

## December 2024 – January/February 2025 Vacation Care

### Days HHOOSH will be open:

Thursday 19<sup>th</sup> and Friday 20<sup>th</sup> December 2024

Monday 23<sup>rd</sup> December 2024

Monday 6<sup>th</sup> January – Wednesday 5<sup>th</sup> February 2025

**8:00am – 6:00pm**

### Days HHOOSH will be closed:

Closed Tuesday 24<sup>th</sup> December 2024 – Sunday 5<sup>th</sup> January 2025

Closed Monday 27<sup>th</sup> January 2025 (Public Holiday)

### ENROLMENT

Children must be enrolled with Hunters Hill Out of School Hours (**HHOOSH**) Care Centre before a booking can be accepted for Vacation Care.

Only children who have already started primary school are eligible to attend Vacation Care.

HHOOSH reserves the right to refuse the enrolment of any child who does not follow Centre rules, is disruptive to the program, or to other children and staff.

### BOOKINGS AND PAYMENT

Families registered with the Centre can book through the “MyXplor (home)” app via the Casual Bookings section.

If you are not yet registered, please visit the HHOOSH PORTAL to sign up with My Family Lounge. After submitting your child’s enrolment form, you’ll be able to make casual bookings for Vacation Care.

It’s easy to Enrol in our service, simply use the easy “MyXplor (home)” app for casual bookings or for permanent bookings, follow the 5 simple steps below:

#### Step 1:

Registration must be completed on a computer, as it cannot be done via phone or tablet. However, you can use your phone or tablet to book casual days or mark permanent absences.

#### Step 2:

For families that do NOT have an existing My Family Lounge Account click on [REGISTER](#) to create your own My Family Lounge account.

For families who already have an EXISTING My Family Lounge account, skip the registration process and go to step 4.

#### Step 3:

Log into your MFL account and ensure your child’s enrolment is completed, their immunisation history statement is uploaded and the [direct debit](#) requirements are completed. Once done, “Save and Submit” your child’s enrolment form online.

#### Step 4:

Permanent booking - you must do this in BOOKING REQUESTS on the MFL (computer) and click – NEW REQUEST and follow the steps.

Casual bookings (Before, After and Vacation Care):

1. Download the MyXplor app (Home)
2. Log into your MyXplor app
3. Select the 'Bookings' icon at the bottom
4. From there select the session you wish to book
5. +New to the top right corner of the screen
6. Bookings
7. Select the child the request is being placed for
8. Select the date
9. Input time range or select all day/anytime
10. Place a comment for the administrators at the centre to view
11. Select Save (Note: Repeat process for each additional request) Once completed, navigate to the cart to the top right of the screen
12. Select Request
13. Done

Step 5:

We will email you an invoice for the days you have been booked into. If you have long outstanding fees, your booking will be cancelled.

**N.B.: If you wish to cancel any days, you must email us. You CANNOT cancel from your end. You can only mark as absent, which means you will still be charged for the day in full.**

To request a new permanent booking, you must do this in BOOKING REQUESTS – NEW REQUEST and follow the steps.

**Please note, refunds or transfer of bookings are not available after Wednesday 18<sup>th</sup> December 2024 by 6:00pm.**

## **NON-NOTIFICATION/LATE FINES**

The Centre's Vacation Care operating hours are from 8:00am to 6:00pm during school holidays.

The Centre is unable to accept children outside of the operating hours stated above.

If your child is not collected from the Centre by 6:00pm, a late fee of \$20.00 (per family) per 5 minutes will be charged as detailed in the Centre's Fees Policy.

Continual late collection may result in your future bookings being cancelled.

## **CHILD CARE SUBSTITY**

As of 2nd July 2018, Child Care Rebate (CCR) and Child Care Benefit (CCB) was replaced with Child Care Subsidy (CCS).

Please ensure you have registered and updated your details under your myGov account under the new system.

For more information, call 13 61 50 to ensure eligibility or more information, call Centrelink on 13 62 40 to ensure eligibility or to register for all service types.

## INCURSIONS

An incursion is where children remain at the Centre and activities are run by Centre staff or conducted by an external organisation.

A breakdown of the fees follow:

- Base rate for Incursion days: \$73 plus incursion activity cost

Parents must check all details relating to incursions. The cost of the incursion will be added onto the base rate as an additional fee. These activities are compulsory, and the associated additional fees are required to be paid.

Incursions will go ahead regardless of weather, unless cancelled by the operator or it is deemed unsafe.

Waiver Forms where required must be completed as well. Failure to do so will lead to your child/ren being unable to attend the service. It is not the centre's responsibility to chase parents/guardians for forms in which promote a child's safety.

## PICK UP AND DROP OFF

Please access HHOOSH through the back gate (next to the hospital) on Stanley Road. A pick up/drop off from the car is an unacceptable safe measure for a child especially that it is a NO STOPPING zone at the gate. Please park your car further down on Stanley Road in designated spaces and walk. Please note, there is a \$15 fee for children who are not signed-in/out. (It is a legal requirement that every child in attendance at the centre is signed in and signed out by a parent/guardian or authorised nominee only aged 18 or over. Children are not allowed to sign themselves out. Having this fee helps to ensure the safety and accountability of all children enrolled at the centre as it is not the responsibility of the centre.)

## WHAT WE PROVIDE

**Incursions:** Morning tea, lunch, afternoon tea and late snack provided.

**Excursions:** BYO morning tea and lunch (unless stated otherwise). Afternoon tea and late snack provided.

## WHAT TO BRING

**Please provide:**

- A water bottle
- A hat which is compulsory to ensure sun safety
- Comfortable sun safe clothing (must cover shoulders and there should not be any midriff showing)
- Enclosed shoes
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**Please do NOT bring**

- Expensive toys
- Electronic devices (unless specifically requested as part of the program)

\*The centre will not take responsibility for broken, damaged or lost items.

## HEALTH PLANS AND ADDITIONAL NEEDS

If allergies affect your child you must inform staff upon enrolment and complete the appropriate forms. These are available at the Centre.

Any booking request for a child with additional needs will be reviewed on a case by case basis. This is to determine if appropriate staffing levels and skills as well as Centre facilities are available to cater for the individual child's needs.

## CHILD COLLECTION AND COURT ORDERS

Children must be signed IN and OUT of the centre everyday by a parent/guardian or authorised nominee only aged 18 or over. This is compulsory and a legal requirement.

Persons collecting children from the Centre must be identified by name on the Enrolment Form. All persons collecting children who are not already known to staff on duty will need to supply us with photo identification.

Please understand that by signing your child into care at our Centre you are agreeing that your child is well and fit to participate in play. If, in the opinion of the Centre Director or Responsible Person, your child is not fit to attend or becomes unwell, you will be called to collect your child.

Please notify the centre if your child will not be attending during their booked days. If not notified, there will be a non-notification absent fee applied.

If your child is affected by court orders, a copy of these papers must be attached to your booking and the original sighted by staff. As Vacation Care staff vary each day, it is important for parents to let the Director / Supervisor know when they have collected their child of an afternoon.

## IMPORTANT REMINDERS

Please assist staff by:

- Signing your child IN and OUT every day. This is a legal requirement. Please do not drop your child off at the school gate.
- Notifying the Centre in writing if someone other than yourself will be picking up your child.
- Notifying the Centre if your child will not be attending on their booked day by 10:00am
- Dressing your child in play clothes and closed toe shoes.
- Marking all personal items with your child's name.
- Sending healthy food. No soft drink, junk food or lollies please.
- Leaving all toys, electronics, money, and valuable belongings at home, unless otherwise indicated.
- Keeping sick children at home. HHOOSH reserves the right to send home any children who present with illness including but not limited to fever, runny nose, cold/flu symptoms.
- If your child needs medication administered, please bring all the medication, and complete a Medication Form for each day it is required. Medication should be kept in its original packaging, with a chemist label with doctor's script detailing dosage.
- Advising staff of any infectious diseases, sickness, or head lice etc.
- Reading all HHOOSH email communication to keep informed with updates from the Centre.

Most importantly, the centre is a NUT AWARE ZONE. Please do not pack food containing nuts or peanuts in your child's lunch box.

Thank you for your understanding and continued support of our centre. If you have any questions or concerns, please do not hesitate to reach out to us.

## EMERGENCY AND CONTACT DETAILS

Phone: 9816 1903

Mobile: 0424 474 064

Email: [hello@hhoosh.com.au](mailto:hello@hhoosh.com.au)

Webpage: [www.hhoosh.com.au](http://www.hhoosh.com.au)

