Hi OSHC Families,

The Spike Parent Childcare app is now live. Parents are now required to book and/or cancel Before School Care (BSC) and After School Care (ASC) bookings online. This alleviates you having to email your OSHC booking requirements to our service and await confirmation email before your child can attend. **ALL FAMILIES will be responsible to book their child/ren into BSC and ASC sessions via this app.**

At this stage, Holiday Care bookings are unable to be made online – we will continue with the paper booking forms until further notice.

Families will also be able to view their child's bookings, health/dietary conditions, people authorised to collect your child, your OSHC tax invoices, payment receipts and current balance owing. *Please disregard your child's immunisation status information. We do not request these details from you and at this stage, we are unable to delete it from the app.*

Through the app, we are able to send you messages, announcements, newsletters and activities (including photos). Families can also contact service via the app.

Use this link https://flag.spike.economicoutlook.net/clients/ or you can use your phones camera app to scan the QR code below.

You will be directed to the log in screen.

Your username is the email address that you have submitted to OSHC for your tax invoices and your password is your PIN that you currently use for electronic sign in/sign out. If your PIN does not work or if you are newly enrolled and have not been allocated a PIN, click on 'reset your password'.

You will receive an email from Economic Outlook with the subject 'reset password'. If you do not receive an email, please contact us to confirm the email address we have on file (flagstaff.oshc49@schools.sa.edu.au)

You can then log in using your email address and your new password. You will then be guided to install the app.

<u>Using the online bookings feature – BSC and ASC bookings can be made up to 3 months in advance – it is the parent's responsibility to ensure you keep updating your future bookings.</u>

<u>Please note</u>: BSC and ASC bookings can up made up until 1 hour before commencement of that session subject to vacancies.

Log into the Spike Parent Childcare app and select the bookings tab.

Available bookings will display. Your child's current bookings (in blue) and available bookings (in green). To make a booking, simply click accept and confirm.

To accept a booking, simply click ==accept== for all of your children and ==confirm==. If you do not confirm, the action will not be completed.

If a booking appears with the number 1 alongside it this means that there is only one booking available

If you accept more than one booking, eg for multiple children, you will get the following error at the top of the screen and no bookings would have been created for any of your children.

## Cancellations

The 7-day Cancellation Policy still applies.

Families can cancel BSC and ASC bookings on the Spike Parent Childcare app if more than 7-days' notification is provided.

If less than 7-days' cancellation notice you will be unable to cancel bookings via the app. Families are required to select the 'contact service' button to message OSHC advising that your child will not be attending and that booking will be charged as an allowable absence.

If less than 7-days' cancellation notice for ASC bookings, families will be charged a NOT NOTIFIED FEE of $5 for each occasion that they have not messaged OSHC advising of their child's non-attendance. This is because educators will assume your child is attending and will be looking throughout the school grounds and messaging parents to ascertain their child's whereabouts. This disrupts the OSHC routines as children cannot be released to play until all children have been accounted for.

Messages

Select the messages screen to see all messages, activities and any alerts sent from your child's service. By selecting the 'contact service' button, you can send messages, photos and PDF's to your service.
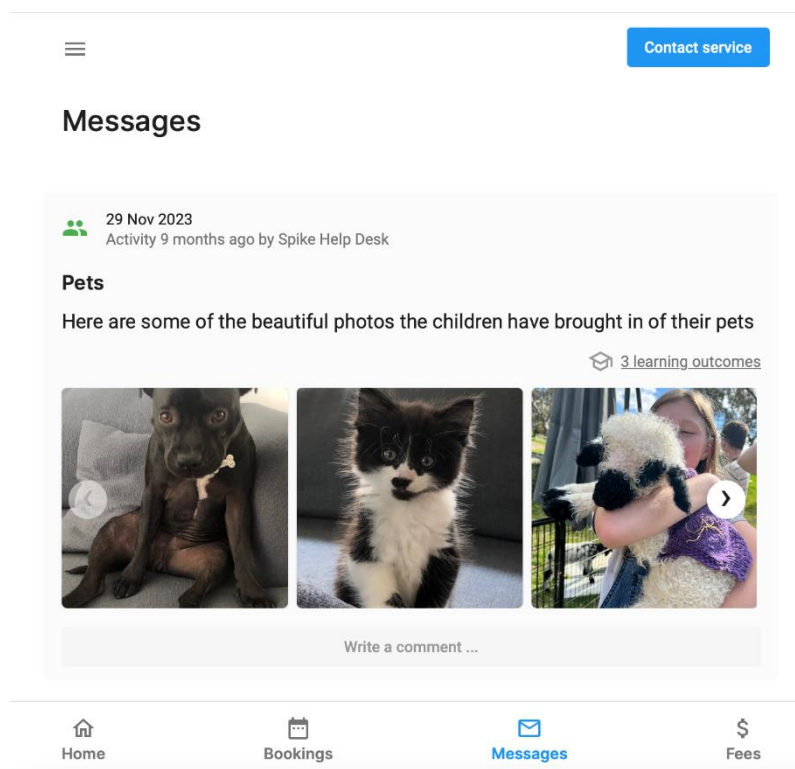
Fees

The fees screen displays all your OSHC tax invoices, childcare fees, CCS payments and receipts. Fees are payable on a WEEKLY BASIS to prevent suspension of care.

Can more than one person access the app?

Only account holders can view and/or manage bookings as they are financially responsible for the payment of the childcare fees. The account holder can choose to share their log in details with someone else.

Can more than one person receive messages / correspondence?

Only the account holder can receive messages. The account holder can choose to share their log in details with someone else.

Why can't parent's log into the Parent App?

There are several reasons: -

- If the parent has recently changed their PIN number, you will need to select 'Forgot Password' and reset your password (this will not change your PIN number).
- If the service has changed a parent's email address on Spike, it will take 24 hours to be updated in the Parent App.
- The parent is not using the email address that is recorded in Spike.