

## Welcome to MACSEYE!

MACSEYE has been established to offer Outside School Hours Care for all MACS students and families. We are gradually transitioning these services from existing providers.

To ensure we can support you with your OSHC needs, please ensure you enrol your student into our service. Here's an outline of how to enrol and book your OSHC sessions:

### ENROLMENT

#### What you'll need before you enrol:

- Centrelink Customer Reference Numbers (CRNs) for yourself and your child if you would like to claim Child Care Subsidy (CCS). Note that the person completing the enrolment must be the same person linked to the child for CCS
- Bank account details or card for direct debit (enrolment is free - you will only be charged when you book a session)
- One or more emergency contacts in addition to guardian(s) who is over 18 years of age
- Doctor's contact information, management plan for any relevant medical conditions and child's immunisation record.

#### How to enrol

1. Complete the unique enrolment form for your OSHC service. You can access this form through:
  - a. The unique QR code on your service brochure, which you can get from your school
  - b. Completing the contact form on our website, and requesting the link
2. If your child has medical needs e.g. allergies, please ensure you provide all the necessary documentation via the enrolment form.
3. Please complete a separate enrolment form for each child that needs OSHC, to enable us to ensure each child's needs are addressed. Please use the same email address so we can combine the profiles into the booking app.
1. We will process your enrolment and send you a confirmation email, together with our parent handbook, a download link for our booking app, Xplor Home and a booking guide.
2. Please note that we will only be able to confirm your enrolment once we receive service approval for your service from the government.

### BOOKINGS

3. If you need permanent recurring bookings, please note this in your enrolment form and our team will create those bookings for you.
4. If you need casual adhoc bookings, you can do this via the Xplor Home App after enrolment is confirmed.
5. More information about our bookings and cancellations can be found in the parent handbook.

**CHILD CARE SUBSIDY**

In addition to service approval, we have applied for Child Care Subsidy Approval for your individual service. As soon as we receive this approval, we will notify parents and apply the subsidy to fees. Please refer to the [Child Care Subsidy page on our website](#) for more information or visit the Services Australia website.

**OPERATING HOURS & FEES**

Please refer to your service flyer for operating hours and fees relating to your service. This flyer is available through your school or you can email us via [enrolments@macseye.vic.edu.au](mailto:enrolments@macseye.vic.edu.au)

**FAQs and Support**

For more information, please visit our website and [read our FAQs](#).

You are always welcome to drop into the service and chat with your Service Coordinator or contact our Customer Support Team on 1300 501 029 or via email on [contact@macseye.com.au](mailto:contact@macseye.com.au) during weekdays 9.00 – 5.00 am (AEST).

We are here to support you!