



OOSH Northern Beaches

Parent/Guardians Responsibility

As an OOSH Northern Beaches parent/guardian it is your responsibility to:-

1. Ensure that your enrolment form is up-to-date and all contact numbers and emergency contact details are current and correct.
2. If you are separated from your partner please ensure you have separate accounts.
3. Apply to the Family Assistance Office (136150) to be assessed for Child Care Subsidy (CCS) purposes and advise Head Office of the relevant details.
4. Ensure your Centrelink details are correct on the enrolment form, including your CRNs (unique to each individual) and dates of birth.
5. Any court papers are up to date and submitted.
6. Ensure all allergies, food restrictions, medication requirements are noted on your enrolment form and any relevant management plans are uploaded.
7. Ensure you have booked your child/ren in through your 'My Family Lounge' account – we cannot be responsible for children without a booking, if you have forgotten to change your bookings, or if you have not requested your bookings for the start of each new school year.
8. Mark your child absent through your 'My Family Lounge' account or contact the centre and leave a message should your child/ren **NOT** be attending booked session. Session fees will still be charged if the required cancellation notice is not given.
9. If you know in advance your child won't be attending OOSH (school camps, holidays etc) please ensure you have given Head Office 14 days' notice in writing to manager@ooshnb.com.au (or cancel through the MFL phone app) otherwise fees will be charged.
10. Sign your child/ren in/out through QK Kiosk using your own PIN on the tablet provided at the Kids Club Centre, in front of a staff member. DO NOT allow your child to use your pin to sign out, otherwise we will re-set your access.
11. Check out your Kids Club program of activities. Your feedback, co-operation and participation ensures its success.
12. Please remember to acknowledge Staff on arrival, especially in front of your child/ren.
13. Check lost property box regularly.
14. Please note afternoon tea is usually served around 4.00pm and normally will not be available for children being collected prior to 3.50pm.
15. Ensure you have read and understand the Terms and Conditions of OOSH Northern Beaches.

And finally, ring OOSH Northern Beaches on 02 9984 8089 or email manager@ooshnb.com.au during business hours and speak to Head Office should you have any further queries.