



Dear Families

## Enrolment and Booking System for Outside School Hours Care

Perth College uses the HubHello online enrolment and booking system for Outside School Hours Care (OSHC). Billing for OSHC will be fortnightly and will come direct from HubHello on behalf of Perth College through iPay. The details for this are outlined below.

This system allows the OSHC staff to have quick access to children's information, including medical requirements and extend the time available to spend supervising the children, rather than carrying out administrative duties. To fulfil the regulations of the National Quality Framework, the HubHello system is also used to ensure that OSHC staff always has access to important details when needed, as Perth College's system may not be accessible during school holidays.

The system includes:

- Online Enrolment system for parents
- Online Vacation Care Booking system for parents
- Online Cancellation system for parents
- Online *Educate* module for parents to view their child's education documentation
- Online *Gallery* module for parents to view the centre's scrapbook of activities and learning experiences

Parents will need to provide a credit card or savings/cheque account for fortnightly charging of accounts. Payments for sessions attended will be automatically direct debited from your nominated account through iPay on a Monday. Signing up for iPay is *compulsory* for enrolment, if iPay is not utilised upon enrolment, enrolment application for services and bookings made for sessions will not be accepted. Please also ensure that your nominated bank account details are up to date at all times. Any overdue payments up to 7 days will result in a discontinuation of services offered until payments are settled. Overdue payments will also incur a processing fee.

## HOW TO ENROL AND BOOK

***\*\*\*Please note that for existing users of Perth College Outside School Hours Care, you may already have an online account set up. Please contact us on 94712210 to check and obtain your username and password. Please do not complete a new online enrolment.***

Simply go to: <https://perthcollegeoshc.hubworks.com.au/registrations/register> and follow the prompts. Afterwards when your account is approved, please use <https://hubhello.com/#> to login in with the details provided. You will need the following to register:

- A valid Visa or Master Card or Savings/Cheque Account
- An email address
- Your CRN numbers for yourself and your children if you wish to claim Childcare Subsidy (CCS).
- Your child's health information

To assist you we have included a sheet which contains times and fees for OSHC and Vacation Care for 2019. Please email the Supervisor on [oshc@pc.wa.edu.au](mailto:oshc@pc.wa.edu.au) to book during school term time, and please use the online booking system BookMe to ensure your child has a place on the days you require for Vacation Care.

Once your online enrolment is completed, please complete and sign the medical and parent agreement form, date and sign the Complying Written Agreement (CWA) form, sign the Photo Consent and bring in your children's immunisation records and any relevant medical plans (i.e., asthma or anaphylaxis action plans) for the Supervisor to sight for the finalisation of the enrolment.



## CASUAL BOOKING AND CANCELLATION FEES

Perth College Outside School Hours Care is staffed in accordance to the strict staff to child ratio requirement of 1:10 at the centre and 1:5 when on excursion as required by the National Quality Framework and the regulations that govern our service. Our staffing is based on daily bookings, any changes to bookings will be considered as a casual booking will incur a higher fee compared to a daily booking, and cancellations of bookings will still incur a charge. The exception to this is when a session is not attended due to illness or medical incident, a charge will not be incurred if a medical certificate is provided. This is outlined in detail in our 2019 fees information sheet. We have a strict policy for cancellations and casual bookings, and ask that you are aware of this, as detailed in the following:

### CASUAL BOOKINGS

These can be made up until 24 hours before the start of the session. If the booking is made 24 hours before the start of a session, a daily booking fee will apply. Casual bookings after this time should be called through or emailed to the Supervisor, otherwise it will automatically be flagged as a casual booking on HubHello. Casual bookings with less than 24 hours' notice will have a casual booking fee applied.

Children who are not picked up from school by 3.30 pm, or are not picked at the end of an after school Club at 4.30 pm, or are not picked up from Homework Club at 4.30 pm on Fridays; will be delivered to the Outside School Hours Care Centre by duty teachers or club teachers. A casual booking fee will be applied, upon the discretion of the Supervisor in charge and fees may be charged regardless of the duration of their care in Outside School Hours Care.

### HOW TO CANCEL

Parents can cancel a booking session at any time by calling or emailing the Supervisor. When cancelling with less than 24 hours' notice, this will automatically be flagged as a cancellation with less than 24 hours notice and a fee will still be incurred. Cancellation fees will apply if you give less than 24 hours' notice, the only exception to this policy is when your child is unwell and unable to attend and a medical note provided to have the fee waived.

Should you have any further queries, please call the Supervisor at Perth College OSHC on 9471 2210.

All families must be enrolled and booked before the start of Term 1 2019 to be able to use the services at Perth College OSHC.

Regards

Tony Gooley  
**Director of Finance and Administration**