following the steps (following are some helpful hints). We use an online booking management program called QK Enrol. This program gives you access to make bookings and complete an online enrolment form (using a computer not mobile phone) for your child, all within a parent portal called “My Family Lounge”. If you have any issues with registering for a My Family Lounge account or with the enrolment process, we would encourage you to contact us on 9984 8089 (Head Office) or email manager@ooshnb.com.au for any assistance.

Our Area Manager, Lauren Waite, is available to help on 0479 068 161 or lauren@ooshnb.com.au as well as Head Office and is looking forward to getting to know you and your wonderful children.

OOSH Northern Beaches has a strong reputation in the industry and I would like to personally thank your Principal, Dominique O’Sullivan, for her ongoing support.

Kind regards
Chris and Lou Hegarty
OOSH Northern Beaches – OLHC Kids Club



Step 1 - Register for My Family Lounge

***** IMPORTANT *****

Please use a computer or laptop for the enrolment and routine bookings and not a mobile phone. Your child's Immunisation Statement, any relevant Court Orders or medical action plans also need to be uploaded if applicable. Please have these completed and ready to upload before completing the enrolment process and avoid saving the enrolment to come back and complete at a later time as you risk losing any information that you may have already entered. Please remember we are here to help on 02 99848089.

- To register an account locate the My Family Lounge login screen on our website
- Press the **Register** button



Parent Sign-in

- Enter your Given name & Surname. Enter and confirm your email address
- Press **Register**

Register

Given Name*

Surname*

Email*

Confirm Email*

- You will receive a Complete Registration email. Click on the blue **Complete Registration** button
- To complete the registration process create and confirm a password
- Accept the Terms and Conditions when ready then press **Complete Registration**



Complete Registration

Hi Josie,

You have been registered to use the My Family Lounge service.

My Family Lounge is Australia's leading service subscribed to by child care services around Australia used to provide online child portfolios and enrolment management in a secure environment.

To complete the registration process, click on the button below to set a password and to start using My Family Lounge:

Complete Registration

Password*

At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.

Confirm Password*

Terms and Conditions

I understand that my use of this service is governed by the Terms and Conditions.

[Complete Registration](#)

- You have now completed your registration. Click on the **Click Here** option to log into your newly created account using your email address and password

Your registration has been completed.

Please click [here](#) to sign in.

If your service is taking advantage of the My Family Lounge App, visit either the Google Play Store (Android devices) or the Apple App Store (Apple devices) and search for My Family Lounge and download.



Step 2 - Entering your details

- Complete your details by entering your relationship to the child, at least 1 phone number and address details.
- Tick **Yes** to create a user account
- Press **Save & Next**

EDIT CONTACT

Special Contact	<input type="text" value="Primary Contact"/>	Relation *	<input type="text" value="Father"/>
First Name	<input type="text"/>	Last Name *	<input type="text"/>
Email *	<input type="text" value="qk@mailinator.com"/>		
Confirm Email *	<input type="text" value="qk@mailinator.com"/>		
You must provide at least 1 contact phone number *			
Mobile No.	<input type="text"/>	Home No.	<input type="text"/>
Work No.	<input type="text"/>	Building	<input type="text"/>
Street Address *	<input type="text"/>	Suburb *	<input type="text"/>
State *	<input type="text"/>	Postcode *	<input type="text"/>
Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits? *			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
I acknowledge that I have no CRN to provide in this form and as a result will not have CCB and other Government payments made to my account to reduce my out of pocket expenses.			
Would you like a user set up for this contact?			
<input checked="" type="radio"/> Yes <input type="radio"/> No			

[CANCEL](#)

[SAVE](#)

Step 3 - Add Child Details

- If you wish to advise the centre of something not included in this form, enter this in the Additional Information box
- Complete Child Details
- Press **Save**

ADD CHILD DETAILS

Please provide us with the child's details.

Tick the box if the child is unborn

First Name	<input type="text"/>	Last Name	<input type="text"/>
DOB	<input type="text"/> 	Gender	<input type="text" value="Select"/>

Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child? Yes No *

Does your child have any special considerations we need to take into account for their enrolment? Yes No *

Does your child have a diagnosed disability? Yes No *

ADD PRIORITY OF ACCESS



Please make sure you complete this section by clicking on add priority of access

Additional Information

Please provide any information you feel the service should know about the child. eg, allergies, languages, additional needs etc.

Authorisations

Contact Name	Collection	Emergency	Excursion	Medical
Okeefe, Joshua	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
okeefe, lisa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
test, test		<input type="checkbox"/>		<input type="checkbox"/>

CANCEL

SAVE

If you do not wish to request bookings at this time please proceed to **Step 5 – Enrolling your Child in our Service** (see below).

Step 4 - Add Waitlist details

- Ensure you are on the Enrolment Management page of your My Family Lounge account
- To add your child to the waiting list go to Booking Requests and click on new request

BOOKING REQUESTS New Request

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

No records found

- Select which child/children you are requesting days for
- Select the centre **type** and centre **name/s (only select OLHC Kids Club)**
- Enter your preferred **start date** and number of **days** you wish your child to attend
- Tick your **preferred days**
- Tick any days that do not suit you (this is not mandatory)
- Enter any comments if required and press **Save** and **Finish**

ADD WAITLIST DETAILS

Select which child/children you are requesting days for *

Rina River

Step 1. Please select the service type you require: *


<input type="checkbox"/> Long Day Care/ Kindergarten/ Preschool	<input type="checkbox"/> Before School Care <input type="checkbox"/> After School Care	<input type="checkbox"/> Vacation Care	<input type="checkbox"/> Occasional Care
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Step 2. Please select centres from the dropdown that match your service type selection: *

None selected ▼

Selected Service(s): None selected.

Step 3. Please specify days for your child:

Preferred start date *  No. of Days * Select ▼ Will you accept less days? Y N

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Preferred days *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Days that do not suit me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 4. Please enter any comments on flexibility:

APPLICATION DATE 19-04-2017 SAVE CANCEL

All bookings are subject to your child's enrolment form being completed in full and submitted to us with a review of any mandatory questions by management. We will be in contact once a position has been made available.

Step 5 – Enrolling your Child in our Service

- Ensure you are on the Enrolment Management Page
- Click on the “Start Enrolment” button next to each child’s name
- Complete the enrolment form in full ensuring all questions marked with a red asterisk* are answered as they are mandatory.
- Ensure all phone numbers have 10 digits (area code of 02 in landline numbers) and that there are no spaces
- Ensure no symbols are used (i.e. “&” should be “and”, no slashes, etc.)
- Your child’s immunisation statement, any applicable Court Orders and any applicable Action Plans need to be uploaded where indicated
- Once completed, click on **save**. If the document will not save scroll through the document and any questions not answered will be highlighted in red and an explanation given

Enrolment Form for Child Sample

Services to enrol: * 3 selected

Main Contacts

Main Contacts

[Additional Contacts](#)

[Medical Contacts](#)

[Child information](#)

[Immunisations](#)

[Other General Questions](#)

[CCS Enrolment Agreement](#)

Save&Close Cancel

Save Print

Submit

Primary Parent/Guardian

(This person's details are used to claim government subsidy)

Given Name *

Last Name *

Relation to child *

Email address *

You must provide at least 1 contact phone number *

Mobile number

Home number

Work number

Building

Street Address *

Suburb *

State *

Post Code *

Date of Birth

Do you have a CRN? * Yes No

I acknowledge that I have no CRN to provide in this form and as a result will not have CCS and other Government payments made to my account to reduce my out of pocket expenses.

Authorisation Collection Emergency
Excursion Medical

Please note: If parents/guardians are separated please register separate accounts.

Secondary Parent/Guardian

Given Name

Last Name

Relation to child

Email address

You must provide at least 1 contact phone number

Mobile number

Home number

Work number

Building

Street Address

Suburb

State

Post Code

Date of Birth

Authorisation Collection Emergency
Excursion Medical

Please note: If parents/guardians are separated please register separate accounts.

Is there an external Agency paying fees on your behalf?
 Yes No

- Please proceed to complete to DDR section, this is mandatory.

Family Direct Debit Request (DDR) Service Agreement

Maria Regina Kids Club

⚠ You have to setup Direct Debit to enrol to this service. If you have any questions, please contact the service.

Service ABN: 98 399 800 352
Address: P.O. Box 1143, Dee Why New South Wales 2099

Frequency: Fortnightly
Terms: Your payment will be the balance you owe on the latest Sunday from the payment date.

Debitsuccess commission fee
Bank Account fee: \$0.86 per transaction
Credit Card fee: 2.3% per transaction

Select billing contact information

Save enrolment form to see newly added contacts

Family

Address: [Redacted] NSW 2099

Contact number: [Redacted]

Email: [Redacted]

Debitsuccess Terms & Conditions

DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

INITIAL TERMS

I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) APCA User ID 518466 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

RELATIONSHIP

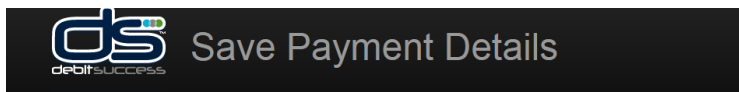
I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

I have read and understood the above mentioned and agree to the terms. *

[Proceed to Payment Details](#)

To proceed to payment details, you will be taken to the Debitsuccess website to complete your Direct Debit settings and returned to this Enrolment form once complete.

- Please click that you accept the Debit Success terms and conditions and click on proceed to payment
- Please enter either your credit card or bank account details and click add details



[Credit Card](#) [Bank Account](#)

Credit card details

Name on card

Card number

Valid To MM / YYYY



I confirm that I have authority over this credit card, and that it can be operated severally.

[Add details](#)

Once saved successfully, select the "Service to Enrol" from the drop down list at the top of the form and click on **submit**

- Your bookings can now be placed

***** IMPORTANT *****

Please use a computer or laptop for the enrolment and routine bookings and not a mobile phone. Your child's Immunisation Statement, any relevant Court Orders or medical action plans also need to be uploaded if applicable. Please have these completed and ready to upload before completing the enrolment process and avoid saving the enrolment to come back and complete at a later time as you risk losing any information that you may have already entered. Please remember we are here to help on 02 99848089.

“Things I’m unsure of” – Frequently Asked Questions for 2020

Is there a waiting list?

Presently there are plenty of available spaces but to ensure a place, we suggest completing and submitting your enrolment to us and booking requests are received and accepted by the 30th December.

Bookings and how soon do I need to book my child in?

If there are places available, any child may be enrolled into the Kids Club and routine booking (permanent bookings) requested at any time throughout the year. Enrolments and booking requests are to be made through your My Family Lounge account via our website www.ooshnb.com.au. Casual bookings (and notification of non-attendance) are able to be made on the ‘my family lounge app’ on a mobile phone.

Absences

It is essential and a parent’s responsibility to mark their child as absent in advance on the ‘my family lounge app’ (available on a mobile phone). If in the case of a last minute absentee, parents are to ring the Kids Club directly if their child will be absent from the centre on the day they are booked, as it should not be our responsibility to telephone to confirm a missing child’s whereabouts and a \$5 fee applies if a telephone call is required to confirm an absentee.

It is not sufficient to advise the school that your child will be absent from after school care nor an email to Head Office on the day of a non-attendance, as the email is not a guaranteed form of communication in a ‘last minute/emergency’ situation. In this instance, a telephone call to the Kids Club **and** Head Office on 02 9984 8089 is requested.

Will I be charged for absent days?

As a general rule, we do not give “credits” for days not attended. Should your child not be attending, for example student camps, holidays etc., no less than 7 days prior notice by email to Head Office on manager@ooshnb.com.au is required (in this instance alerting the staff/educators verbally is not an accepted form of notifying of an absentee) otherwise payment will continue for these days ie: if 7 days notice is provided in writing there will be no charge.

If your child is away from Kids Club due to illness for 3 consecutive days and you are able to provide a doctor’s certificate, please contact Head Office on 02 9984 8089 or manager@ooshnb.com.au to discuss a credit on your account.

Payment of accounts

We use an automatic direct debit system (from a nominated bank account or credit card) and charge fortnightly on a Tuesday for the previous 2 weeks of attendance. Statements are emailed the day before so you are aware of the charge coming out the next day. A generous payment discount of 5% is available if you pay for a term in advance.

What are the “extra fees” I could be charged for?

\$52.50	Annual family registration fee paid prior to commencing.
\$10.00	Account service fee if the account is unpaid for 7 days after the day of attendance.
\$5.00	It’s a parent’s responsibility to inform us if a child is not attending on any given booked day. Should your child be on the attendance roll and OOSH Northern Beaches has not been notified of a non-attendance and a telephone call has to be made to confirm your child’s whereabouts, this small fee is applicable.
\$10.00	Late Collection fee - Parents arriving to collect their child/ren after closing will be charged an on the spot late fee of \$10.00 for every 10 minutes or part thereof.

What will my child be doing during the afternoon?

Your child will have a choice of many activities including indoor craft activities, board games, cooking, gardening, colouring in/painting, group games and outdoor playing, on the outdoor equipment and in the open spaces, organised sporting games and activities just to name a few!

Something urgent has come up and I need my child to go to After School Care and I haven’t booked them in on the day. What should I do?

Don’t worry – you can book your child in quick and easily by using the casual booking calendar on the ‘my family lounge app’ on your mobile phone, but if you get stuck you can ring the centre after 2.00pm and speak to a staff member. Please remember it is your responsibility to contact the school to arrange for them to get a message to your child that they need to attend the Kids Club that afternoon.

What will be the cost?

There will be only a very small increase of \$1 for a permanent booking for both the morning and afternoon sessions.

What time does the centre open and close?

The opening and closing time remain the same but please remember staff/educators are rostered to work only to closing time, so if you think you will be late, please telephone the staff and advise and a staff member will stay with your child until you arrive and you will be charged \$10 per 10 minutes or part thereof for the extra time.

We trust that we have answered some of the most commonly asked questions about OOSH Northern Beaches OLHC Kids Club and we hope the transition is as smooth as we are able to make it and we look forward to meeting you all and providing a great service for the community.