

How to Book Vacation Care


© Outside School
Hours Care



Your child/ren must be enrolled with SCECS in order to book Vacation Care sessions. Please ensure you complete the enrolment process before requesting a booking for Vacation Care. For assistance with enrolling, please refer to our 'How to Enrol' guide, or contact Customer Service.

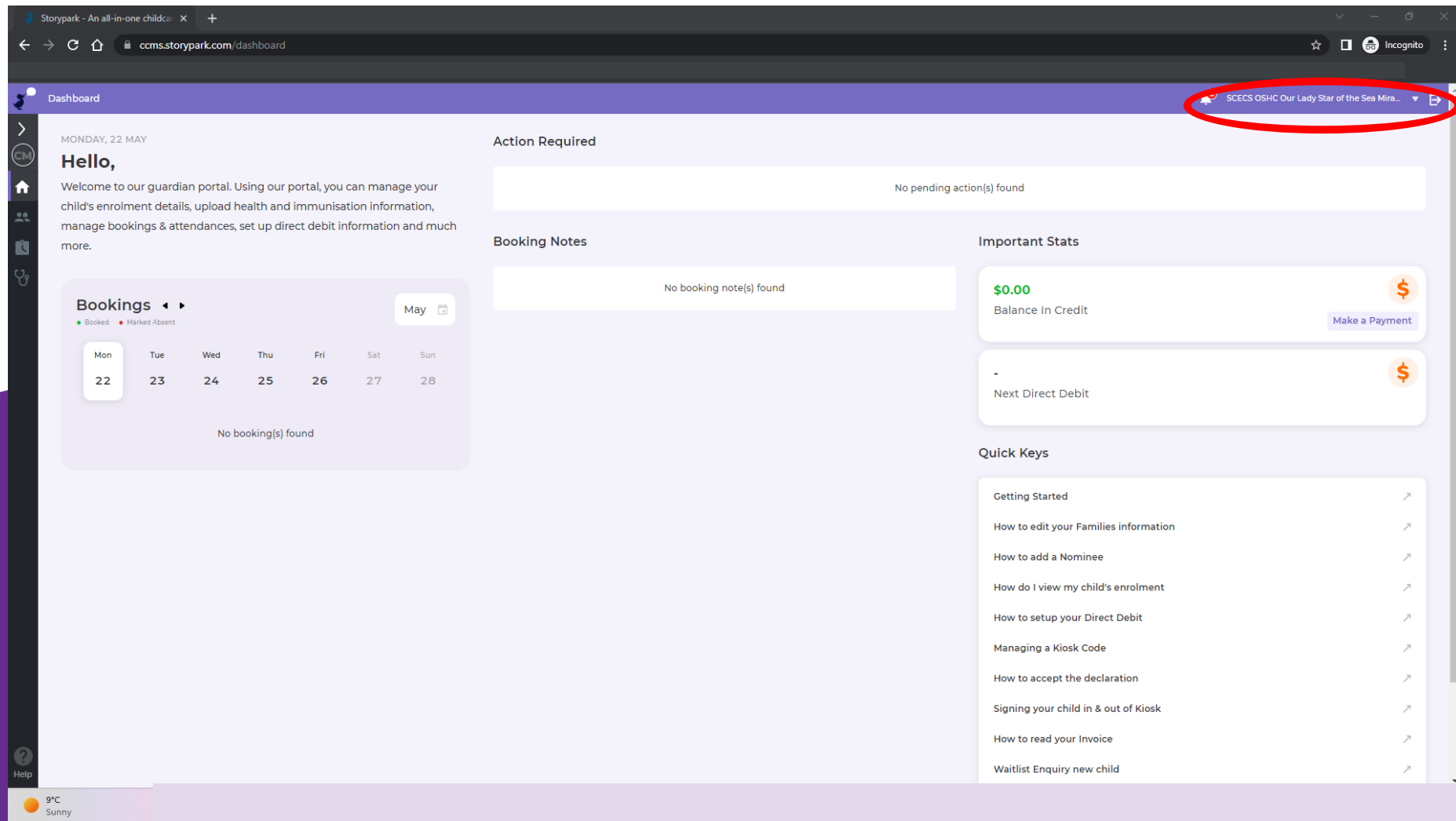
If your child/ren attend/s another SCECS OSHC service and you do not have an account at the Vacation Care service of your choice, please contact scecs.customerservice@syd.catholic.edu.au for assistance.

If you are enrolled and have an account at the Vacation Care service of your choice, please log in and follow the steps below.



Once you are logged into your Storypark Manage account, you will see your dashboard.

Please check that the correct service is selected in the top right hand corner. If the service is incorrect, please see the next step on how to change this.



The screenshot displays the Storypark Manage dashboard in a web browser. The browser's address bar shows the URL `ccms.storypark.com/dashboard`. In the top right corner of the dashboard, a dropdown menu is open, showing the selected service: "SCECS OSHC Our Lady Star of the Sea Mira...". This dropdown menu is circled in red. The dashboard content includes a navigation sidebar on the left, a main header with the date "MONDAY, 22 MAY" and a greeting "Hello,". Below the header, there are several sections: "Action Required" (No pending action(s) found), "Booking Notes" (No booking note(s) found), "Bookings" (a calendar for May showing no bookings), "Important Stats" (Balance In Credit: \$0.00 and Next Direct Debit: -), and "Quick Keys" (a list of helpful links).

1. Select the drop down box
2. Select guardian access
3. Select the correct service

The screenshot shows the Storypark dashboard for a user named Caitlin. The dashboard includes sections for 'Action Required', 'Bookings', 'Booking Notes', and 'Important Stats'. A dropdown menu is open in the top right corner, showing options to 'Change Access Level', 'Default Login', and 'Change Login Preference'. The 'Guardian Access' option is circled in red. A second dropdown menu is open below it, showing a search bar and a list of services: 'SCECS OSHC', 'SCECS OSHC', and 'SCECS OSHC'. The 'SCECS OSHC Our Lady Star of the Sea Miranda Guardian' option is selected.

1. Select the drop down box

2. Select guardian access

3. Select the correct service

Once you are in the correct service, please check if there are actionable items pending. If, like below, there are items that require actioning, please complete these as your booking cannot be confirmed until all items are complete.

Next, please select the families tab on the left hand side of the page. It will appear as an icon with two people.

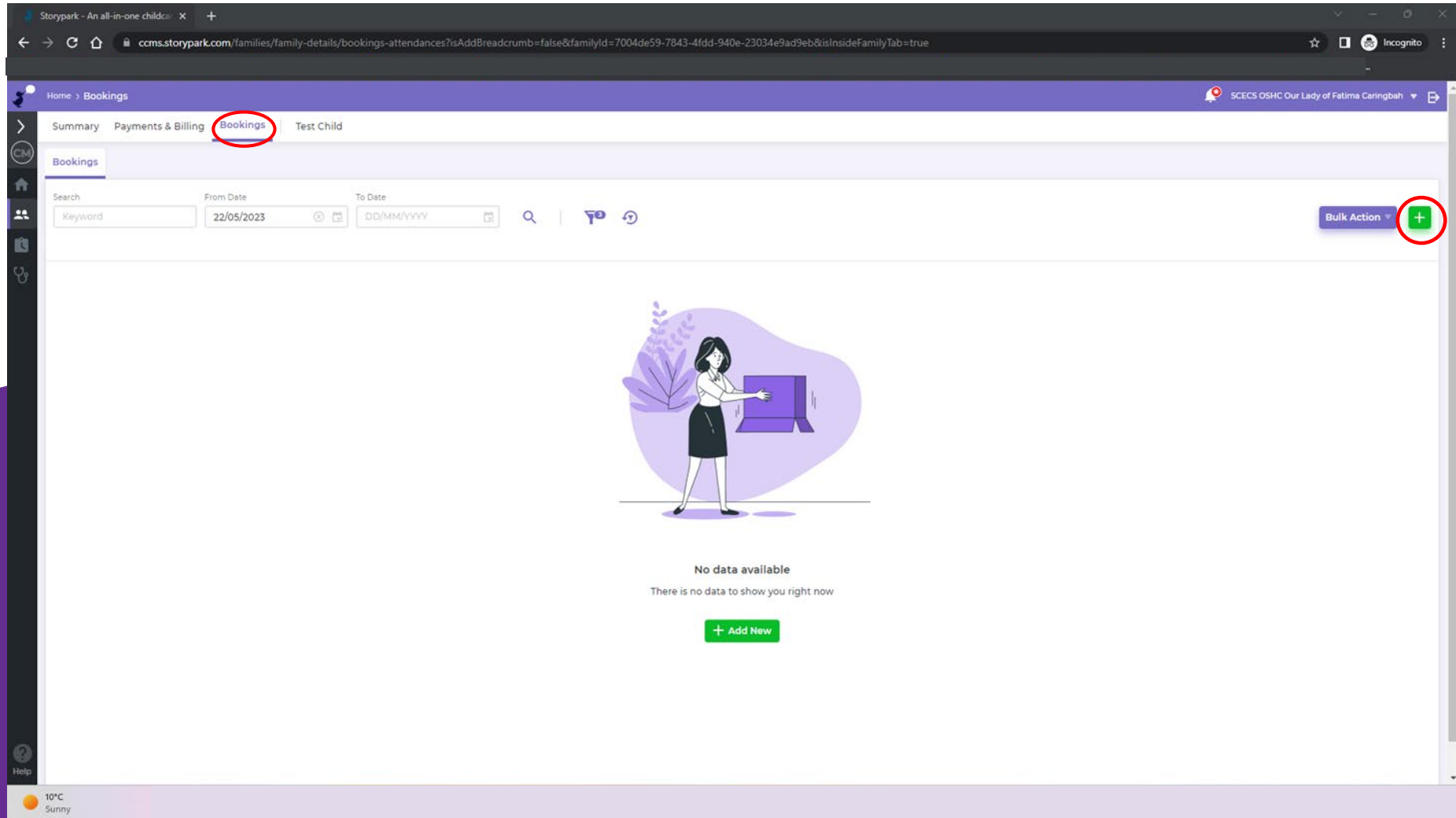
The screenshot shows the Storypark dashboard for user Caitlin Miller. The left sidebar contains navigation icons, with the 'Families' icon (two people) circled in red. The main content area is titled 'Action Required' and lists four tasks:

- Complete declaration and consents**: Accompanied by an icon of a person with a document.
- Complete immunisation details**: Accompanied by an icon of a person with a large yellow syringe.
- Setup direct debit**: Accompanied by an icon of a credit card.
- Add emergency contacts**: Accompanied by an icon of a person sitting on a sofa.

Below these tasks are sections for 'Bookings' (a calendar for May showing no bookings), 'Booking Notes' (no notes found), 'Important Stats' (Balance In Credit: \$0.00, Next Direct Debit: -), and 'Quick Keys' (a list of help links).

Once you are in the families tab, please select 'Bookings. You will automatically be shown the summary.

Please click the green '+' button to request a Vacation Care booking.



1. Select a child.
2. Select CWA as the arrangement type. The payment account will automatically prefill.
3. If you have more than one child you will need to complete this step per child.
4. Select the date.
5. Select Vacation Care as the room.
6. Refer to the program and select the correct fee amount. The time in and out will prefill.
7. To request additional days, click the plus button and repeat steps 4-6.
8. Agree to the bookings terms and conditions.

The screenshot shows the 'Add - Bookings' form in the Storypark system. The form is titled 'Add - Bookings' and is located in the 'Bookings' section of the 'Test Child' page. The form contains the following fields and options:

- Child ***: Test Child (Miller ...)
- Care Type ***: OSHC - SCECS OS...
- Arrangement Type ***: CWA
- Payment Account ***: Caitlin Miller
- Booking Type**: Casual
- Booking Date ***: 12/06/2023
- Room ***: Vacation Care
- Session ***: Session
- Time In ***: Time in
- Time Out ***: Time ...
- Fee (\$) ***: \$68 (with a plus button for additional days)

The form also includes a dropdown menu for 'Do you want to apply disc...' with options: Pupil Free Day Standard \$68, VC Extra \$72.50, VC Extra \$78, VC Extra \$81, VC Extra \$83, VC Extra \$93, VC Extra \$94, and Vacation Care.

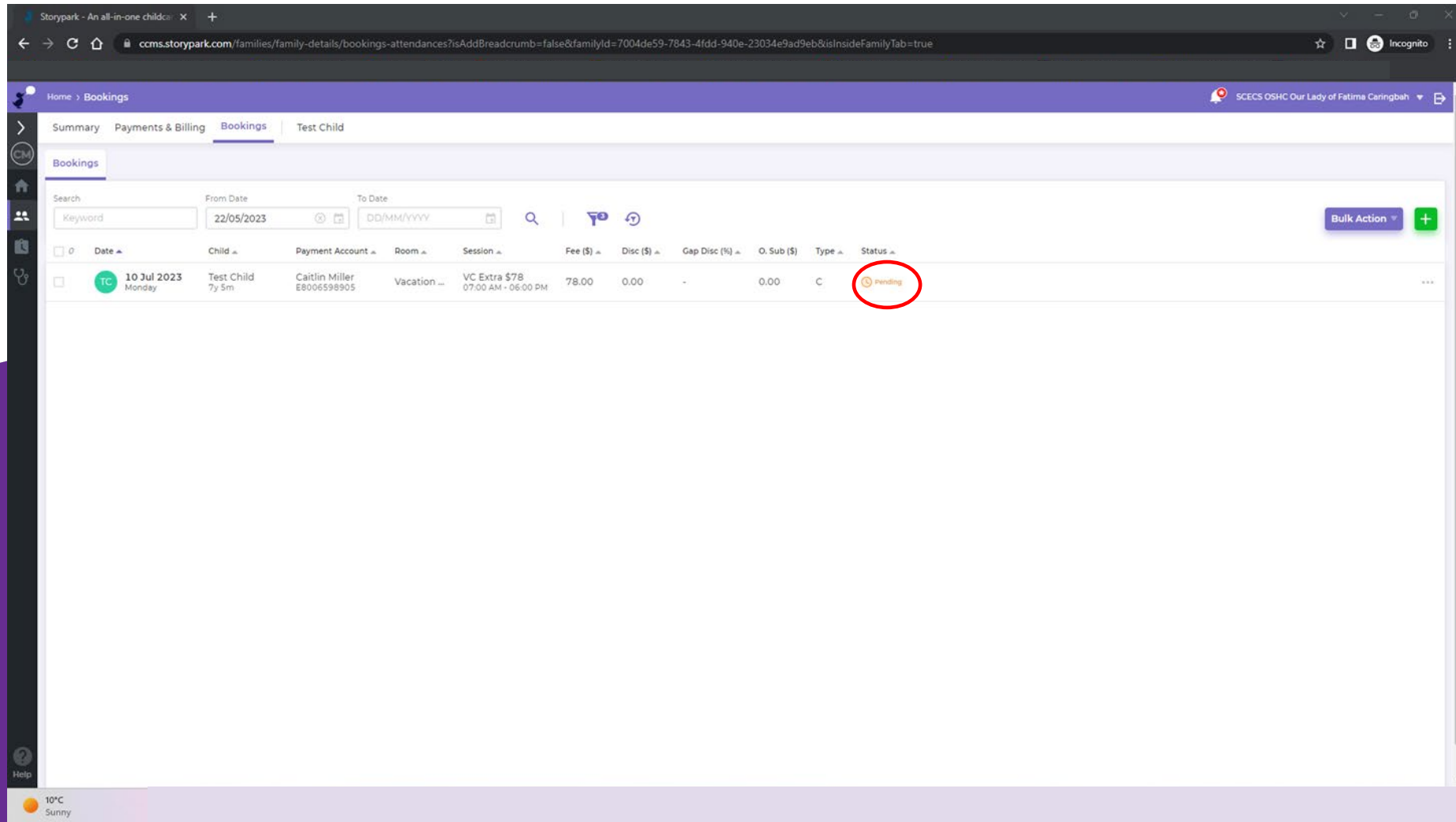
At the bottom of the form, there is a checkbox for 'I agree that I have read and conditions' and buttons for 'Cancel' and 'Save'.

Numbered callouts 1 through 8 are placed over the form fields to indicate the steps for adding a booking:

1. Child *
2. Arrangement Type *
4. Booking Date *
5. Room *
6. Session *
7. Fee (*)
8. I agree that I have read and conditions

Once you have placed a booking request, you will be able to view the status of your requests in the booking section.

Initially, the status will show as 'Pending' and you will receive an email with an updated status once the request has been processed.



The screenshot displays the Storypark web interface for a family's bookings. The page title is 'Home > Bookings' and the user is identified as 'SCECS OSHC Our Lady of Fatima Caringbah'. The main navigation includes 'Summary', 'Payments & Billing', 'Bookings', and 'Test Child'. The 'Bookings' section is active, showing a table of booking requests. The table has columns for Date, Child, Payment Account, Room, Session, Fee (\$), Disc (\$), Gap Disc (%), O. Sub (\$), Type, and Status. A single booking is listed for '10 Jul 2023 Monday' for 'Test Child 7y 5m'. The status of this booking is 'Pending', which is circled in red. The weather at the bottom of the page is 10°C Sunny.

Date	Child	Payment Account	Room	Session	Fee (\$)	Disc (\$)	Gap Disc (%)	O. Sub (\$)	Type	Status
10 Jul 2023 Monday	Test Child 7y 5m	Caitlin Miller E8006598905	Vacation ...	VC Extra \$78 07:00 AM - 06:00 PM	78.00	0.00	-	0.00	C	Pending

Once the Vacation Care service has reviewed your request. You will receive an email notification informing you of the status of your bookings. Please refer to the examples below, detailing each potential status. If you have any questions about your booking status, please respond to the email.

< 494 Approved Booking Notif... ^ v



Booking(s) Approved Notification

Hello Caitlin Miller,

We have just approved the requested bookings at SCECS OSHC Our Lady of Fatima Caringbah. Your bookings have been approved by staff member Caitlin Miller.

Please find the details of the approved bookings below.

Booking Date	Child Name	Payment Account Name	Session
10/Jul/2023	Test Child	Caitlin Miller	VC Extra \$78

Message from the Centre

Thank you for your interest in our Vacation Care program. Your booking has been approved

Regards,
SCECS OSHC Our Lady of Fatima Caringbah
389 Port Hacking Road,
Caringbah
2229,
0295688628

< 494 Approved Booking Notif... ^ v



View in Browser



Booking(s) Approved Notification

Hello Caitlin Miller,

We have just approved the requested bookings at SCECS OSHC Our Lady of Fatima Caringbah. Your bookings have been approved by staff member Caitlin Miller.

Please find the details of the approved bookings below.

Booking Date	Child Name	Payment Account Name	Session
10/Jul/2023	Test Child	Caitlin Miller	VC Extra \$120

Message from the Centre

Thank you for your interest in our Vacation Care program. Your booking has been confirmed. Please note the fee change as you had selected the incorrect fee for the day.

< 494 [Alert] Rejected Bookin... ^ v



View in Browser



Booking(s) Rejection Notification

Hello Caitlin Miller,

Following booking request(s) has been rejected by the staff member Caitlin Miller.

Booking Date	Child Name	Payment Account Name	Session
10/Jul/2023	Test Child	Caitlin Miller	VC Extra \$78

Message from the Centre

Thank you for your interest in our Vacation Care program. Unfortunately we are at capacity for the day you have requested, we have placed you on the waitlist and will be in contact if this day comes available.

If you have any questions about this, please reply to this email.

< 494 [Alert] Rejected Bookin... ^ v



View in Browser



Booking(s) Rejection Notification

Hello Caitlin Miller,

Following booking request(s) has been rejected by the staff member Caitlin Miller.

Booking Date	Child Name	Payment Account Name	Session
10/Jul/2023	Test Child	Caitlin Miller	VC Extra \$120

Message from the Centre

Thank you for your interest in our Vacation Care Program. Currently your account is missing some mandatory information. Until this is provided we are unable to accept your booking. Please log back in to your Storypark Manage account to add these items.

If you have any questions about this, please reply to this email.

Booking Status Icon & Descriptions



Your request is
Pending!

The service is
reviewing your
request.



Your request is
Approved!

The service has
reviewed your request
and has confirmed
your child's booking.



Your request has been
Rejected!

The service has reviewed
your request and are
unable to cater for this
request.

Reasons as to why your request may have been rejected:

- We are at capacity for the requested day
- We are missing information from your account:
 - Direct Debit Information
 - Immunisation History Statements
 - Medical Management Plans
 - Signed Consents and Declarations
 - Emergency Contact Information