



# Welcome to VillageOSHC!

## It Takes A Village To Raise A Child!

VillageOSHC partners with schools across Australia to help families maintain the ideal work-life balance, while keeping children happy and safe with high quality service!

VillageOSHC offers Before and After School Care and Holiday Care programs designed to bring out the best in children with dazzling activities that are educational and exciting! We also supply delicious and healthy snacks to encourage developmental growth!

All our services are handled by a team of professionally trained Educators that are hand-picked for your school community to produce the best experiences for children and families alike!

We believe in demonstrating important values through outstanding partnerships, unwavering respect for families, and high-standard service at affordable prices!



Empowerment



Safety



Fun



Play



Respect

Want to learn more about our service?  
Visit [VillageOSHC.com.au](http://VillageOSHC.com.au) today!

# Service Information

## Services offered at Spearwood Primary School

### Operating Hours and Fees:

Programs operate Monday - Friday as detailed below:

Programs	Times	Fees*	After CCS^
After School Care	2:50PM - 5:50PM	\$42.00	\$6.30

### Bookings

- Book up to one minute in advance online 24 hours a day.
- Access fees and service times, update your details, and more.
- You're in control of your information, and your changes, bookings and cancellations are recorded instantaneously. It couldn't be easier!
- No signup, membership or administration fees.

### Fees\*

- Fees listed are per child per session before CCS.
- Booking 24 hours or more in advance will give you access to the lowest fees!
- For a full list of fees and charges including late notice and walk-ins, see our "Terms and Conditions" page at [villageoshc.com.au](http://villageoshc.com.au).

### Child Care Subsidy^

- Based on a maximum possible entitlement of the Child Care Subsidy (CCS.)
- All VillageOSHC services are CCS approved.
- To find out what level of CCS you are entitled to, visit [www.servicesaustralia.gov.au/child-care-subsidy](http://www.servicesaustralia.gov.au/child-care-subsidy) or call 13 61 50.



**Low Cost - Guilt Free - Super Fun**

# Frequently Asked Questions

Have a question or need support?  
Our friendly support team can help!

## 1. How do I enrol and book my children?

1. Visit [villageoshc.com.au](http://villageoshc.com.au) and click "Book now".
2. This will take you to our booking platform; LookedAfter. Click "Log in/Enrol".
3. Create your account.
4. Check your inbox for a verification email to activate your account. (check junk folder if not found.)
5. Once your account is created and you've logged in, enrol your children with the relevant details.
6. Book your sessions by searching for your school with "Find My School".

## 2. Can I book on the day of a session?

Yes! You can to book online up to one minute before the session commences. When booking online, you will see the session fee.

## 3. Can I cancel my booked sessions?

Yes! Cancellations of booked sessions can be made any time through your VillageOSHC LookedAfter account. Cancellations are free up to 24 hours before the session commences. Cancelling within the 24 hour period will incur the session fee (less if CSS applied) with no added charges or fees.

## 4. What if I am late for picking up my child?

Our Educators will be there for your children until you arrive. Late fees will apply.

## 5. What safety procedures are put in place for my children?

VillageOSHC prides itself on its ability to hold safety and compliance to the highest standards without sacrificing enjoyment or engagement on the child's behalf.

We accomplish this with the following:

- All Educators possess valid Working with Children Checks
- Safety and evacuation procedures are practiced regularly within our services.
- Child headcounts are performed every 30 minutes.

## Contact Details

Head Office Hours: 8:30AM - 5:30PM (AEST)



1300 366 437



[support@villageoshc.com.au](mailto:support@villageoshc.com.au)

# Booking and Enrolling Your Sessions With LookedAfter!



## ACCOUNT CREATION

1. Go to [villageoshc.com.au](http://villageoshc.com.au) and click the "Book Now" button in the top right corner.
2. When redirected, click "Login / Enrol" to create your account.
3. Fill out your details as listed and agree to our Terms and Conditions. Click "Enrol" once finished.
4. You will receive a verification email, please check your junk/spam folder if you cannot locate it in your main inbox.
5. Activate your account with the sent verification email.

### No Account? Enrol Here

If you intend to use a *Hotmail / Outlook / iinet* address please read this.

FIRST NAME:  LAST NAME:

EMAIL:  CHOOSE PASSWORD:

THIS FIELD IS REQUIRED. THIS FIELD IS REQUIRED.

I AGREE TO THE [TERMS AND CONDITIONS](#)

**ENROL**

## CHILD ENROLMENT

1. On the LookedAfter home screen, click the orange "Add Child" button.
2. Fill out the relevant details of your child. If a question does not apply to your child, simply leave it blank.
3. Click "Save Details" and you will have successfully enrolled your child.

Note: Children with physical or mental conditions may take more time to be approved. This is to ensure that our service can accommodate your child.

< > today month week day

### January 2023

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

### New to LookedAfter?

[Find School / Make Booking](#)

**Owing: \$0.00**

Child Details [+ Add Child](#)

### NEW CHILD

[← BACK](#)

Don't forget to include any conditions that apply to your child

FIRST NAME\*

SURNAME\*

KNOWN AS

HEADSHOT PHOTO **Help educators identify your child**  
If taking photo with phone / tablet, rotate camera to left for best results

[+ Add/Change](#)

DATE OF BIRTH\*  dd/mm/yyyy

Child Care Subsidy will not process if there are errors in CRN or date of birth for the child or primary carer.

CRN  Child CRN is needed to claim CCS

Child Care Subsidy will not process if there are errors in CRN or date of birth for the child or primary carer.

MEDICARE NO.   Ref Digit

ASSIGNED GENDER\*

CURRENT SCHOOL

# Booking and Enrolling Your Sessions With LookedAfter!

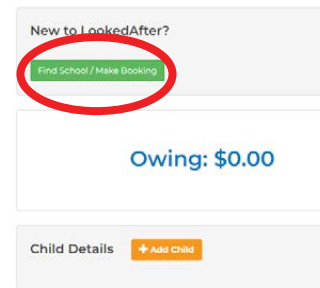
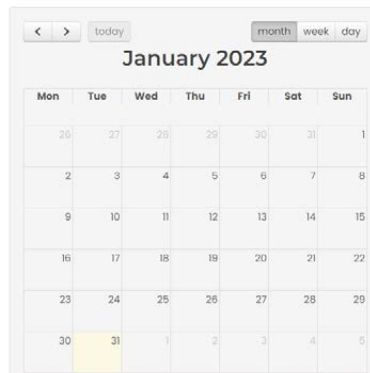


## BOOKING SESSIONS

1. On the LookedAfter home screen, click on "Find School / Make Booking".
  2. On this page, you can choose to search by keyword (school name) or you can search by location (suburb, postcode, etc).
  3. Results will appear based on distance from your search term. You can also favourite a school for repeated access.
  4. Scroll to your desired session and click on it.
  5. You can view the details of the session and select which children you would like to attend. Once you have selected your children, click "Book Now".
- Please Note: You can book multiple children at a time for any given session.

When your sessions have been booked, they will appear on your calendar on the home-screen. Click on the session in the calendar to view or edit your bookings.

Note: Accidental bookings can be reversed within a two hour period, unless it is a session that starts within that two period.



### Find a Service

Enter Suburb / Postcode / Keyword

Location



Results  
You searched for: 3121

- School name (ASC / B)  
Preston 8.3 KM away
- School name (ASC / B)  
Ashwood 10.4 KM away
- School name (ASC / B)  
Glenroy 15.1 KM away
- School name (ASC)  
Thomastown 15.4 KM away

+ Add Single Booking

SCHOOL	School name
SERVICE	Before School Care
SUITABILITY	4YO Pre-school / ELC / Kinder - Year 6
DATE / TIME	Thu 2 Feb, 2023 06:45 - 08:45
AVAILABILITY	Available
FEE TIER	Day ahead: \$32.45 14 hours, 59 minutes until next Fee Tier Less Child Care Subsidy Cancellation notice: 1 week else treated as absence
SELECT CHILD	<input checked="" type="checkbox"/> JAMES DOE <input type="checkbox"/> JANE DOE <input type="checkbox"/> ROB DOE