

Vacation Care – December 2021/January 2022

8:00am to 6:00pm

ENROLMENT

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

All children including kindergarten children who are enrolled into 2022 primary school are eligible to attend December 2021/January 2022 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. In addition to this, the Excursion Authorisation Forms must be completed if your child is booked in for an excursion day. You may email, or hand deliver these forms to the Centre.

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 the days (casual) 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 can NOT 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 17 December 2021.

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 \$10.00 (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

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 AND EXCURSIONS

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

An Excursion is where children leave the Centre to attend an activity provided outside of the Centre usually requiring travel by hired bus/public transport (**Excursion**).

A breakdown of the fees follow:

- Base rate for Incursion days: \$57 plus incursion activity cost
- Base rate for Excursion days: \$62 plus transport cost and excursion activity cost

Parents must check all details relating to Incursions and Excursions. The cost of the Incursion or 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 go ahead regardless of weather, unless cancelled by the operator or it is deemed unsafe.

For Excursions, the applicable Excursion Authorisation Forms must be completed. Children must arrive to the centre at 8:30am for all Excursions. Staff will not wait for late arrivals and fees will not be refunded, so please ensure you are on time.

WHAT WE PROVIDE

Morning tea, lunch, afternoon tea and late snack with fresh fruit is provided on Incursion days unless specified otherwise.

Afternoon tea and fresh fruit is provided on Excursion days.

WHAT TO BRING

Please provide:

- A healthy morning tea and lunch on Excursion days marked with BYO (bring your own);
- A hat which is compulsory for outside play;
- Drink bottle; and
- Wet weather gear or other items of clothing if specified on the program.

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

The usual sign in and sign out procedures apply for Vacation Care.

Parents and guardians must inform HHOOSH in writing ahead of time if someone different to themselves will be collecting their child. This person must produce photo identification if requested by staff.

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 8.00am for Excursion days and 10:00am for Incursion days.
- 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 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.

EMERGENCY AND CONTACT DETAILS

Phone: 9816 1903

Mobile: 0424 474 064

Email: hello@hhoosh.com.au

Webpage: www.hhoosh.com.au

