

Friday 3 March 2023

Dear families,

Changes to St Nicholas OOSH's Vacation Care Booking Process

We are excited to announce that in line with the release of our Autumn Vacation Care programs—St Nicholas OOSH's Vacation Care booking request form will be moving online.

The move to an online booking request form is in response to feedback from our families seeking a more convenient and efficient way to organise their Vacation Care requirements.

With the new online form, you will be able to request a Vacation Care booking from the comfort of your own home, on your mobile, or on the tablet with the St Nicholas staff at an OOSH service and receive email confirmation and correspondence regarding your booking request. Following the launch of the new form, the previous paper-based Vacation Care booking request form will no longer be available.

We understand that change can sometimes be difficult, however we are confident that this transition will provide a better overall experience for our families. We have worked hard to ensure the new form is user-friendly and accessible.

To assist you with this transition, we have included a comprehensive 'how-to' guide below that will walk you through the process step-by-step and we encourage all families to review it before submitting their first online booking request. Additionally, we have prepared a selection of frequently asked questions (FAQs) that we believe will address any concerns you may have about the process.

If you have any additional questions or concerns that are not covered in the guide or FAQs, please do not hesitate to contact us – vacationcare@stnicholasmn.org.au.

Thank you for your cooperation and understanding as we work together to bring this exciting change to St Nicholas OOSH.

Yours sincerely,



Paul Turner

EXECUTIVE MANAGER – OPERATIONS

How to make a St Nicholas OOSH Vacation Care Booking

To view our 'how-to' video, [click here](#).

To follow our 'how-to' written guide, see below.

Step 1.

Visit the Vacation Care page of St Nicholas OOSH's website – stnicholasoosh.org.au/vacation-care.

Step 2.

Click on the 'Vacation Care booking request' tile.

Step 3.

Fill out the Vacation Care booking request form, which includes fields for your personal details and preferred care days.

Read and sign to agree to our enrolment terms and conditions, then click 'Submit'.

Step 4.

Your booking request will then be sent to our friendly Admin and Client Services team, who will process your booking within three (3) business days. We will be in touch if there are any issues with your booking, including if any of your requested care days are not available.

Please note, submitting a booking request does not constitute a confirmed booking. No booking is confirmed until you have received email confirmation from St Nicholas. Booking requests submitted less than 48 hours (excluding weekends and public holidays) prior to the requested booking date may not be accepted.

Step 5.

Once your booking has been confirmed, you will receive an email from the Nominated Supervisor at your service with your confirmed days. If the days you requested includes any excursions, you will be sent an excursion authority form, per excursion, to complete and return.

Please note, bookings for Vacation Care days where an excursion is taking place are not finalised until excursion authority forms are completed and returned.

Step 6.

If you are not yet formally enrolled with St Nicholas OOSH, you will be sent a link to complete an online enrolment through our Xplor platform. If you are already enrolled, we still recommend checking your account to ensure your information and Vacation Care bookings are correct.

Please note, if you have not completed the Child Care Subsidy (CCS) component of your enrolment you will be charged the full rate.

Step 7.

Once you have completed the above steps, simply show up at your St Nicholas OOSH location on your confirmed booking days, sign your child in, and you are good to go.

If you require additional support to request a Vacation Care booking, speak to an educator at your local St Nicholas OOSH service.

FAQs about making a Vacation Care booking with St Nicholas OOSH

Why is St Nicholas OOSH changing their booking process for Vacation Care?

The move to an online booking request form is in response to feedback from our families seeking a more convenient and efficient way to organise their Vacation Care requirements.

With the new online form, families will be able to request a Vacation Care booking from the comfort of their own home, on their mobile, or on the tablet at a St Nicholas OOSH service, and receive email confirmation and correspondence regarding their booking request.

We understand that change can sometimes be difficult, however we are confident that this transition will provide a better overall experience for our families. We have worked hard to ensure that the new form is user-friendly and accessible.

How do I know if I'm booked in for Vacation Care?

Once your booking has been confirmed, you will receive an email from the Nominated Supervisor at your service with your confirmed days. If the days you requested includes any excursions, you will be sent an excursion authority form, per excursion, to complete and return. Bookings for Vacation Care days where an excursion is taking place are not finalised until excursion authority forms are completed and returned. Once finalised, your bookings will also show up on the 'Bookings' tab of the Xplor app.

Can I still submit a paper booking for Vacation Care?

No. We have transitioned to an online booking request form in an effort to streamline the booking process and provide a more convenient and efficient experience for our families. While we no longer be accepting paper-based booking requests, one of our friendly educators would be happy to assist you in submitting an online booking request on the tablet at your local St Nicholas OOSH service. The online form is user-friendly and designed to make the booking process as quick and easy as possible.

Can I submit a booking for Vacation Care through Xplor?

No. All bookings for Vacation Care must be submitted through the online booking request form. Care days requested through Xplor for the Vacation Care period will not be accepted.

I have submitted my booking request but have not heard back. What do I do?

Following the release of our Vacation Care programs, St Nicholas often receives an extremely high volume of booking requests, which may lead to delays in the confirmation of bookings.

If you have not heard back from us within three (3) business days, you can contact us to check on the progress of your booking request via email – vacationcare@stnicholasmn.org.au or phone – (02) 4979 1110.

What can I do to ensure I do not experience delays in confirming my Vacation Care bookings?

The biggest causes of delays in processing a Vacation Care booking include:

- The family has not completed their CCS requirements
- The family has not completed/updated their enrolment information through Xplor
- The family has not provided the required documentation (e.g. medical conditions)

To avoid delays, we recommend following the instructions of our Admin and Client Services team and ensuring all of your child's information and documentation is ready and up-to-date on Xplor (if you are already enrolled) prior to submitting a booking request.

How do I change or cancel my booking using the new online system?

To change your booking, simply submit a new online booking form with your updated preferred days.

To cancel a booking, you can contact our Admin and Client Services team via email – vacationcare@stnicholasmn.org.au.

Please note, our cancellation policy requires notice of five (5) business days for cancellation of Vacation Care bookings. If you cancel within 5 business days of your booking, you will be charged the full rate.

I have already provided my details in my booking request form, so why do I need to enrol?

Formally enrolling with St Nicholas OOSH is a regulatory requirement. It ensures we have all the necessary information about you and your child in a centralised system that we can quickly reference when and if needed.

Why do I need to sign an excursion authority form for every excursion my child attends?

Completion of our excursion authority forms is a regulatory requirement for all parents/carers with children attending an excursion with St Nicholas OOSH as part of Vacation Care. It verifies that parents/carers are aware of the risks, transport requirements and activities their children will be participating in as part of their chosen excursion.

Can I make a booking within three (3) business days of my required care day?

If your child is already enrolled with St Nicholas OOSH and has attended Vacation Care or Before and After School Care this calendar year, you may request a last-minute booking directly through the service within three (3) business days of the booking. If not, you may still request a booking through our online request form, however we cannot guarantee we will be able to accommodate your request given the short notice.

Who can I contact if I have questions about Vacation Care?

For any questions you might have relating to Vacation Care with St Nicholas OOSH, you can contact our friendly Admin and Client Services team via email – vacationcare@stnicholasmn.org.au. If your enquiry is urgent, you can call our family support line within business hours – (02) 4979 1110.

Please note, following the release of our Vacation Care programs our family support line receives an extremely high volume of calls and families attempting to contact us via this channel may experience extended delays. To avoid these delays, we recommend sending any enquiries to the email address listed above.

My service is not offering Vacation Care these school holidays. What do I do?

Based on the availability of staff and demand for bookings, St Nicholas OOSH is not always able to offer a Vacation Care program at all our usual locations. In these instances, we invite families to request a booking at a neighbouring service. We currently operate services across the Newcastle, Lake Macquarie, Maitland, Hunter and Manning regions.