

# Fully Booked: OSHC Family Portal

The online Portal is user friendly, and families will now easily manage their:  
Enrolments, Bookings (including Vacation Care), Cancellations, Update details, OSHC Accounts (payments and statements)

<https://playmac210.fullybookedccms.com.au/family/>

### The Family Portal Web Link:

The Family Portal can be accessed on: computer, tablet or smart phone. Click on the link above or copy and paste into search bar. Once the web page opens, click on the **Register Now** button.

### Register for the Portal:

Using your email address, **verify** email address (you will be sent an email to verify).

Enrolling your child/ren: Complete the Enrolment Information Sections:

1. **Parent/Guardians & Contacts** – Add both parents **OR** click the ‘other parent not applicable’ option, add **all** emergency contacts or authorised to collect, we can only release your children to people on the list.
2. **Account Details**
3. **Children** – Includes **Childcare Subsidy Details** (please say **YES to receive CCS Govt. rebates** – make sure CRN and D.O.B are correct for parent/guardian and child), doctor’s details (compulsory due to Legislation), medical conditions/additional needs (please **upload Medical Plans**), medication information and **call Playford McAuley OSHC** to complete a Medical Management Plan before making a booking with the service if your child has a health condition. Answer all **compulsory questions** (marked with an asterisk).

\*If a **yellow box** appears with a message, **complete the task** listed to complete the Enrolment Process\*

### Bookings and Cancellations:

If the enrolment process is complete, a **calendar** will appear.

### **ADDING A BOOKING AND REMOVING BOOKINGS:**

- o Click on **ADD/CHANGE BOOKINGS**.
- o **SELECT A CARE TYPE** (After School Care, Before School Care, Vacation Care, Pupil Free Day etc).
- o Follow instructions, click **NEXT** at the bottom of the screen, **CONFIRM CHANGES** (this page will inform you of your charge and list the booking terms and conditions). You will receive an email notification of your change.
- o **VACATION CARE:** Book and cancel online.
- o **AFTER SCHOOL CARE:** If the date is showing green there are spaces to book. If the date is red that means we are full and cannot exceed the limit due to the number of staff working on that day. You can cancel bookings online. **Casual bookings on the day:** If you need your child to be notified while at school that they are attending OSHC you must contact their school front office. If they know already you can just book online.
- o **BEFORE SCHOOL CARE:** If the date is showing green there are spaces to book. If the date is red that means we are full and cannot exceed the limit due to the number of staff working on that day. You can cancel bookings online.
- o **ACCOUNTS:** Please Note: Instead of being sent an invoice, you will now be sent a **notification** that your statement is available. Login to the family portal to access your statement. If you have entered your credit card or bank details, your fees will automatically be deducted on the Thursday of the week your notification was sent out.
- o The Centrelink ‘Activity Test’ determines how many funded days of Vacation Care you may use – please check your hours as 1 day uses 10 hours of Child Care Subsidy.