

## BOOKING VACATION CARE

### If your child is enrolled at the service:

Please follow steps below:

1. Download the app or log onto [www.hubhello.com](http://www.hubhello.com)
2. Click on the login at the top right of screen
3. Login with your username and password or contact your service and request your Hubhello login details
4. Click the HEART icon located at the top of the screen
5. Select **BookMe**
6. Using the calendar click on the first day of vacation care your child requires - click on participate to book the day.
7. Click on each child that requires a booking so that it is highlighted with a blue circle.
8. Repeat step 6 & 7 until all required days are booked.
9. Once all days and children have been booked, click submit.
10. A new page will open showing the booking details – if all details are correct click submit.

### If your child is NEW to Vacation Care?

Please follow steps below:

1. Enrolment Link - [pymbleoshc.hubworks.com.au](http://pymbleoshc.hubworks.com.au)

You will need:

- Individual Customer Reference Number for parent and enrolling child (CRN)
  - Child's birth certificate
  - Child's Immunisation History Statement (Must be up to date)
  - Medical action plan or behaviour management plan (if applicable)
  - Custody documents (if applicable)
  - 2 emergency contact persons other than parents
  - Health and medical information
  - Electronic payment details (Credit Card)
2. Click the submit button at the end of the enrolment form.
  3. Once the enrolment form has been received, you will be contacted by the service Coordinator.
  4. Once you have been contacted and the enrolment finalised, you will receive your Hubhello login details.
- Follow steps 1 – 11 for children who have previously attended to book vacation care for your child.

## WHAT TO WEAR?

### SUN SAFE CLOTHING

All children must arrive with sunscreen already applied, the service will supply suncream throughout the day. (If your child requires their own suncream, this is to be provided to the service each morning) and a hat.

Please wear suitable clothing for the day and any activity planned for the day. All children must bring a bag with wet weather gear and a change of clothes. All items brought to the centre are to be clearly labelled.

Make sure shoulders are covered.

If coming to a water or themed activity, **please arrive dressed ready to go!**

**Enclosed shoes** that won't slip off or let them stub a toe.



## WHAT TO BRING?

A backpack that secures the belongings & keeps hands free.

**Spare Clothes** sometimes there are accidents/messes.

Morning Tea & Lunch

**Water** it's important to stay hydrated!

Please note that we are a **NUT FREE** centre.  
Some common items that may include nuts are Nutella, muesli bars, granola, snack mix, some chocolate bars and baked goods.

If your child has any allergies or dietary restrictions, please discuss with staff prior to attending Vacation Care.



## GENERAL INFORMATION

### FEES & CHARGES

Fees will be shown alongside each day on our Vacation Care Program.

### CANCELLATIONS & REFUNDS

Vacation Care fees are payable in advance. If the booking is cancelled with two (2) or more weeks' notice prior to the start of Vacation Care, fee will be refunded. If your child/children do not attend for any reason (including illness), we regret that the fees cannot be refunded.

### LATE ARRIVAL

Please inform staff if your child will arrive later than 8:30am as it might affect departure time for excursions.

### ILLNESS

If your child arrives at the service sick or becomes unwell during the day, you will contact to arrange the collection of your child as soon as possible or will be asked to arrange for one of the emergency contacts to collect.

### MEDICATION

Staff will only administer medication to a child if it has been prescribed by a doctor. Over the counter medications such as Panadol and cough medicine will only be administered if accompanied by a doctor's letter of authorisation stating the child's name, the dosage required and the time to be administered. Parents must complete a medication form at the service.

### LATE FEE

Children must be picked up before closure time of the service – please check operational times of the service with the coordinator. A late fee of \$25 for the first 15 minutes or part thereof and then for every 5mins an additional \$10 will be added. Please phone the Centre if you think you will be late collecting your child.

### SIGN IN AND SIGN OUT

Under the legislation that governs all OSHC services, we must record all children's attendance. Please assist us by signing in and out using our digital kiosks. This is linked to the 'session of care' which children are enrolled in and relates to any Government entitlements.

### EXCURSIONS

Staff to child ratios set out in the National ECEC Regulations will apply to all excursions/outings and will be dependent on the activity. **All excursions require families to sign a Permission Form prior to attending an excursion.**

Excursions are planned and focus on the interests of children enrolled at the service. Risk assessments are completed by the Co-ordinator in consultation with Catholic Care to ensure that the safety of all children is always maintained.

Information pertaining to excursions will be provided on the permission forms and parents/carers are welcomed and encouraged to read the supervision and risk assessments completed by the service.

### ELECTRONIC DEVICES

Children's personal electronic devices are not accepted within the service in line with our *Use of Media and Technology with Children policy*. We appreciate your cooperation in ensuring these devices are not brought in.