



Frequently Asked Questions - ROSHCA Enrolment Process using OWNA

SCAN ME



1. Q: How do I enrol at ROSHCA using OWNA?

A: To begin the Enrolment Process, click on this link or scan the QR code. <https://www.owna.com.au/enrol.aspx?c=rochedaleoshcass>

2. Q: What do I need to have handy when I complete my enrolment

A: Before you begin your enrolment, please ensure you have the following information readily available:

- Centrelink Reference Number (CRN) for each child
- Centrelink Reference Number (CRN) for the parent/guardian (primary account holder)
- Medical Management Information and Action Plans, including letters of diagnosis if applicable
- Court Orders, if applicable
- Emergency contacts for two people who are not the parent, including phone number and email addresses. NB : In an emergency we first attempt to contact the Primary Parent/Guardian and/or the Secondary Parent/Guardian. If we are unable to reach them, it is essential to have another trusted emergency contact, such as a relative, family friend, work colleague or a parent of your child's friends. Please ensure this information is provided.
- Immunisation Record for your child – (instructions on how to download it from Services Australia is found - [Medicare online account help - Get an immunisation history statement - Services Australia](#))
- Photo of your child and photos of your designated emergency contact persons, if possible

3. Q: How do I pay my account?

A: Payment is made via Direct Debit, either from your bank account or credit card. You will input these details on the Enrolment Form and can make changes if needed after downloading the OWNA App on your phone. Here are some additional details regarding payments:

- Payment via your bank account does not incur any additional charges. However, if a payment fails due to insufficient funds, a \$2.50 failed payment fee will be applied to your account to cover bank charges.
- If you choose to pay by Credit Card, a small credit card charge of \$1.60 + \$0.10 will be added to your fee payment.

4. Q: What day and how often does the money come out of my bank account or get charged to my credit card?

A: Payment is processed each Friday on a weekly basis

5. Q: Do I need to pay my account in advance or in arrears of my child attending?

A: **You are required to pay in Arrears.** Fees will be deducted from your bank account or credit card every Friday for the current week of care. Please note that this is a change from our previous policy, which charged accounts two weeks in advance of care being provided.

6. Q: I have a younger child attending a Childcare Centre which also uses OWNA. How do I see both accounts on the OWNA App?

A: Each Centre has a unique Username, and you can easily switch between multiple accounts.

- Go to the Settings Menu (cog icon in the bottom right corner of App).
- Open the User Menu (Arrow or circular icon) next to your profile photo/initials.
- Select Add another account.
- Enter your Username and password.
- Press OK.
- When successful, the account will be added as a selectable option.

7. Q: Do I receive a Family Handbook that explains the policies of the service, including the medical management policy?

A: Yes, after you have completed and submitted your Enrolment Form, our staff will process it, and you will receive the following

- an email confirming your enrolment, which includes a Family Handbook as an attachment. This email also explains how to download the OWNA app on your phone.
- an autogenerated email from OWNA with your Username and a link for how to reset your password.

8. Q: How do I find my 6-digit Pin to sign my child into and out of care at ROSHCA?

A: **Your 6-digit Pin** is included in the automated email from OWNA that you receive when your enrolment is confirmed. Alternatively, you can reset your pin on your OWNA App by going to the Settings Menu (cog icon) and selecting "Reset Pin".