Huntly Primary School Outside School Hours Care Service.

Booking Information

Due to the overwhelming number of children who are enrolling in our OSHC program we have put together an information sheet to help you with your bookings. Please see below to help with your bookings.

Huntly OSHC uses the Xplor Home app for bookings.

Parents/ Carers are required to submit an enrolment form for each child. The enrolment form can be found on the Huntly Primary School Website in the Outside School Hours Care tab.

http://www.huntly-ps.vic.edu.au/wordpress/

Please remember to include you and your child's CRN number as without this information you will not receive Child Care Subsidy and will be charged full price.

Once the enrolment has been received a staff member will need to activate the enrolment and you will receive an email outlining how to set up the Xplor Home app to link your child with our service. Once linked you will be able to use the app to make casual bookings, check your child's bookings, notify absences and to see your account information.

Permanent bookings can be requested via email oshc@huntly-ps.vic.edu.au .Permanent booking requests do not guarantee a place on your preferred days.

When using the app available spaces can be booked immediately, however if a session is full your request will be placed on a waitlist. The waitlist is activated once a space becomes available and children are placed in order of receiving the requested booking.

If you have a booking that you no longer need you **must** submit an absence request via the Xplor app as soon as possible so that we can activate the waitlist if required. Permanent booking changes need to be requested via the email above.

If your booking is sent to the waitlist, you will be placed in order of the request being received. This is the same order they will be processed in. If you have submitted a request but will no longer require that space on the waitlist, please notify via email oshc@huntly-ps.vic.edu.au and staff will remove the request by rejecting it.

If you send a booking request for a public holiday or school holidays your request will be rejected because this service only runs on School Days and School Council approved pupil free days.

We ask that you regularly check your bookings in the app to confirm your bookings and check if your waitlist request has been accepted.

How to create a booking or notify an absence in the Xplor Home App.
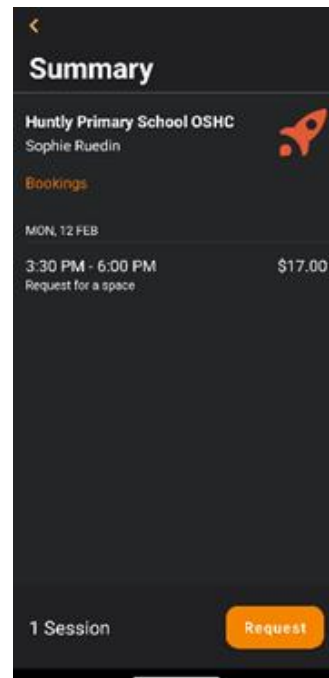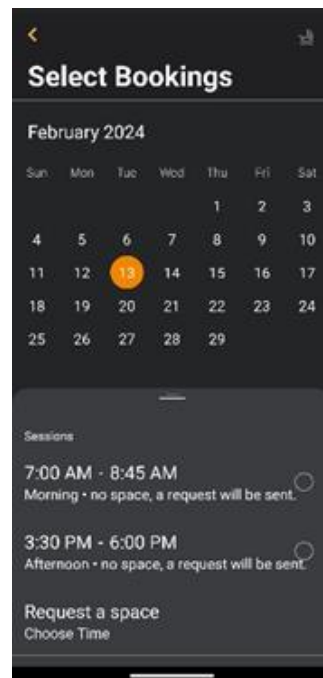
Bookings Request

When requesting a booking, Parent/Guardians will navigate as follows:

1. **Bookings**
2. **+New** to the top right corner of the screen
3. **Bookings**
4. Select the **child** the request is being placed for
5. Select the **date**
6. Input **time range** or select **all day/anytime**
7. Place a **comment** for the administrators at the centre to view
8. Select **Save** *(Note: Repeat process for each additional request)*
9. Once completed, navigate to the **cart** to the top right of the screen
10. Select **Request**
11. Done
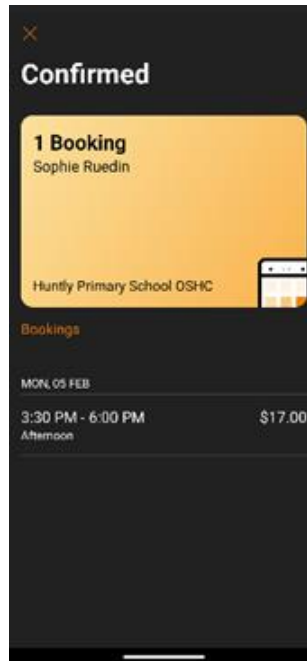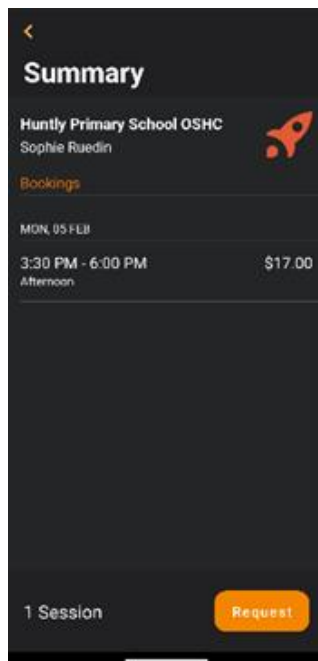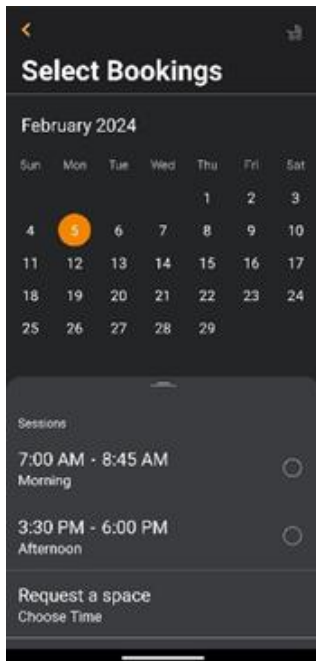
These pictures show that a space is available in both sessions on that date. One the session is picked the cart will look like picture 2. Once you press request your screen will look like picture 3 and say Booking.

These pictures show that the session is fully booked and that a request for a space will be sent. The centre will receive a booking request, once actioned the Parent/Guardians will receive a notification that the booking has been made.
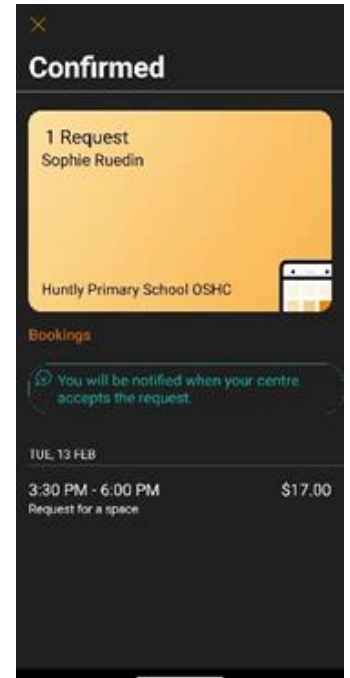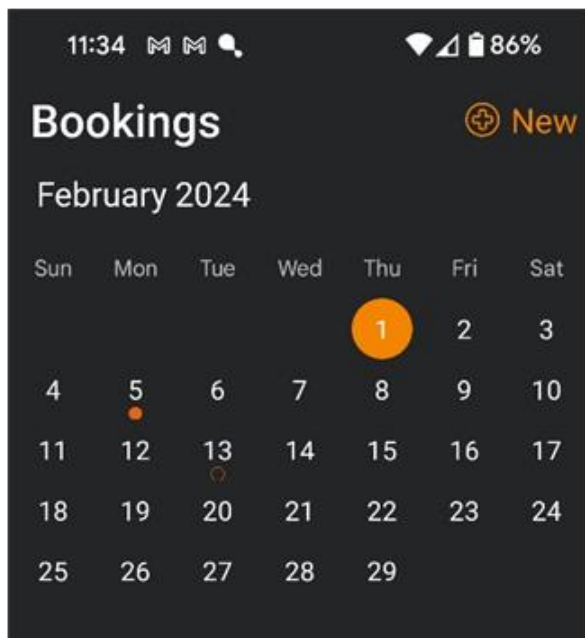
This picture shows the calendar after the booking and the request have been made. The booking is indicated with the solid orange dot under the date. While the request is indicated by the dull orange incomplete circle.

Parent/Guardians can click on the date and the menu will populate to the bottom of the screen. This menu will outline:

- Child/ Children's names
- The Room the session is booked for
- The Centre they are booked in
- The session start and end time

Notification– Absence or Holiday

To notify of an absence or holiday.

1. Through the bookings calendar, select the **day/date**
2. From the menu at the bottom, select the **session**
3. Select **Absent**
4. In the menu, select **Absence or Holiday** and pop in a comment if needed
5. Select **Request**
6. Done