# School Holiday Care Program

*Fun, supervised care for primary school aged children*

**Open 7.00 am to 6.00 pm**

Service Provider Number: PR– 00003983

## Ferncourt School Holiday Care:

(Service Approval Number — SE 00012333)

**Located at Ferncourt Public School, Premier Street, Marrickville**

9392 5602 / 0412 862 089

## Marrickville West School Holiday Care:

(Service Approval Number — SE 00012332)

**Located at Marrickville West Primary School Beauchamp Street, Marrickville**

9392 5603 / 0458 255 644

**Please note: mobile numbers are used on excursions only**

## Important Dates:

- Bookings commence 3 weeks before each school holiday care period
- Programs are available 4 weeks before each school holiday care period
- School holiday dates can be viewed at www.nsw.gov.au/about-nsw/school-holidays

## How to Book:

Bookings can be made online using BookMe within the HubHello platform. Children must be enrolled at the service before a booking can be made.

**A BookMe fact sheet is on the last page**
**HubHello login – https://hubhello.com**

## Contact:

oshcadmin@innerwest.nsw.gov.au
for booking forms, enrolment and booking inquiries.

www.innerwest.nsw.gov.au/children

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# School Holiday Care Information Sheet

**This is a fact sheet providing an overview of current protocols and procedures. A comprehensive policy and procedure manual is available at the Centre.**

## Staff
The School Holiday Care Co-Ordinator is the Nominated Supervisor and Educational Leader of the Service. Educators are employed because of their experience in education and care and participate in ongoing training. At the parent sign-in area, a staff notice board is on display providing details of who is in charge between 7:00 am and 6:00 pm each day. Please refer to this notice board for more information.

## Fees
A copy of the current fee schedule is on display at the Centre and on our web page. To obtain more information about Child Care Subsidy, please visit: Child Care Subsidy - Services Australia

## Signing in/out
It is a requirement of enrolment and funding to sign children in/out of the centre each morning and afternoon they attend the Centre, including school holiday care. Children are not permitted to sign themselves in or out of care. Please use the HubHello QR code at the entry of the service.

## Bookings and Accounts
- Booking and excursion forms must be completed.
- All Child Care Subsidy payments received will be applied to the account.
- Accounts will be issued each week.

## Absentees and Cancellations
All absentee days are payable. Changing or cancelling days booked requires 2 weeks written notice made directly to the Centre. Staff are unable to accept verbal requests to change attendances.

## Food and Drinks
- Breakfast is not provided during school holidays.
- Families must provide a nutritional and prepared morning tea, afternoon tea and lunch for their child. If food requires refrigeration, please see staff.
- Staff will not be able to leave the Centre to purchase food for your child.
- Water is available at all times for children.

## Health Conditions
Some children attending the service have life threatening allergies. Do not send food for your child containing peanuts or nut products.

## Children Requiring Additional Support
The Centre Co-Ordinator will work with families to ensure a smooth transition into the service, and where required, apply for funding to provide additional support.

## Clothing/Sun Protection
*Hats* — 'NO HAT, NO SUN PLAY' policy. Whilst outdoors, everyone must wear a hat. Hats must meet the Cancer Council's recommendations; a full brim hat.
*Sunscreen* – Please apply sunscreen prior to signing your child in. Throughout the session sunscreen will be applied in accordance with our Sun Safe Policy. 30+ Sunscreen is available at all services. If your child has an allergy / sensitivity to sunscreen, please supply a suitable sunscreen for them to wear and inform staff.
*Clothing* - Clothing should be loose-fitting, and cover as much of the skin as possible (no singlet's, mid-drift tops, open-back tops, short shorts or thongs).
Ensure your child wears old, comfortable clothing - having fun can be messy business!

## Electronic Devices
Mobile phones, tablets and cameras are not permitted.

## Excursions

- Parents and carers can contact staff when on an excursion by calling the Centre mobile.
- A risk assessment for excursions is always conducted.
- On excursion days children need to be at the centre 15 minutes before the time on the program.

Items Required for Excursions:

- Packed lunch for the whole day
- Water
- A full brimmed hat
- A backpack
- Closed in shoes and clothing that meet the sun protection requirements

## Programming and Evaluation

During each school holiday care period, children are asked to provide ideas and comments for the current and next school holiday care program.

Evaluations/feedback can be forwarded to the Centre Co-Ordinator via email. Centres will use the information to program for the next school holiday care period.

We need comments back by week 3 of each term so we can plan for the next school holidays.

## Prescribed Bodies and Exchange of Information

A prescribed body is an agency or organisation that has responsibility for the provision of services to children.

Information about a child or a family, including details on this enrolment form, may be shared with other prescribed bodies without consent of the parent/guardian where the service has concerns about the safety, welfare or wellbeing of a child.

More information about this requirement can be located in the Policy and Procedure manual.

## Communication and Feedback

Please feel free to discuss any aspects of the program with the Co-Ordinator. If you have any issues that are unable to be resolved at this level, please contact the Operations Manager on 9335 2144.

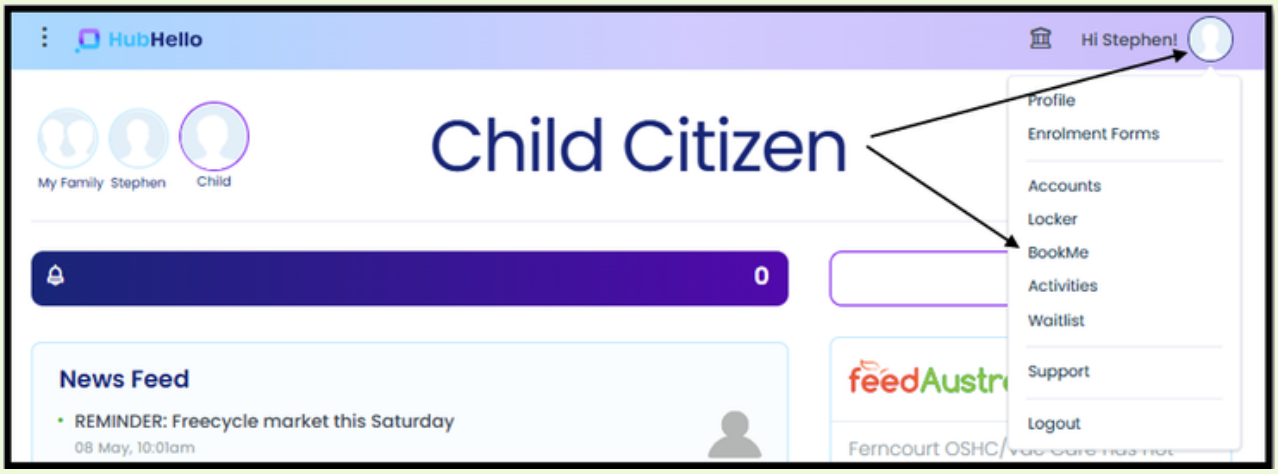
A detailed complaints procedure is on display and in the procedure manual at the Centre.

# BookMe Online Booking System

**To access BookMe:**

1) Go to https://hubhello.com and click 'Login'. Enter your username and password.

2) Click on the profile icon at the top right of your page and select BookMe. The BookMe calendar will show available Vacation care programs and the available days at the services your child/ren attend.

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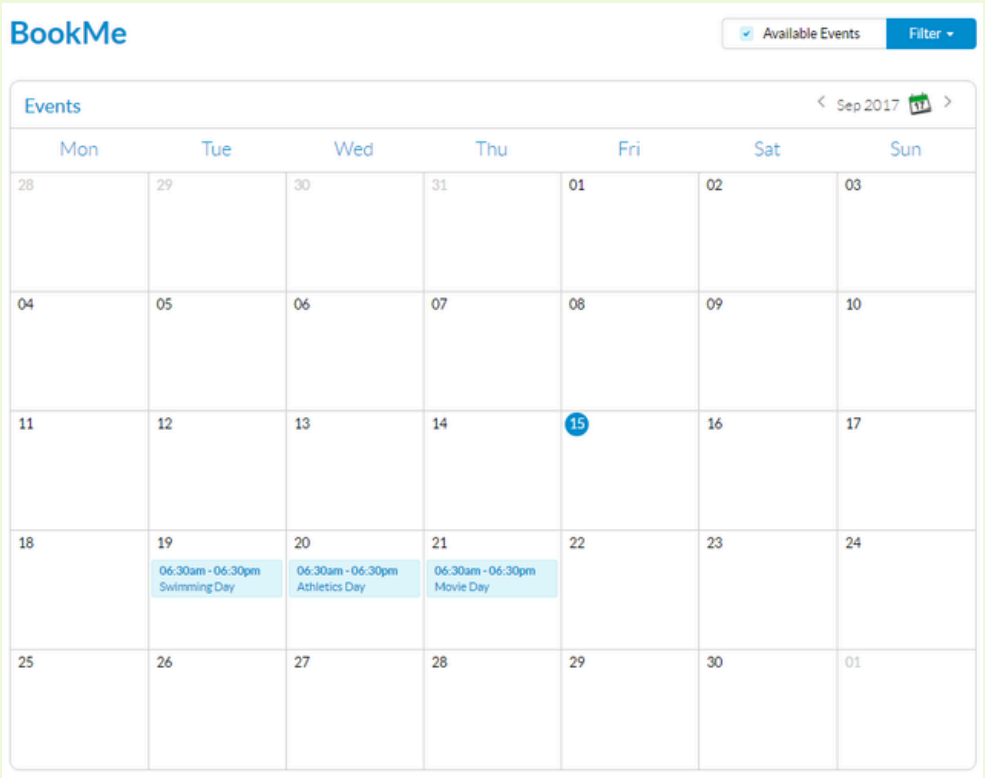


Note: If certain days appear as blank, that means there is no vacation care program events available for that date.

• Closed BookMe Events will be grey in colour
• Available BookMe Events will be light blue
• BookMe Events you've already opted to Participate in will be aqua
• Events you see in orange, are your ongoing schedule of care you have booked

5) To book another child to the same day/event, select 'Click to add another child'. (This option appears below the calendar of Events after you've clicked the Participate button.)

6) Click 'Checkout' once you've finished selecting bookings.

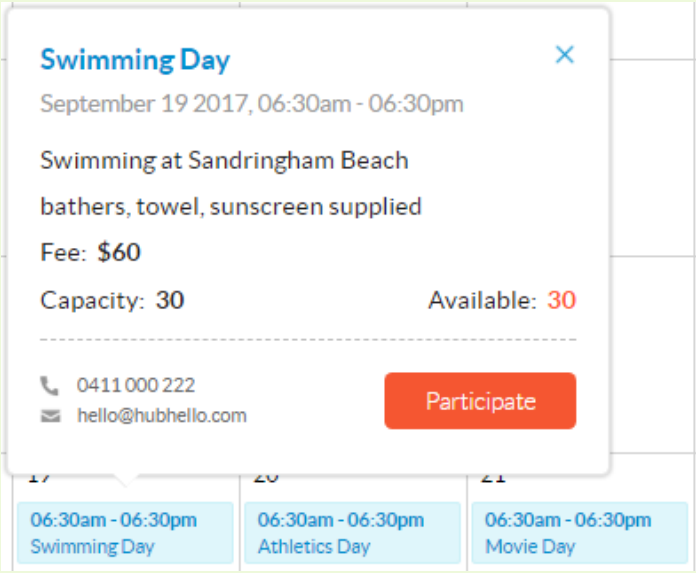
## How to Book

1) If you have several children under your profile, select the child you want to book for.

2) Click the calendar icon to select the month you want to book.

3) Select a day/event to view more information.

4) Click on 'Participate' to book the day/event.

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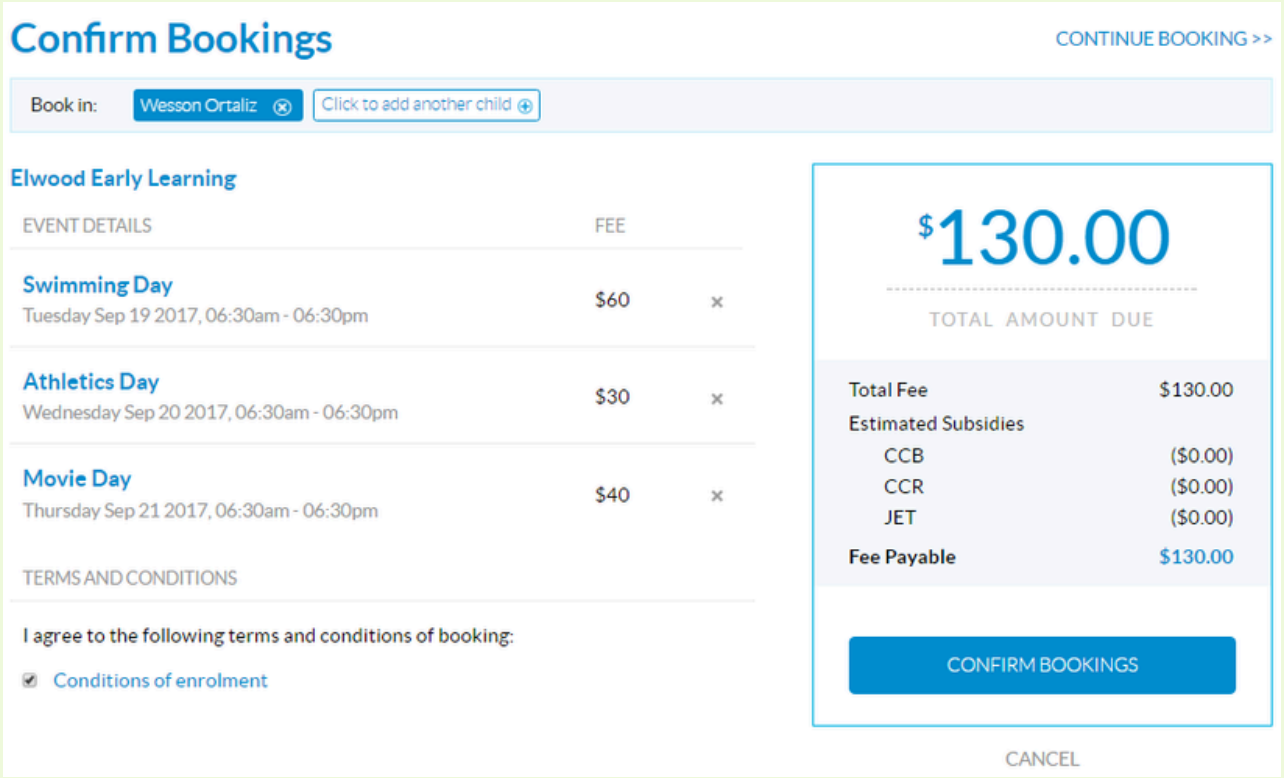
6) Click 'Checkout' once you've finished selecting bookings.

# Checkout

**To confirm bookings:**

1) On the 'Checkout' page, you will see a sumary of the days/events booked and a breakdown of the 'Fee Payable', including any estimated subsidies.




2) Once you agree to the Terms and Conditions, you will be able to click the 'Confirm Bookings' button.

# Waitlist for booked out days

To be added to the waitlist, please email oshcadmin@innerwest.nsw.gov.au with your details and the day/s you would like.

We will email you if there is a cancellation.