



FullyBooked

All bookings will be made via our new management software FullyBooked

A few changes - please read the following information carefully.

<https://statedw.fullybookedccms.com.au/family/login> , this link will take you directly to the parent portal to register, enrol and book you Childs sessions of care.

New information OSHC Family Portal Snapshot

Bookings, Cancellations, Update Details, View Statements

St Anthony's OSHC has been using the **online family portal FullyBooked** since July 2018. We are excited to announce that we will be introducing the online bookings/cancellations and payment options via FullyBooked for our families to access. The payment option (EziDebit) makes paying OSHC fees a breeze and is an easy program to use.

Before using the online booking portal, families will need to ensure their details are correct and all the required fields have been entered. This includes bank details.

The FullyBooked Portal will give families greater control. It is important to please review the following points so that we receive your enrolment, payments and bookings correctly:

- The Family portal is a web link <https://statedw.fullybookedccms.com.au/family/login> . It can be accessed on any computer, tablet or smart phone.

You will also need to **Verify** your email address before the system will allow you to book. After registering, you will need to check your emails for your verification email. If you do not receive an email, please check your junk, spam or clutter inbox as it is an automated email (or you could search St Anthony's or FullyBooked in your emails).

- You will not be able to make any bookings until you have **answered all the compulsory questions** which are marked with an asterisk.
- If a yellow box appears at the top with a message, you must complete the task listed before you can use the online booking system.
- There are **three separate areas** you will need to set up and provide information; **Parent, Account** and **Child**
- You will need to add **both** parents—unless you click on the option which says 'other parent not applicable'
- Please ensure you include all your emergency contacts of who is authorised to collect your child/children. We will not be able to release your child to anyone who is not listed in this area.
- Doctor's details—this is compulsory due to our Legislation and you will not be able to proceed with your enrolment if this is left blank.
- Rebates —You need to say **yes** in this section as the new subsidy includes both the 50% rebate and the income assessed benefit. If do not say yes, you won't receive any financial support from the government (CCS payments).
- AFTER SCHOOL CARE emergency bookings on the day: If you need to book your child in at the last minute (and your child does not know) please phone the school and/or OSHC so that we can notify them. If your child already knows they are booked in, you can book them in online (or ring us).
- **Accounts**—Please Note: You will be **sent a notification each fortnight** that your statement is available to view on the family portal. You will need to login to access your statement. The payment will be automatically deducted four days later so you will have time to contact us if there is an issue. Families will be notified via email prior to the EziDebit payment being deducted from your bank account.

- **You won't be able to make bookings until you have entered your Bank/Credit Card Details** – Please see below for more detail on this.

EziDebit:

- FullyBooked incorporates an automated payment feature called 'EziDebit'. All families will be required to enter either their bank or credit card details into the payments section on the family portal.
- The exact amount owing will be deducted each fortnight from your chosen account enabling more up to date invoices and payments.
- Families who nominate a bank account will not be charged a transaction fee (our OSHC service will cover this cost). Visa Card and Master Card payments will attract a 1.87% levy and Amex/Diners will attract a 4.4% levy.
- Your statement will be issued on either a Monday or Tuesday each fortnight. Payments will be deducted the Friday of that week. If there is a problem with either your account/subsidy or finance we can put a hold on your payments, however you will need to notify us via email hparker@stantedw.catholic.edu.au
- If the account is less than \$10, payment will be held until the amount is more than \$10 for families who have weekly bookings.
- St Anthony's OSHC can enter a maximum amount into the EziDebit field for each family as a safeguard so that a large amount is not mistakenly taken from your account (eg if the Childcare subsidy wasn't activated correctly and you were charged full fees).
- **The ONLY fee families might incur is a dishonour fee of \$14.90.** This will only be activated if you didn't have enough funds in your nominated bank account to cover the amount being deducted. Please be aware of this and if there is a chance funds may not be available, please contact us as soon as possible.

Sign in and out:

- Electronic Sign In and Out – as part of this new system families will be able to sign their children in and out electronically via an OSHC iPad. When signing in/out please choose your name from the list and sign your name with your finger and select your name in the dropdown box.

Permanent Booking

A permanent booking for Before and After School Care is one that is made for a minimum of one full term. If parents/carers have a flexible working

environment a request can be made in writing addressed to the OSHC Director to make bookings on a month by month basis. All requests will be considered on an individual basis. For new CCS reasons all bookings will be called **casual** on your MyGov account. This will not be reflected in your payment. A permanent booking for Vacation Care/Pupil Free Day is one that is made up to **1 week** before the Vacation Care and Pupil Free Day period.

Flexible Booking

A Flexible booking (formerly known as a **casual** booking) is one that is made for Before and After School Care on a casual basis (e.g week by week and not per term).

A flexible booking for Vacation Care/Pupil Free Day is one that is made after the **1 week** cut off for permanent booking dates. For new CCS reasons all bookings will be called **casual** on your MyGov account. This will not be reflected in your payment.

Late Booking Rate

A late booking fee will be charged for a booking that is made on the same day that the service is required. This is necessary to ensure we can make provisions to accommodate your child/children.

Cancellation Process

For OSHC, the full rate will be charged on all cancellations received with less than **1 weeks'** notice; unless a medical certificate is provided. This includes all permanent, casual and late bookings.

Vacation Care cancellations: Once bookings are made, your booking will be final, and we cannot transfer or delete days without a medical certificate.

This is to cover staffing, catering, resources and other expenses.

Child Care Subsidy (CCS)

Families wishing to claim the CCS for lowering childcare costs, must be registered with Centrelink and have a MyGov account. For more information, please visit the Department of Human Services website <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

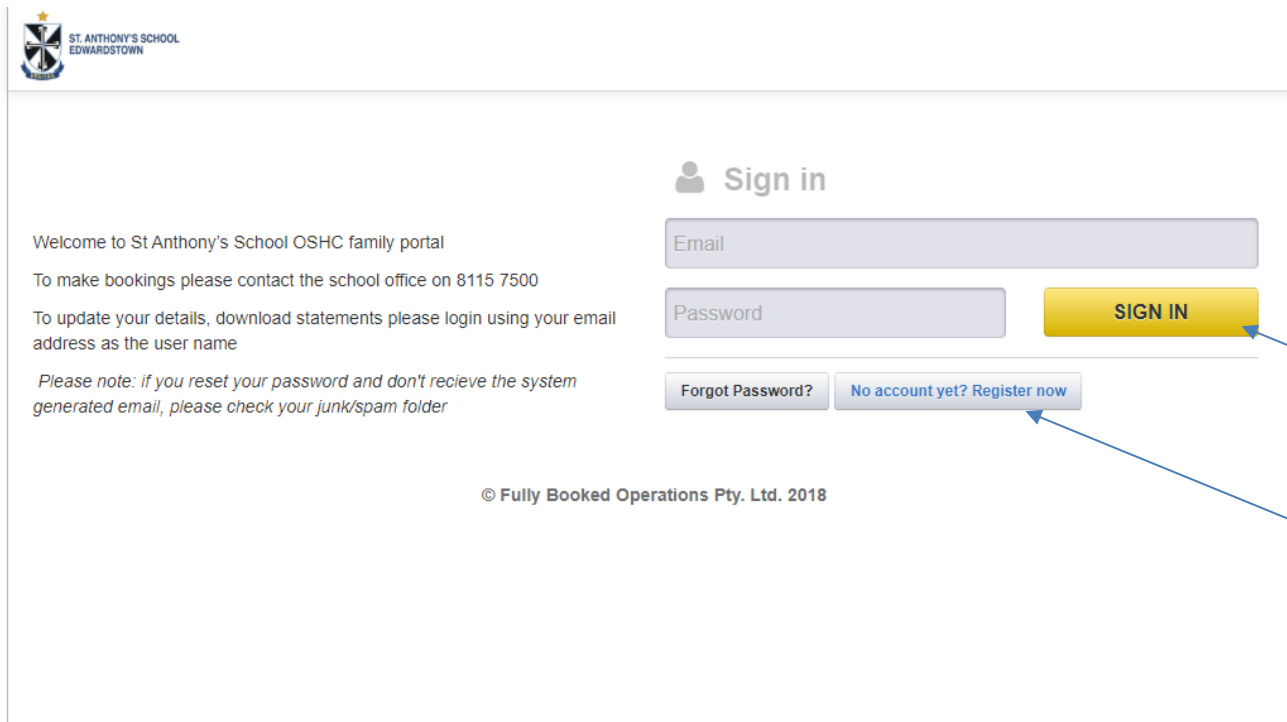
How to contact OSHC


Phone: 8371 5579 OSHC/VAC Hours

Mobile: 0478 111 640 all hours if unattended you can leave a message or send a text message and we will reply as soon as possible.

Email: hparker@statedw.catholic.edu.au

How to Register and make a booking



 ST. ANTHONY'S SCHOOL
EDWARDSTOWN

Sign in

Welcome to St Anthony's School OSHC family portal

To make bookings please contact the school office on 8115 7500

To update your details, download statements please login using your email address as the user name

Please note: if you reset your password and don't receive the system generated email, please check your junk/spam folder

Email

Password

SIGN IN

[Forgot Password?](#) [No account yet? Register now](#)

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Click on St Anthony's Fullybooked family portal link: <https://statedw.fullybookedccms.com.au/family/login>

- Sign in if you have an existing account
- Click register now if you are new to St Anthony's OSHC

ST. ANTHONY'S SCHOOL
EDWARDSTOWN

Logout ↗

Welcome to St Anthony's School's Enrolment web site.

Please complete the registration process by following the instructions in each window below.

Parents/Guardians & Contacts + Add Contact

⚠ At least one parent or guardian must be added. Please use the "Add Contact" button above to add one.

Children + Add Child

⚠ Please use the "Add Child" button above to add a child.

Account Details ✎ Update Account Details

User Email hparker@statedw.catholic.edu.au

⚠ Please verify your email address as soon as possible. If you require a new verification email please click the Resend button

📧 Resend

- Add in your Parent/Guardian and emergence contact details.
- Add in your child/ren
- Add in account details this will be for Ezi debit

Remember to be eligible for the Child Care Subsidy payments you must have parent and child CRN numbers and birthdate

To have access to the online booking and cancellation portal you must complete all mandatory fields.

If a yellow box appears at the top with a message, you must complete the task listed before you can use the online booking system.

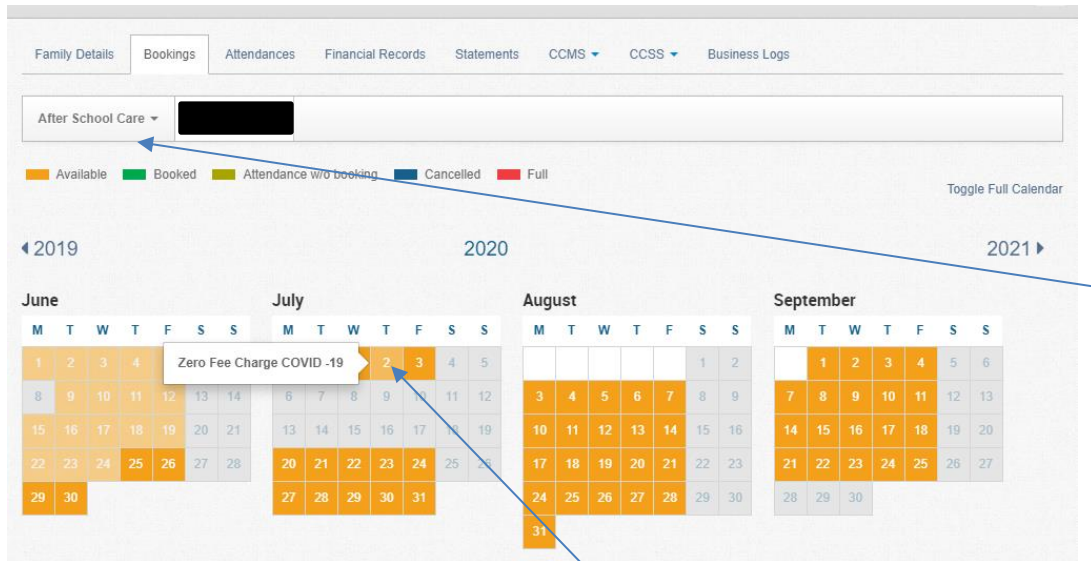
There are **three separate areas** you will need to set up and provide information; **Parent, Account** and **Child**

You will need to add **both** parents—unless you click on the option which says 'other parent not applicable'

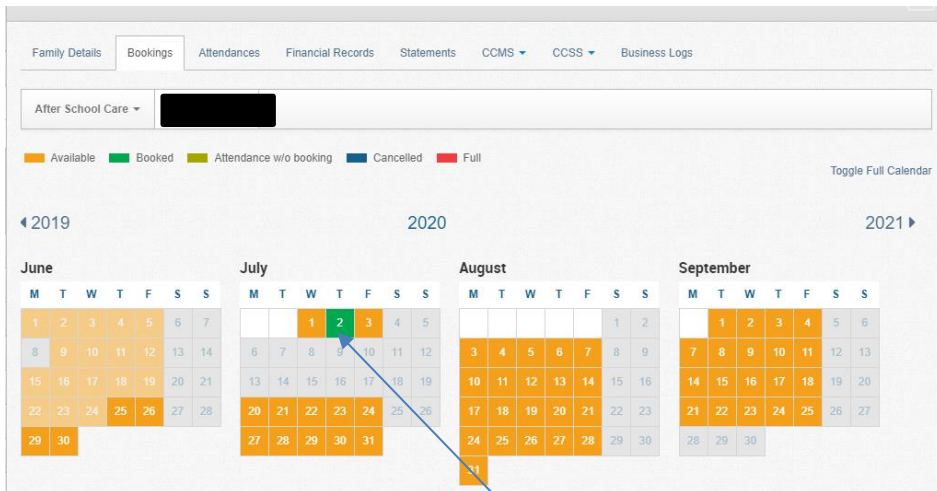
Please ensure you include all your emergency contacts of who is authorised to collect your child/children. We will not be able to release your child to anyone who is not listed in this area.

Now that you have successfully updated your account you will be able to access the bookings portal

Your screen will look similar to this but to exactly.



Click on the drop down box for After school Care, Before school Care or Vacation Care. Hover your mouse over the date you require and click.



It will appear green when selected. You must click next at the end to save you booking.

For cancellation click on the green booking you wish to cancel until it turns orange/blue.

October

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

I would like to all Weekdays between and

When you make any changes please remember to click next to continue and save your booking.

New Bookings

Session	Session Type
Thu, 02 Jul 2020 - Zero Fee Charge COVID -19	After School Care 2018

Cancellation Policies

Booking Terms and Conditions

Should a booking confirmation be sent to the parent?

Yes No

It will then take you to the next page and you must confirm changes to save your booking.