

Frequently Asked Questions: Vacation Care



When is the Vacation Care program released?

The vacation care program for the upcoming school holiday period is typically released during Week 7 of the term. All families will receive an email from GOSHC Admin highlighting when the program can be viewed on the [Gumdale State School website](#), and that the specific vacation care rolls have been opened for families to make bookings through the My Family Lounge mobile device app.

What are the fees associated with Vacation Care?

Fees if booked on or before the specified date: \$60 (regular) | \$70 (incursion) | \$80 (excursion)

Fees if booked after the specified date: \$70 (regular) | \$80 (incursion) | \$90 (excursion)

Please note: These fees are before any Child Care Subsidy is applied to your account. All relevant information, *including CRN and DOB*, must be provided to the service, and confirmed via myGov, or full fees will be incurred

How do I book Vacation Care days?

All bookings are to be made via the My Family Lounge mobile device app. If you are having difficulties, please contact our friendly administration staff.

1. Open your My Family Lounge app on your **mobile device**
2. Click the '*Bookings*' tab
3. Click on the session you want '*Vacation Care*'
4. Click on the date in the calendar you require
5. Read Terms and Conditions
6. Click '*Book Session*'
7. Repeat the above steps for each child you need to book in.

Please note: Vacation Care bookings must be made prior to 2.00pm of the previous day. If you require emergency care after this time, please contact us directly via email goshc@gumdalesspc.org.au

How do I cancel Vacation Care days?

All cancellations are to be made via the My Family Lounge mobile device app. If you are having difficulties, please contact our friendly administration staff.

1. Open your My Family Lounge app on your **mobile device**
2. Click the '*Bookings*' tab
3. Click on the session you want '*Vacation Care*'
4. Click on the date in the calendar you require
5. Read Terms and Conditions
6. Click '*Cancel Session*'

Please note: Five (5) working days' notice is required for all cancellations of vacation care bookings. Any cancellations made after this time, will be marked as absences and full fees will be charged.

What happens in the event that the session is fully booked, and I require care?

Our vacation care program is very popular (especially excursions), and we are sometimes fully booked. To avoid disappointment, please ensure you book your child's care in advance. If we are fully booked, please turn on notifications to receive availability alerts. This can be done by opening your My Family Lounge mobile device app, selecting 'Settings' and turning on push notifications for 'Casual Booking Availability'.

How do I pay my account for Vacation Care?

All accounts payments are via our DebitSuccess direct debit system which is fully automated. All accounts are required to be paid via a fortnightly payment cycle and must be paid one (1) week in arrears and one (1) week in advance. Your direct debit details are completed on enrolment through My Family Lounge.

Please note: If your fees bounce for **any** reason, you will be charged the service dishonour fee of \$15.00, and the standard dishonour fee from DebitSuccess.

What food do I need to provide for Vacation Care?

On all days, please ensure that your child has a healthy lunch and additional snacks. The service provides breakfast (*until 8am*), morning tea and afternoon tea. We recommend that you pack more food than during term time as the children tend to get hungrier from all the activities they undertake throughout the day.

Allergy Alert: We also ask that you do not pack products containing **nuts or eggs** as we have children with severe anaphylaxis that attend the service. These products may be removed, and your child will be offered an alternative.

What can my child wear to Vacation Care?

The service sun safe policy must be adhered to at all times while the service is operating. Children and staff are required to wear **broad brimmed hats** that protect their ears, face and neck. Children and staff are also required to wear **sun safe clothing** that covers as much of their skin as possible (especially the shoulders, back and stomach). All children are to wear **enclosed shoes** to ensure their safety when climbing and participating in our activities. We also recommend a **spare change of clothes** as children get actively involved in the activities we provide and may get dirty, wet, etc.

What do I need to complete for my child to attend an excursion?

If you would like for your child to attend the programmed excursion, a **signed permission form** is required before the child can leave the service licensed areas. All permission forms are available on the [Gumdale State School website](#) and must be signed by an authorised person and returned via email prior to the date specified on the program. **Excursions are the only days where the service controls a waitlist of children based on permission forms that have been returned.**

Does my child have to attend their grade excursions?

Your child does not have to attend the excursions programmed for their grade if you do not wish for them to. However, please remember that this may upset children as all their friends will be on the excursion. If you would like your children to attend, a signed permission form is required, otherwise we will assume that they are staying at the service. There are still many activities on offer at the service during this time for your child.

Can my child bring special toys and electronic devices from home to Vacation Care?

We ask that children do not bring expensive items, including iPads, mobile phones, and any special toys from home. The service takes no responsibility for any lost or damaged items as per our policies.

What happens if my child loses belongings while attending Vacation Care?

All personal belongings should be clearly labelled with your child's name, including clothes, lunch boxes and drink bottles. Lost property can be found on the deck and any unclaimed lost property may be donated at the end of the Vacation Care period. The service takes no responsibility for any lost or damaged items as per our policies.

When can my child first attend Vacation Care?

Your child can begin to attend Vacation Care on the year they enter Prep from the 01 January of the calendar year. We encourage preps who will be attending during the school term to attend during the January vacation care period so they can get familiar with the service, educators, and other children. It is also a fantastic time for educators to build a relationship with your child and ensure they are ready for Term 1.