

## **OSHC New Booking System**

We have introduced a new booking system via the SPIKE Parent Childcare App where families cancel bookings, make additional bookings and casual bookings 3 months in advance. **Link to download the App.** <https://greenwith.spike.economicoutlook.net/clients/>

As mentioned in our previous newsletter all families need to download the Parent Childcare App. If you have not already downloaded this App please see instructions below.

Currently on the App, families can see their children's allergy / dietary requirements, emergency contacts, bookings, invoices and statements and current balance owing.

**Bookings can be Cancelled on the App if more than a week's notice is given.** The one-week cancellation policy still applies. If less than week's notice is given you will not be able to cancel these bookings. For these absences you are still required to contact the service via email or phone to advise that your child will be absent for that session.

**Before School Care** changes can be made up to **6.00pm the night before.** After this time, you will need to contact the OSHC office.

**After School Care** changes can be made up to **9.00am on the day.** After this time, you will need to contact the OSHC office.

If our daily **Utilisation** has been reached for the day you will not be able to book your child in and you will need to contact the OSHC office. You will go on a waiting list awaiting a cancellation and if one occurs, we will advise you.

Unfortunately, at this time we can't offer all of our different types of bookings on this new booking system. As we cater for 2 schools with different Early Finishes and Pupil Free Days we will need to continue with our current booking system.

For **Early Finish** you will need to book ASC and we will make the adjustment on our end.

**Pupil Free Day** will still need to be booked with the booking form which we will email out or can be accessed on our website. <https://goshc.org.au/>

**Vacation Care** bookings at this point in time will remain the same with families completing the booking form and returning back to OSHC via email or in person.

**Contact details** for OSHC are as follows: Landline: (08)82899751 Mobile: 0499012814  
Email: [oshc@goshc.org.au](mailto:oshc@goshc.org.au)

## **Future enhancements to the Parent Childcare App**

By the end of the year the Parent Childcare App will be further enhanced so that parents can make permanent bookings for the current year.

A communication component will be added so we will be able to send various types of messages like vacation care programs/booking forms, newsletters, announcement, messages, alerts, activities, observations and notes.

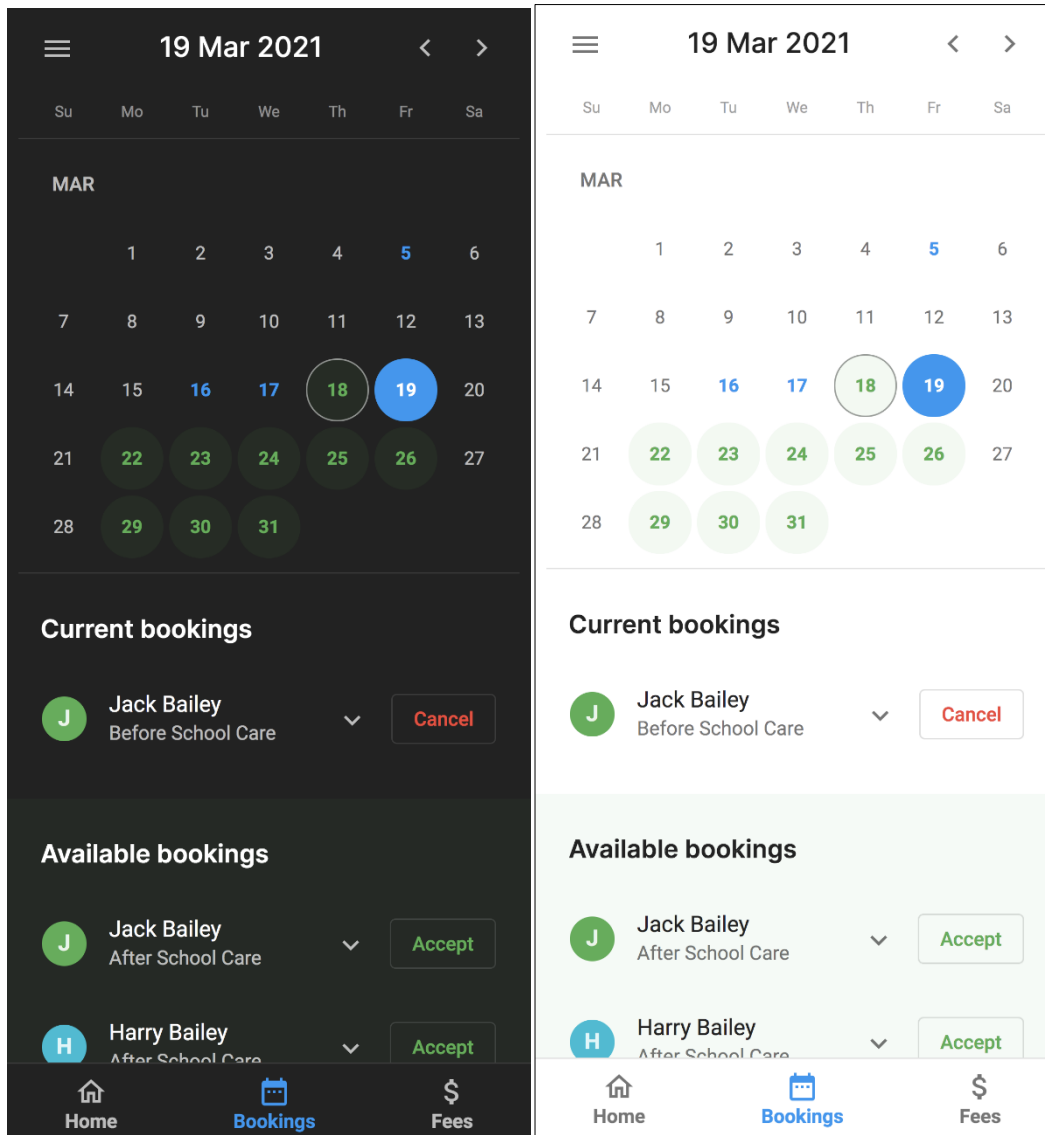
## Parent Childcare App

The Parent Childcare App can be displayed in both light and dark mode.

Dates that appear in **blue** indicate that there is a current booking.

Dates that appear in **green** indicate that there are available bookings.

To **Cancel** and / or **Accept** a booking, parent's simply select the desired action and confirm.  
**(Parent's must select CONFIRM or the action will not be completed)**

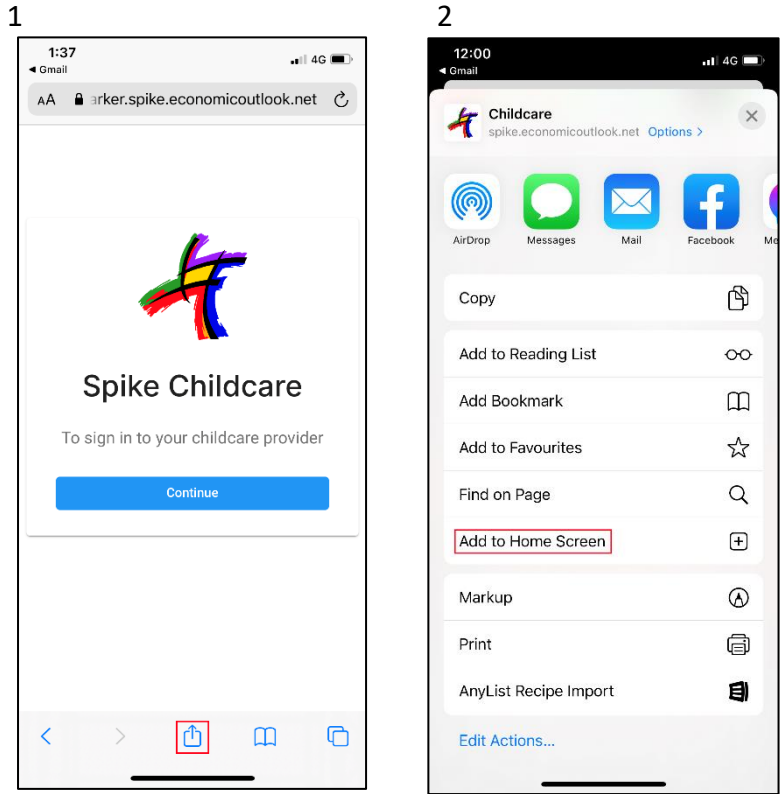



If there are multiple children and not enough available bookings, no bookings will be made and an error message will display. The number of available bookings will display above the Accept button.

The Parent Childcare App is a web-based app. Once you have logged in you can save this website to your home screen and it will appear as an app on your phone. Changes to an individual's email address will not be updated in the Parent App until 24 hours later.

# Installing the Parent Childcare App on iPhone / iPad

Click on the link to the Parent Childcare App from either your invoice or email

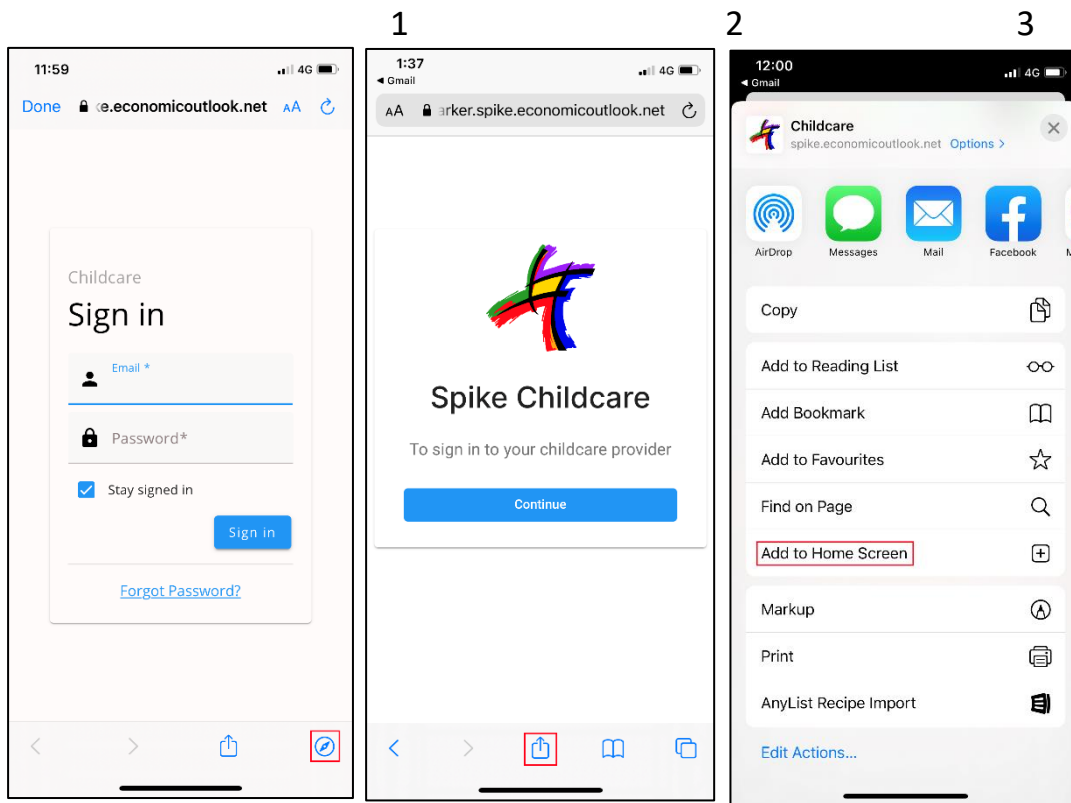


1. Click the Share Icon 
2. Add to Home Screen

To log in your username is the email address that you have provided to your service and your password is your pin number. If your service does not use the electronic attendance system or you have forgotten your pin number / password, select forgot password and an email will be sent to you. The subject will be "reset password".

# Installing the Parent Childcare App on iPhone / iPad for users of Google Chrome

Click on the link to the Parent Childcare App from either your invoice or email

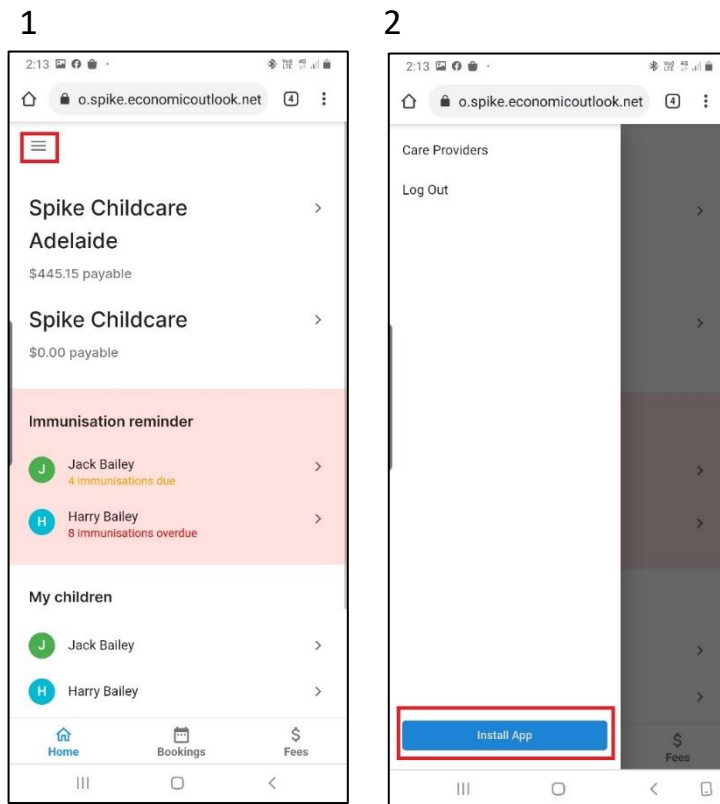


1. Click on the Safari icon  Open the App in Safari
2. Click the Share Icon 
3. Add to Home Screen

To log in your username is the email address that you have provided to your service and your password is your pin number. If your service does not use the electronic attendance system or you have forgotten your pin number / password, select forgot password and an email will be sent to you. The subject will be "reset password".

# Installing the Parent Childcare App on Android

Click on the link to the Parent Childcare App from either your invoice or email.



## If you did not install the App at initial sign in

1. Click on 3 lines on top left-hand side
2. Install App

To log in your username is the email address that you have provided to your service and your password is your pin number. If your service does not use the electronic attendance system or you have forgotten your pin number / password, select forgot password and an email will be sent to you. The subject will be "reset password".