

Hi families,

We have some very exciting changes happening at Kids' Zone. From the start of term 4 we are moving to an **online booking system called FullyBooked**, which will mean you are able to manage all of your own bookings and cancellations easily, quickly and effectively. The system also includes a virtual waitlist which will make waiting for places very clear. As with all new systems we are going to be learning as we go with some aspects, so we would like to thank you in advance for your patience when working with us.

To book your child into Kids' Zone for term 4 onwards, you will need to enrol your child/children using the link below. Then you will be able to place your bookings. We will also be using this system for all bookings for vacation care (from December/January), which will make the process more efficient. All bookings and cancellations **MUST** be made on the system. The below link can be used on any computer, tablet or smart phone (add the web page to your home screen on your phone for easy access).

Please use this link to enrol: <https://kidszone.fullybookedccms.com.au/family/login>

All bookings you have made on our old system have been cleared for term 4 onwards and therefore any bookings you had previously made for term 4 you will need to re-make on FullyBooked. You will no longer be able to email or complete forms for bookings, you must use this system. Please do not leave enrolling to the last minute, just in case you have any difficulties and require our support.

If you need assistance, please email oshc.stradbroke833@schools.sa.edu.au and we will get back to you as soon as we can.

Every section of the enrolment will need to be completed prior to you being able to make a booking. This is a once off enrolment process rather than having to enrol at the beginning of every year. You will be able to change or update your details at any time, as needed.

We have attached detailed instructions for you to follow if required.

All communication will be through email and the Stradbroke School OSHC (Kids' Zone) Skoolbag App. Please confirm your updated email address and sign up to the Kids' Zone Skoolbag App to ensure you receive all important correspondence.

Child Care Subsidy:

If you wish to receive subsidy from Centrelink you **MUST** ensure you say yes to this when prompted and enter your CRN numbers as required. It is important to ensure that the **enrolling parent** is the **parent linked to the MyGov** account.

Payment of fees:

As part of this change, all families are required to move onto the Esidebit system. **You will not be able to place your bookings until this has been set up.** If you have any concerns with this, please email our service to discuss this further. Families will need to complete the attached Esidebit, direct debit form and return it to Kids' Zone as soon as possible. Payments will be processed weekly on a Thursday, commencing 21/10/2021. This is to enable families to ensure that enough funds are available to be deducted from the allocated account. Failure to ensure funds are available will incur a \$9.90 failed payment fee.

Accounts:

FullyBooked will send a notification that your statement is available. You will be required to login to the family portal to view your statement of account. This will be available weekly, by close of business on Tuesday, allowing time for families to ensure funds are available for processing of payments on the Thursday.

Same day bookings for After School Care:

FullyBooked will accept bookings up until 2pm on the same day (subject to availability), however, bookings made within 5 hours of the afternoon session starting (i.e. 10am) will continue to incur a \$2 late booking fee. It is now **your responsibility to inform your child's teacher** of their booking as we will no longer be calling classrooms. If you need your child to be notified that they will be attending After School Care, please communicate with your child's teacher regarding their preferred method to get a message through to the classroom during the school day (e.g. Seesaw, email or phone call). If you need to request emergency care after 2pm, you will be required to contact the service directly to discuss, as FullyBooked will not allow you to book after this time.

Before School Care:

You will be able to check availability and make bookings for Before School Care up until 6am of that morning (subject to availability). If the date on the calendar is showing green, there are spaces you can book. If the date is red, we are full and cannot accept any further bookings. Please do not bring your child in without a booking, as we are required to adhere to ratios of educators to children. Any bookings received after 6:15pm the previous evening will continue to incur a \$2 late booking fee.

Cancellation Policy:

Under this new system we will now be able to allow families to cancel bookings 7 days prior to the session starting. Bookings cancelled after this will be marked as absent and charges will still apply.

Booking escorts to and from activities:

All bookings for escorts to and from before and after school activities are required to be made as part of the booking process, each time you make a booking. Before School Care options include Rainbow/Fitzroy Reading (no charge) and After School Care options include Art and Velocity (\$3 each way). The attached instructions explain how to do this. Please note that from term 4 we are no longer escorting children to and from tennis or on-site sports. Stradbroke School will be in contact regarding arrangements for the coaches to collect the children from Kids' Zone and drop them back if required. Please be aware that the coaches will need to be listed as collection authorities on FullyBooked for this to occur. You will also be asked if you would like your child to complete their homework during the after school care session. If this arrangement will be the same each time your child attends, you are able to click on the repeat icon on FullyBooked.

Children with additional needs:

If your child is receiving additional support during their time at our service, we ask that you provide 7 days of notice of your booking/s to allow us time to roster additional educators. Please email us and check prior to booking, if outside this time frame.

We are looking forward to the implementation of this new system and thank you for your ongoing support.

Kind regards,

The Kids' Zone Team

27/9/2021