

HubHello Australia Instructions

The Hubhello website and app, allows parents to manage their enrolment, bookings, and update details online.

HubHello Australia can be accessed via the app or <https://hubhello.com/>

Enrolling your child/ren – complete the online enrolment form:

1. Child

Enter the child's name and details, please ensure the CRN (Customer Reference Number) and the child's date of birth are correct if you wish to receive the Child Care Subsidy.

2. Parent Information

Please ensure that the parent who is listed as Parent 1 is the parent who is registered with Centrelink, and ensure you have the correct date of birth and CRN (Customer Reference Number) listed.

3. Family Status

Please select your family status

4. Custody Arrangements

If there is a custody arrangement in place, please upload the court order.

5. Emergency Contacts & Authorisations

Please list any family or friends who may be contacted in an emergency, or have the authority to collect your child from the service.

6. Health & Medical Information

Please complete the health and medical information

If your child has any medical conditions or additional needs please upload a medical plan and call Nailsworth OSHC to complete a Risk Management Plan prior to your child attending the service.

7. Immunisations

Please mark the vaccinations that your child has received.

8. Routines

Please notify us of any requirements in regard to culture, religion, or additional needs.

On acceptance of enrolment you will receive an email with login details for Hubhello Australia.

Bookings

All vacation care and pupil free day bookings must be made via the app, or Hubhello Australia website. Please follow the steps below to access a video tutorial on how to use the app.

1. Download HubHello Australia App or login to the website <https://hubhello.com/>
2. Login using your username and password (If you need a new one please email the service)
3. Go to the top right hand corner and tap on the profile picture
4. Select Support
5. Go to the bottom and select video tutorials
6. Please watch "HubHello Mobile App for Parents"

The tutorial will also show you how to update your contact details.

If you have any problems please speak to an OSHC educator so we can step you through the process.

Bookings for Before and After School Care can be made online or by emailing nailsworthoshc@gmail.com, or calling 83449700. Casual bookings can be made on the day as long as we have spaces available to book, as we are legally required to keep within our mandated ratios.

Accounts

Accounts are emailed weekly to the email address provided on your enrolment form.