

# Who do I contact?

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## **My child is booked in but will not be attending before or after school care.**

Contact Mel on the program phone directly (text or phone call)

The program phone is checked 7-9am and 3-6pm. Please leave a voicemail or text the phone and I will get back to you during program hours.

## **My child is not booked in but will be attending before or after school care.**

For staffing reasons, I need to know in advance if your child will be attending as a walk in. I understand it's not always possible for you to tell me though. In this case you can again call or text the program phone.

There is a book on the sign in desk that you can write your child's name and grade (if they are prep or need to be collected) and this is checked as soon as I arrive. Alternatively you can email the program and I will get back to you during program hours.

## **Someone not on my child's enrolment form is collecting my child from after school care.**

In this case I need written permission for this person to take your child. I ask that you either email me or text the program phone with your name, your child's name and the full name of the person collecting them.

Please let that person know that I will need to check their identification. A contact number for the person is always handy also!

## **I am having issues with booking/I have forgotten my password**

In this case please contact the St James account manager Narelle Murray directly at [narelle.m@oshclub.com.au](mailto:narelle.m@oshclub.com.au) or 8564 9027

**PLEASE NOTE:** All children need an enrolment form to attend the program. It is a good idea to have this completed in case of an emergency. Visit [www.oshclub.com.au](http://www.oshclub.com.au) to create your free online account.

Please contact Melissa with any questions!

**Program phone number: 0412 570 934**

**Program email address: [oshclub.stjames@gmail.com](mailto:oshclub.stjames@gmail.com)**

**Feedback (Head Office): 8564 9000**