

VACATION CARE

HOW TO BOOK WITH US



MY FAMILY LOUNGE

- Welcome to our online system for Vacation Care bookings!
- To register for the first time, please visit www.sutherlandshire.nsw.gov.au/VacationCare using a PC or iPad.
- Please remember your log in details and password for My Family Lounge as you will need this information to make any future bookings, make any changes to your booking and enter your banking details at a later stage.

BOOKING PROCESS - NEW USERS:

- Click 'Register' on our Vacation Care homepage. An email link will be sent to your nominated email address, enabling you to select a password and log in.
- Once logged in, complete your family information, emergency and medical contacts, child/children's details, medical details/forms and immunisation history within the My Family Lounge (the family dashboard). All fields marked with a red asterisk must be completed to continue.
- When all information is entered, click 'Submit' (depending on the computer's resolution/zoom the Submit button can drop off the bottom of the page, so you may need to scroll up to see the button).
- You can commence booking Vacation Care days!

BOOKING PROCESS - EXISTING USERS:

- Sign in to the My Family Lounge (there is a provision for forgotten passwords)
- Ensure the service you wish to enrol in is marked in your enrolment information. The services names for selection are:
 - Burraneer Bay Vacation Care
 - Lucas Heights Vacation Care
 - Miranda Out of School Hours Care
- If you have previously used My Family Lounge for any other service/s, log in using your existing account details and ensure you select the correct database titled 'Sutherlandshire Childrens Services' at the top right hand corner drop down menu.
- Within the My Family Lounge (the family dashboard), check your existing details and update any information which has changed (e.g. phone numbers, emails, emergency contacts).
- Please add any new children you wish to enrol who are currently not attached to your My Family Lounge account.
- Update medical management / allergy information as detailed later in this document.

HOW TO BOOK:

- View the program on the website, identify days/excursions you wish to book your child into.
- To begin, click 'Add Casual Booking' located at the bottom of the family dashboard.
- Select:
 - Child (please complete a booking for each child separately)
 - Service location (ensure you have selected the correct service)
 - Room – select the care type that applies to your booking:
 - Vacation Care – this selection includes the day of Vacation Care as well as any compulsory excursion / incursion.
 - Optional Excursion + day – this selection includes the day of Vacation Care as well as the optional excursion

- 10-12/14 years Optional Excursion + day – this selection includes the day of Vacation Care as well as the optional excursion for the designated age group
- Date/days – click to select – when a date turns purple, it means your booking is accepted and confirmed!
- Confirmation email of your specific booking is not sent. It is a live booking system. Be assured your purple boxes/dates are confirmed within our enrolment system and our centre will be expecting your child.
- Once your dates are purple, click 'Save & Exit'.
- We accept next day bookings up to 10am the day prior.

EXCURSIONS

- The online enrolment system allows you to book compulsory and optional excursions. Selecting the excursion that applies automatically secures a full day Vacation Care position.
- After you have completed your booking with us, you will receive an acknowledgement email with information about completing our online permission forms.

ALLERGIES, MEDICAL CONDITIONS & DIETARY RESTRICTIONS

- It is a legislative requirement that you inform us if your child has a medical condition or allergies. There are three steps you must do as part of your online enrolment:
 1. Tick the 'yes' box on the form to advise us your child has a medical condition or dietary restriction.
 2. Click 'Add' and complete the following fields: type of condition; problem, severity, treatment and any other notes you need to share with us.
 3. Complete and upload Council's Medical Management Plan form and any medical plans from your doctor. Council's Medical Management Plan form is available for download at www.sutherlandshire.nsw.gov.au/VacationCare. Ensure you upload all forms by clicking 'Upload Action Plan'. To upload more than one document, click 'Upload Action Plan' again. (Please note that the plan needs to be updated every 12 months.)

CHILD CARE SUBSIDY (CCS)

- For each Vacation Care period, you will need to 'accept' your CCS enrolment in your myGov account. Failure to do this will result in full fees payable. This is a Federal Government requirement.
- CCS will not be applied for absences from Vacation Care when it relates to your first booked day of care or last booked day of care. This is a Federal Government ruling.
- Children must be aged 13 years or under and not attending high school/secondary school to be eligible. It's possible the Subsidy could still apply for this category however families will need to initiate contact with Centrelink to determine their eligibility and next steps.

BOOKING CANCELLATIONS / CHANGES

- Cancellations or changes (e.g. adding an optional excursion or removing a booked day) can be made up to 7 days prior to your booking. Cancellations or changes within 7 days of your booking will incur full fees.

PAYMENT

- **Early bird rate** applies for all bookings made up to and including **Sunday 6 December 2020**. (www.sutherlandshire.nsw.gov.au/VacationCare)
- **Vacation Care Fees:** your Vacation Care fees will be deducted from your nominated payment method on the Thursday following each Vacation Care week. For example, if your child is enrolled on the Monday and Tuesday in week 1 only, your fees for these two days would be taken on the Thursday in week 2. Please note that a dishonour fee per transaction (\$14.95) is applied where a payment declines due to insufficient funds or incorrect details provided.
- Sutherland Shire Council Vacation Care has authorised a third party company called DebitSuccess, a leading provider of payment services in Australia to collect payments on our behalf. DebitSuccess is PCI compliant and uploaded details will be kept securely as they are encrypted within the system. Enrolling

families will be able to upload payment details within their My Family Lounge account and will be able update their payments details at any time in the event they change

- The main change you will notice is that the name “DebitSuccess” will appear on your bank or credit card statement in the future for payment of fees.
- Current outline of Fees & Charges associated with DebitSuccess

Fees & charges associated with DebitSuccess	Fee (EXCLUDING GST)
Direct Debit – Bank Account per transaction	\$0.70
Direct Debit – Visa/MasterCard, per transaction	1.70%
Direct Debit – Amex, per transaction	4.0%
Dishonour Fee, per declined transaction	\$14.95

SIGNING IN & OUT

- Upon arrival and departure at Vacation Care, you will need to electronically sign your child in/out.
- If you have electronically signed in/out at our Vacation Care service previously, the same PIN can be used.
- If you are a new customer, you will need to enter your mobile number and the password ‘0000’ after which you can set your own PIN. Our Educators can assist you. We also have a step-by-step guide by the electronic device.
- Please note: electronic signing in/out will only work for contacts who have your collection permission within the My Family Lounge. You can add additional contacts within the online My Family Lounge at any time.

Please call our Vacation Care Customer Service team on 9710 0466 if you have any queries or require assistance with your enrolment.

Thank you for choosing Sutherland Shire Council Vacation Care.

We trust your child enjoys the school holiday fun we have planned.