

# 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 [extend.com.au](https://extend.com.au) and click "Book Your Sessions" in the top right corner of the page.
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 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 Extend LookedAfter account. Cancellations are free up to one week before the session commences. Cancelling within the week 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?

Extend Before and After School Care 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



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