

# Who do I contact?

---

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

Contact Jacquie on the program phone directly (Text or phone call).

The program phone is checked between 7am-9am and again between 3pm-6pm. Please leave a voicemail or text the phone and I will get back to you during those 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, though I understand that sometimes things can't be helped and it does happen. If this is the case, again, please just call or text the program phone directly. There is a book on the sign in/out desk that you can write your child's name and grade and this is checked as soon as I arrive at the program. Alternatively you can email the program and I will get back to you during the 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 your child. Please let that person know that I will need to check their identification. A contact number for the person is always handy too.

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

In this case please contact the St James account manager Ambika Sivan directly at [ambika@oshclub.com.au](mailto:ambika@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 Jacquie with any questions!

**Program phone number: 0412 570 934**

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

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