



VillageOSHC Melbourne Office
World Trade Centre
Tower 3, Level 7
18-38 Siddeley Street
Docklands VIC 3008

Email: support@villageoshc.com.au
Phone: 1300 366 437

VillageOSHC Pty Ltd
ABN 94 641 222 022

Office Locations and Training Centres
Melbourne | Sydney | Brisbane | Adelaide | Perth

www.VillageOSHC.com.au

VillageOSHC Terms and Conditions

These Terms and Conditions ("Terms") apply between you and VillageOSHC Pty Ltd (VillageOSHC, "we" or "us") when you use VillageOSHC Services including Before School Care, After School Care, Pupil Free Day Care and/or Vacation Care Programs ("our services"). You must read and agree to these Terms before using VillageOSHC services.

Personal Information

1. You must disclose all relevant information about your child in the Enrolment Application.
2. All information you provide to VillageOSHC must be true and correct and you undertake to immediately inform us in the event of any changes to this information.

Medical

1. You authorise staff, in the event of accident or illness, to obtain all necessary medical assistance and treatment for your child and agree to meet any expenses attached to such treatment.
2. You give permission for VillageOSHC staff to administer appropriate medical attention and first aid for your child in an emergency.
3. If your child has a medical condition, dietary requirement or any other additional need, you are responsible for providing an Action Plan and/or supporting documentation to VillageOSHC, prior to your child's attendance at the service.
4. You must provide your own EpiPen at the VillageOSHC service if your child has a medical action plan that requires an EpiPen to be administered.
5. You must provide Ventolin to the VillageOSHC service if your child is diagnosed as having asthma.
6. You acknowledge that your child can not attend the program if suffering from an infectious or contagious disease, and you will not attempt to make your child attend in such circumstances.
7. You agree to collect or make arrangements for the collection of your child at your own expense if he/she becomes unwell at the service.
8. You authorise staff to provide sunscreen for your child if you do not provide such.



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Child Supervision

1. You understand that VillageOSHC staff do not supervise your child until they are signed into the service.
2. You understand that VillageOSHC staff do not supervise your child after they have been signed out of the service by a parent/guardian/authorised person.

Programs

1. VillageOSHC accepts no liability for personal injury, property damage, personal items (such as spectacles, jewellery and electronic devices) or loss sustained by any participant as a result of his or her participation in any of our services due to any cause whatsoever unless caused by proven negligence of VillageOSHC, its directors or employees.
2. If your child demonstrates inappropriate behaviour after guidance procedures have been followed, you will be notified and your child may be removed from the program.
3. You give permission for your child to participate in activities organised for the days your child will be attending, including watching G rated movies.
4. You can grant and withdraw permission for your children to leave the premises to participate in activities as indicated in the Program and supervised by VillageOSHC staff. The granting of permission is done at time of enrolment and you can change this permission within your account in LookedAfter. Unless you notify us otherwise, you grant permission for your child to leave the premises to participate in activities as indicated in the Program and supervised by VillageOSHC staff.

Holiday Program

1. You understand that Excursions and transport are subject to cancellation or alteration in the event of unsuitable weather conditions or other factors which may arise that are beyond VillageOSHC's control.
2. On Excursion Days, failure to drop off your child(ren) by the specified time may result in non-participation of the VillageOSHC Vacation Care program on that day, and there are strictly no refunds or cancellations.

Bookings and Finance

1. You agree to pay the relevant fees for all of the days your child is successfully booked in (and not cancelled within the relevant time frame), regardless of whether your child



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actually attends. Cancellations to any booking must be made 24 hours prior to the scheduled date of attendance, otherwise full fees will apply.

2. Refunds or credits are not issued in the case of illness.

3. VillageOSHC will only consider special requests for refunds or credits on compassionate grounds, if made in writing (email acceptable) within 7 days of the absence. VillageOSHC is under no obligation to refund or credit families for any session a child did not attend when booked.

4. All services must be booked and paid via our booking platform. You cannot use VillageOSHC's services if you do not agree to abide by LookedAfter terms and conditions including payment terms.

5. Non-payment of program fees may result in your child's exclusion from VillageOSHC's services.

6. You understand that your child can attend the VillageOSHC service only after you have completed your enrolment via our booking platform, including adding sufficient emergency contacts, disclosing all relevant child conditions, and providing valid payment information.

7. You will incur a late pickup fee if you collect your child after the scheduled finishing time. Please refer to the fee schedule.

8. A late payment fee will apply for each week that your account remains unpaid as detailed on our booking platform. After two consecutive unpaid invoices, your account will be suspended, and no further bookings or attendances will be possible until your account is paid in full.

9. If your account remains unpaid after three consecutive invoices, your account may be sent to a third party collection agency. In addition to the outstanding debt, the collection agency may impose additional fees. You will not be able to use VillageOSHC's services until your account is fully paid.

10. If your account is transferred to a debt collection agency because of outstanding debt, you may not be able to attend VillageOSHC's services in future.

11. If your account remains unpaid, or for other reasons that VillageOSHC decides upon at its sole discretion, you may not be able to attend VillageOSHC's services in future. VillageOSHC is not responsible for any costs or inconvenience you incur as a result of being unable to attend VillageOSHC's services.

12. If the session price changes between booking and attendance, you will pay the session price for the applicable fee tier as set at the time of attendance. If the price has increased, you will be notified.



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13. You must provide a valid payment method in order to make a booking. The valid payment methods are credit/debit card or bank account direct debit. Invoices are issued each fortnight, and you can pay your invoice via our booking platform. Your stored payment method will be charged for any invoice that remain unpaid by the due date.

Session Fees and Fee Tiers

1. Session fees are displayed on our booking platform.
2. The session fee charged is determined by how far in advance the booking is made. The relevant fee tiers are:

Permanent: For bookings made more than 24 hours prior to the session start time.

Casual: For bookings made less than 24 hours prior to the session start time.

3. Bookings cancelled at least 24 hours prior to the advertised session start time will incur no fee. Any bookings cancelled within 24 hours of the advertised session start time will be charged in full.
4. Late collection fees will be charged where your child is collected after the advertised session finish time.

Child Care Subsidy

1. All information you provide to VillageOSHC regarding entitlement to the Child Care Subsidy must be true and correct and consistent with the information you provide to Centrelink.
2. You are responsible for communicating with Centrelink to determine and obtain any Child Care Subsidy entitlements. Until your entitlement to the Child Care Subsidy is established, you are responsible for paying full fees for use of the Service.

Complaints and Dispute Resolution

1. If you have a concern about any aspect of VillageOSHC's services, you should first raise the matter with the Service Coordinator at your child's centre.



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2. If the matter cannot be resolved at the centre level, you may raise your concern in writing (email acceptable) to VillageOSHC's Head Office.
3. VillageOSHC will investigate the matter in good faith and provide a response within 21 business days. If more time is required due to the complexity of the issue, VillageOSHC will notify you of the expected timeframe.

VillageOSHC reserves the right to amend these Terms from time to time at its discretion.

Changes to Terms will be published on the VillageOSHC website. Your continued use of VillageOSHC's services indicates your agreement to the latest Terms.

Last updated: 29 September 2025