

## September – October Vacation Care 2024

### Monday 30<sup>th</sup> September to Friday 11<sup>th</sup> October

### Closed Monday 7<sup>th</sup> October

### 8:00am to 6:00pm

#### 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.

A completed Medical Authorisation Form is required to be submitted before bookings for Vacation Care will be accepted.

#### BOOKINGS AND PAYMENT

Families who are registered with the Centre may book on the “My Family Lounge” app through Casual Bookings.

If you are not yet registered with the Centre, you can visit the [HHOOSH PORTAL](#) to register with My Family Lounge. Once you have submitted your child's enrolment form you will be able to create casual bookings for Vacation Care. At HHOOSH we manage all our enquiries online through the My Family Lounge (MFL) service. It's easy to Enrol in our service, simply use the easy My Family Lounge casual booking App or for permanent bookings, follow the 5 simple steps below.

##### Step 1:

You must use a computer to register. Registering cannot be done on your phone or tablet. You can only use your phone/tablet for booking casual days or marking absent.

##### 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 booking - Go to the booking calendar MFL application and click on the days you wish to book for your child. It will show you how many vacancies there are for that day. If the day is green, there are vacancies on that day. If it is red, it is booked out. Once you make a booking, it will turn purple. Your confirmation will be your invoice.

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 Sunday 29<sup>th</sup> September 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/EXCURSIONS**

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

An excursion is where children vacate the Centre and attend an activity from an external organiser.

A breakdown of the fees follow:

- Base rate for Incursion days: \$59 plus incursion activity cost
- Base rate for Excursion days: \$64 plus excursion activity and transportation cost

Parents must check all details relating to incursions and excursions. The cost of the incursion/excursion 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 and excursions will go ahead regardless of weather, unless cancelled by the operator or it is deemed unsafe.

Excursion Authorisation Forms must be completed prior to the day of an excursion. 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.

## 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:

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

NO food required for incursions: All meals are provided (morning tea, lunch, afternoon tea and late snack)

- A water bottle
- A hat which is compulsory to ensure sun safety
- Raincoat for wet weather days
- Comfortable sun safe clothing (must cover shoulders and there should not be any midriff showing)
- Enclosed shoes

### Extra Reminders for Excursions

- Children need to bring a backpack to carry on excursions. Plastic bags, handbags and shoulder bags are not suitable.

### 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. Refer COVID-19 HEALTH REMINDER. 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.

## **ANCHILLARY FEE SCHEDULE**

It is important to have these fees clearly and transparently in place to ensure the centre's continuing service levels. Our fees are set to appropriately remunerate the centre for services that are provided over and above its current mandate.

It is worth noting that the application of these fees is at the discretion of the centre, and we will always strive to ensure that they are applied in a fair and reasonable manner.

Please find the ancillary fee schedule on the next page.

Fee	Charge	Description
Sign-in/Sign-out	\$15	A fee charged for failure to sign in or sign out your child/children from the enrolment system. 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.
Last Minute Booking (Day of)	\$10	This fee is charged for bookings made on the same day of the program. This is due to a staff member having to go out of the centre on their shift to purchase more food and resources to cater for last minute bookings. Doing this risks the centre to be out of children to staff ratio as well as disrupts the services operation.
Drink bottle	\$3	The drink bottle fee applies to Vacation Care excursions and is charged to cover the cost of providing a drink bottle to a child in the event that the parent/guardian has forgotten to bring one. The fee helps ensure that children are hydrated during the excursion and reduces the risk of children going without water during the day.
Hat	\$5	The hat fee is a charge applied when a parent/guardian forgets to provide their child with a hat for Vacation Care incursions and excursions. This fee is implemented to ensure the safety of the children by providing them with proper sun protection. Children at the service are not permitted to share hats nor are spare hats given to children due to hygiene purposes.



Food	\$10	The food fee is applied for Vacation Care excursions and is charged when a parent/guardian overlooks the requirement of providing their child with food. This fee ensures that the centre can provide an adequate meal for the child during the excursion, as it is a crucial aspect of their care and well-being.
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*Note: These fees are to be paid in full and are not covered by CCS (Child Care Subsidy)*

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)

