

Step-by-Step Guide: **How to Register and Book**



Welcome to our step-by-step guide for booking your child's place in our Before and After School Care (Your OSHC) and School Holiday Program (Rocketeers)!

We're here to simplify the process and ensure your child receives the care and support they need in our enriching environment.

Whether you're a returning family or new to our services, we've got you covered every step of the way.

Let's get started!



Download the Camp Australia Parent Portal App



Android: Open the Play Store app in your phone and log into your Google Account

Apple (iOS): Open the Apple Store app on your home screen of your phone

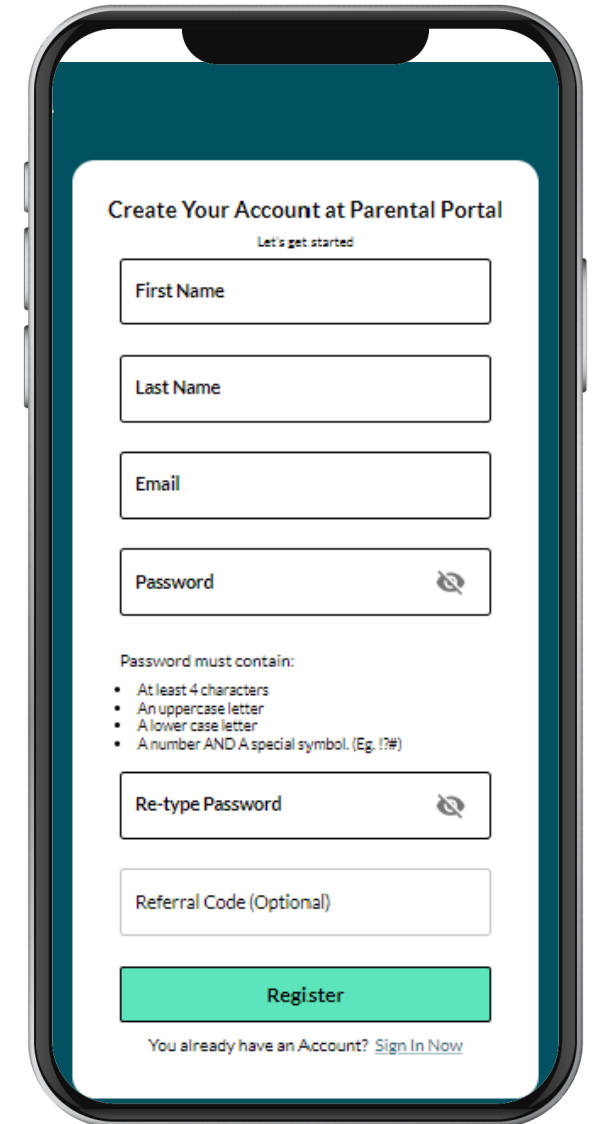
- Search for the Camp Australia app – either by typing the name of the app into the search bar or by browsing apps on the screen.
- Tap on the name and ‘install’.
- The app will download and automatically be added to your menu and home screen.

How to Register

Registering with Camp Australia is easy and FREE! It only takes approximately 10 minutes, and you can start booking into care as soon as you're set up.

Before you start you will need:

1. Child's Centrelink Customer Reference Number (CRN);
2. Claiming parent's Centrelink Customer Reference Number (CRN);
3. Child's Immunisation Certificate;
4. Parent and emergency contact details;
5. Bank account or card details for direct debit;
6. Child's medical information (e.g. Asthma Care Plan) along with the name and contact details of your GP;
7. Copies of Family Court Orders (if applicable). Once you have completed the registration process including entering all mandatory information, you will arrive at the main dashboard.



Create Your Account at Parental Portal
Let's get started

First Name

Last Name

Email

Password

Password must contain:

- At least 4 characters
- An uppercase letter
- A lower case letter
- A number AND A special symbol. (Eg. !@#)

Re-type Password

Referral Code (Optional)

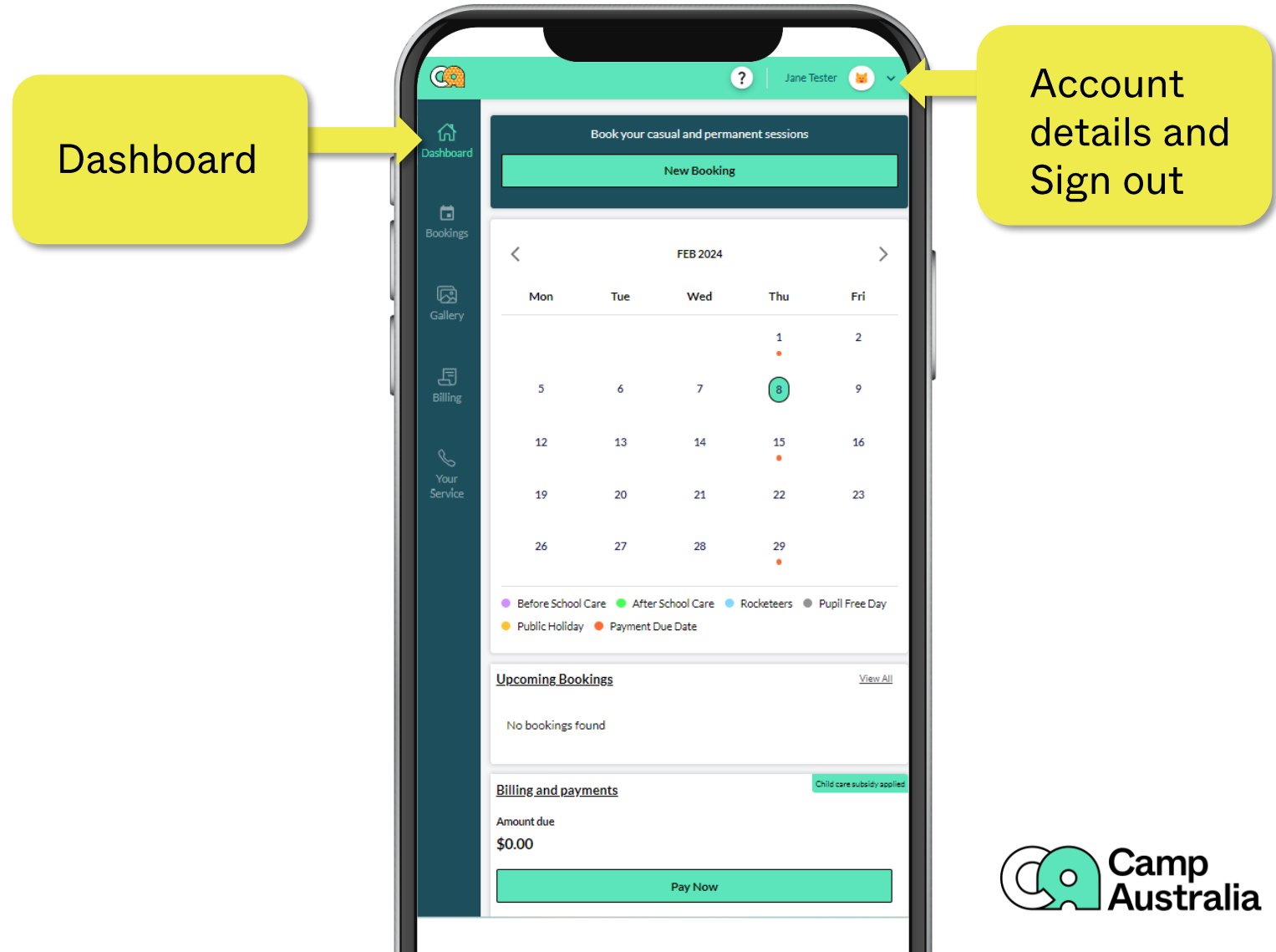
Register

You already have an Account? [Sign In Now](#)

Your Dashboard

Once you have completed the registration process including entering all mandatory information, you will arrive at the main dashboard.

Please note: the placement of the navigation bar is dependant on the platform you are using.

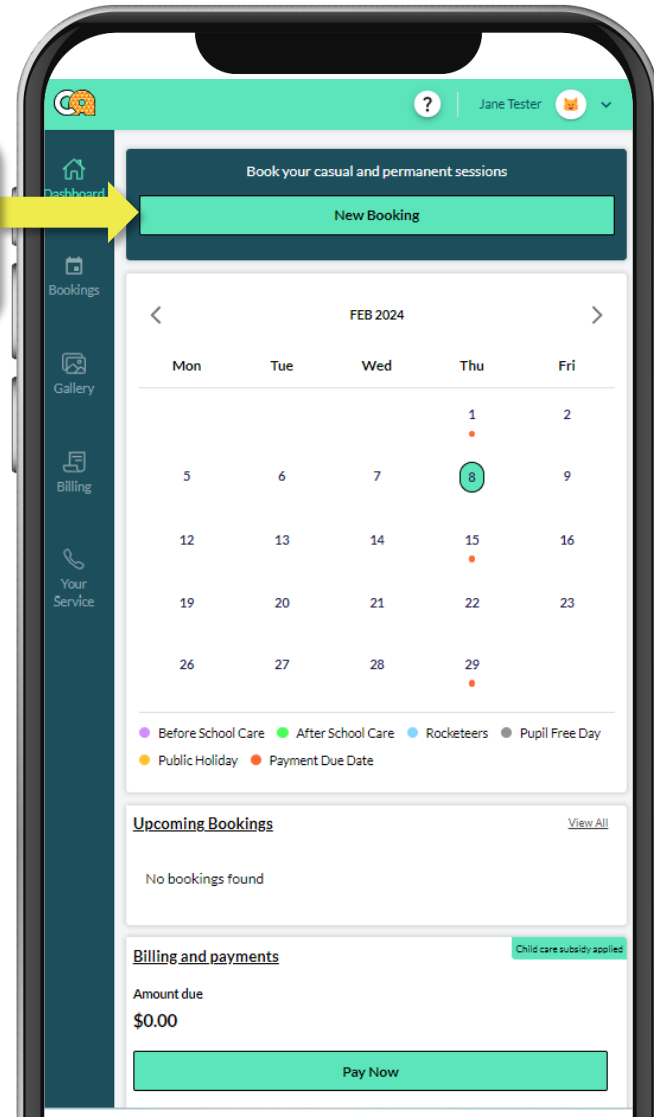


Make a Booking

Ensure you are viewing the 'Dashboard' or the 'Bookings' screen.

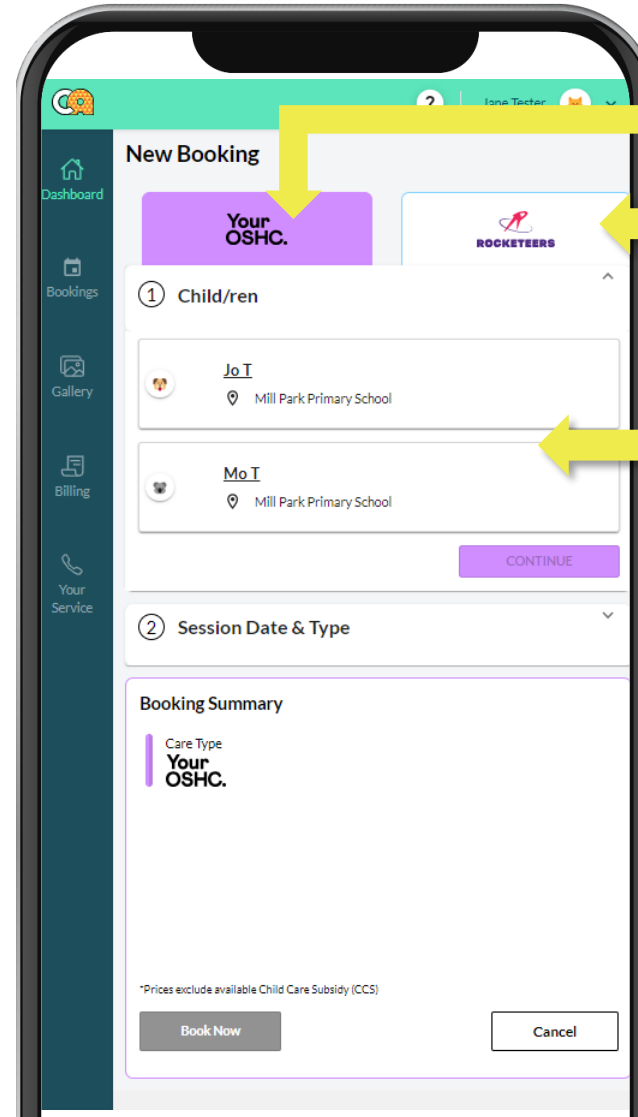
STEP 1.

Tap to make a new booking



STEP 2.

Select Your OSHC or Rocketeers



STEP 3.

Select one or more children and Continue

Your OSHC – Before and After School Care

Rocketeers – School Holiday (Vacation) Care

Make a Casual Booking

STEP 4.
Select your session type

Session types:

1. Casual – choose one date
2. End of term – select multiple days to book for the duration of the term
3. End of year – select one or multiple days to book for the duration of the school year
4. Custom – select any date and any days for a custom period of time up to the selected end date

New Booking

Dashboard Bookings Gallery Billing Your Service

Your OSHC. **ROCKETEERS**

Child/ren

2 Session Date & Type

Recurrence: Casual Booking Date: 08/02/2024

After Care Junior
\$ Per session \$48.00*
12:30 pm - 06:00 pm

After Care Senior
\$ Per session \$35.50*
12:30 pm - 06:00 pm

Booking Summary

Care Type: Your OSHC.
Jo T Mo T
Mill Park Primary School

New Booking

Dashboard Bookings Gallery Billing Your Service

Your OSHC. **ROCKETEERS**

Child/ren

2 Session Date & Type

Recurrence: Casual Booking Date: 16/02/2024

Service type

February 2024

Before Care
\$ Per session \$36.50*
07:00 am - 09:30 am

After Care Junior
\$ Per session \$48.00*
12:30 pm - 06:00 pm

After Care Senior
\$ Per session \$35.50*
12:30 pm - 06:00 pm

Booking Summary

Care Type: Your OSHC.
Jo T Mo T
Mill Park Primary School

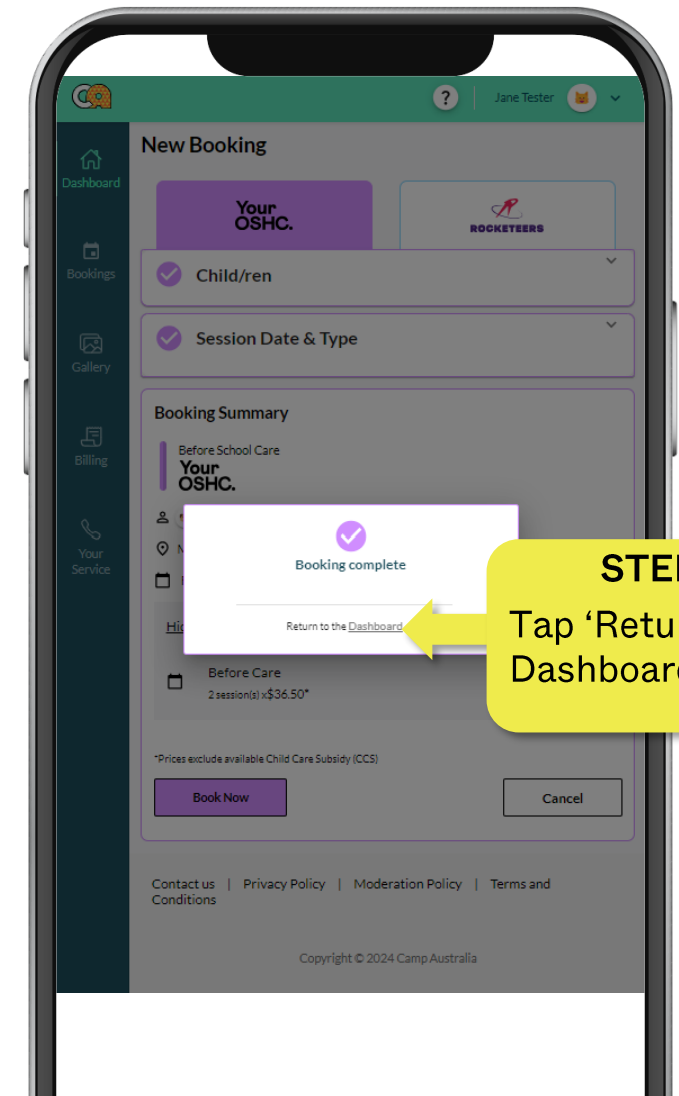
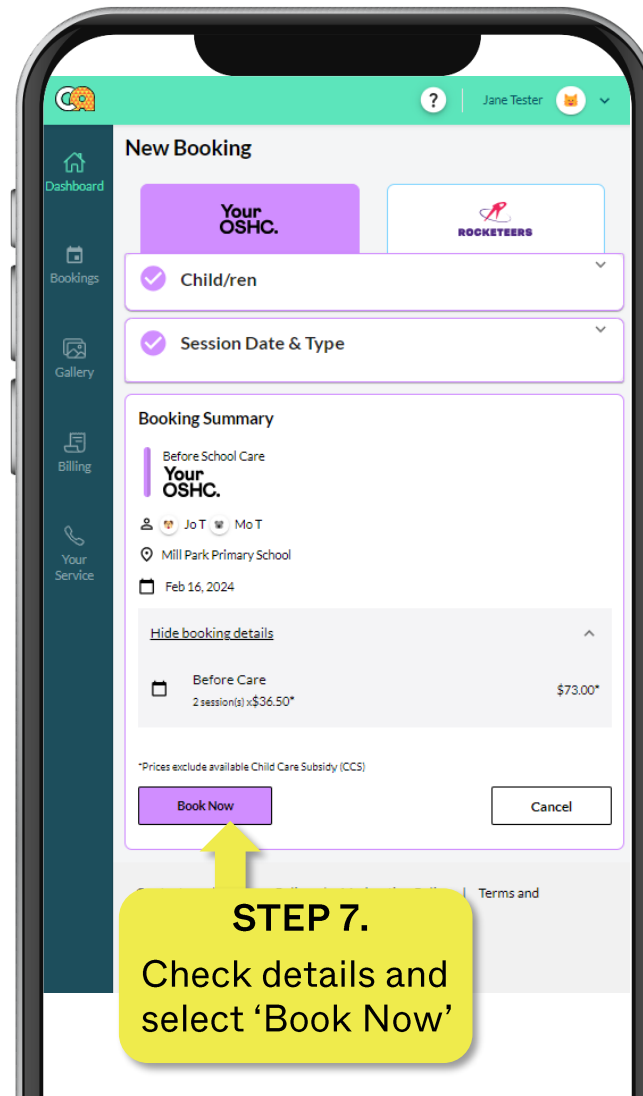
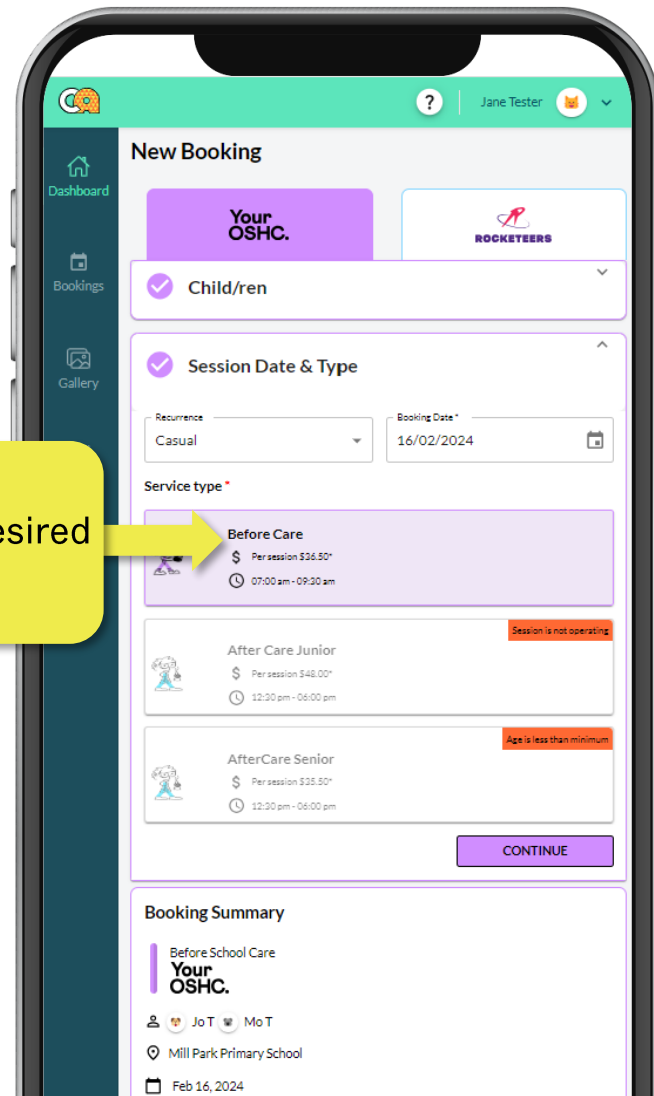
STEP 5.
Select the relevant date from the calendar



TIP

Tap the month to select a different month of the year

Make a Casual Booking



Make a Recurring Booking

STEP 4.

Select End of Term or End of Year

Session types:

1. Casual – choose one date
2. End of term – select multiple days to book for the duration of the term
3. End of year – select one or multiple days to book for the duration of the school year
4. Custom – select any date and any days for a custom period of time up to the selected end date

STEP 5.

Select the start date for the recurring booking

STEP 6.

Tap on the relevant type of care and days of the week

STEP 7.

Take note of any sessions that are unable to be booked due to capacity limits. Tap 'Book Now'

New Booking

Your OSHC. **ROCKETEERS**

Child/ren

Session Date & Type

Recurrence: End of term Start Date: 08/02/2024

End Date: 28/03/2024

Service type

Before Care
\$ Per session \$30.00*
07:00 am - 09:30 am
(M) (T) (W) (T) (F)

After Care Junior
\$ Per session \$40.00*
12:30 pm - 06:00 pm
(M) (T) (W) (T) (F)

After Care Senior
\$ Per session \$25.00*

Age is less than minimum

New Booking

Your OSHC. **ROCKETEERS**

Child/ren

Session Date & Type

Booking Summary

Before and After School Care
Your OSHC.
Jo T
Mill Park Primary School
Feb 08, 2024 - Mar 28, 2024

The following 19 sessions are unable to be booked

Hide booking details

Before Care (Casual) 1 x \$36.50*	\$36.50*
Before Care Occurs every tue, thu, fri 20 x \$30.00*	\$600.00*
After Care Junior (Casual) 1 x \$48.00*	\$48.00*
After Care Junior Occurs every tue, thu, fri 3 x \$40.00*	\$120.00*

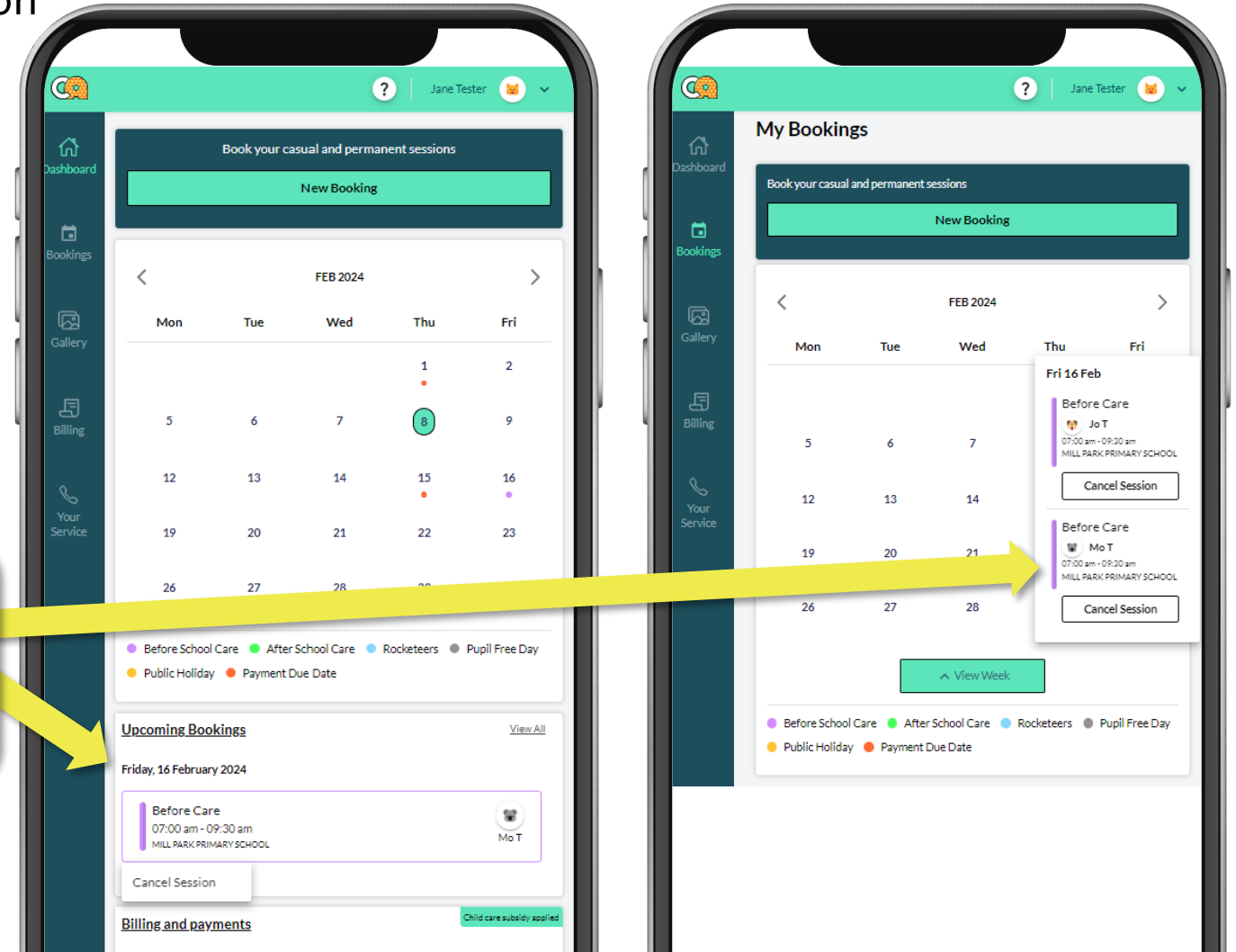
Make a Cancellation

There are two methods to cancel a booking in the Parent Portal; via the Dashboard 'Upcoming Bookings' list or via the Bookings tab.

Please note there may be a cancellation notice time for your service.

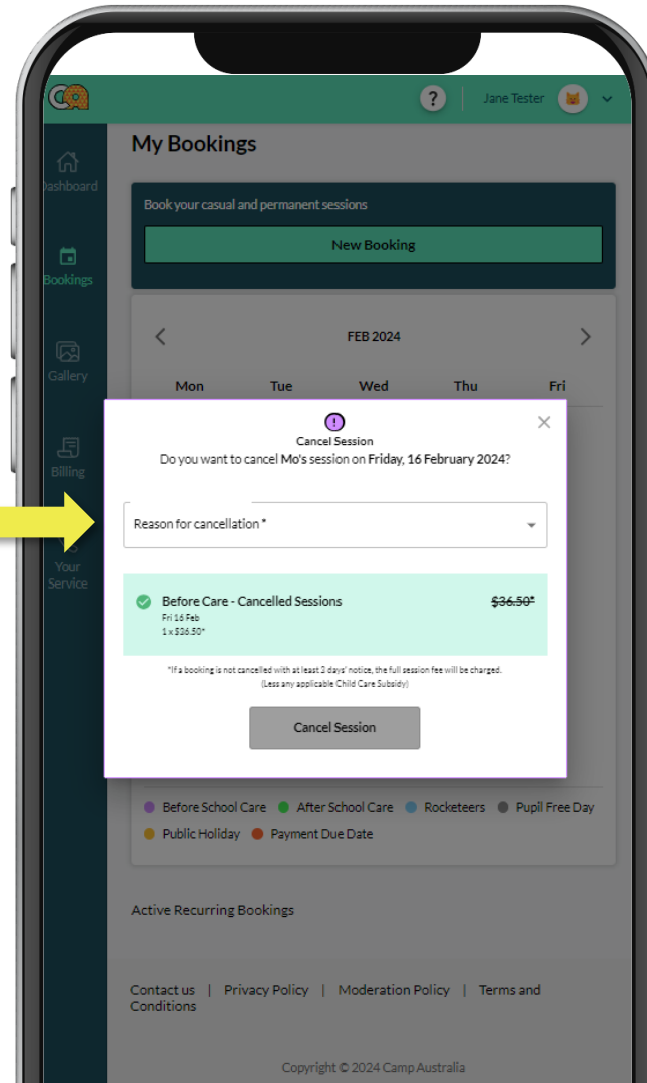
STEP 1.

Tap on the booking you would like to cancel, and tap on 'Cancel Session'

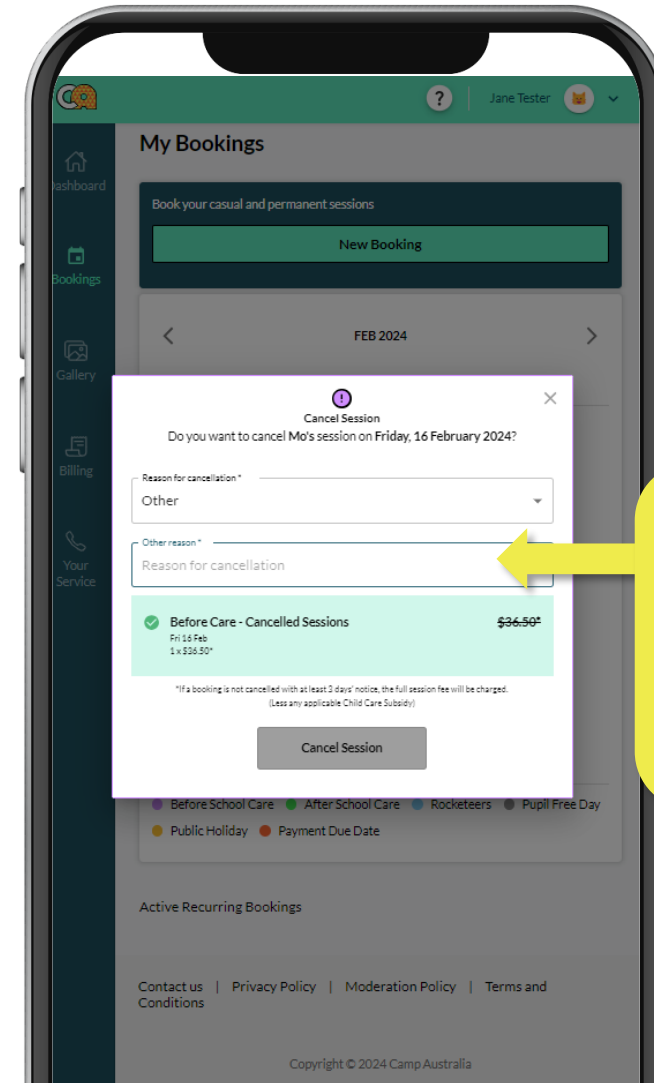


Make a Cancellation

STEP 2.
Tap the dropdown
and select your
reason for
cancellation



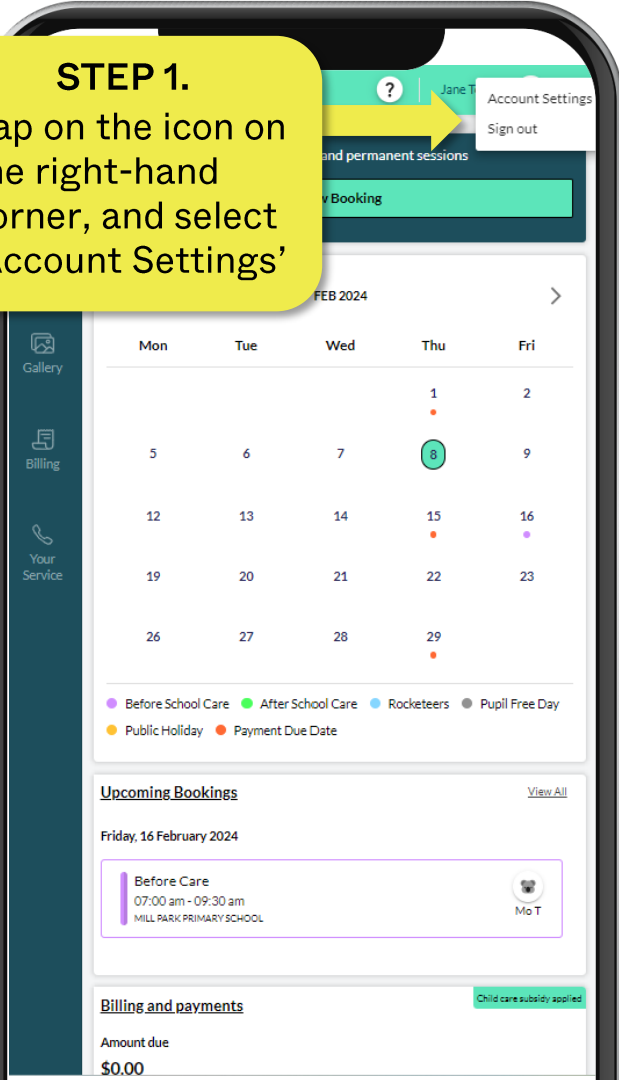
STEP 3.
Select 'Other' for
any reason not
captured and type
in the text box. Tap
on 'Cancel Session'



Edit Your Account Details

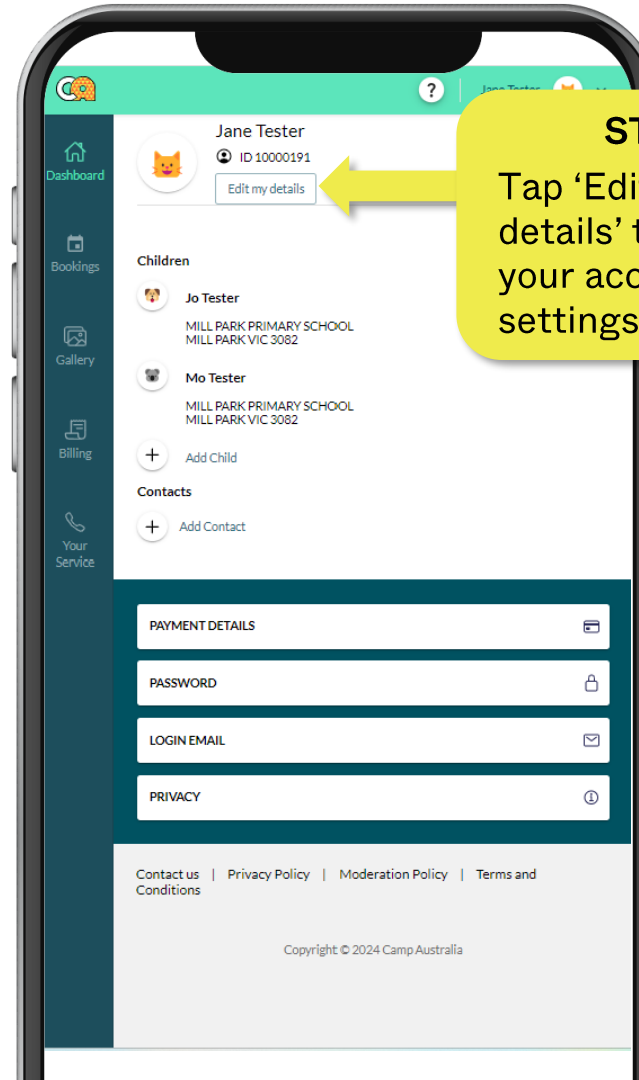
STEP 1.

Tap on the icon on the right-hand corner, and select 'Account Settings'



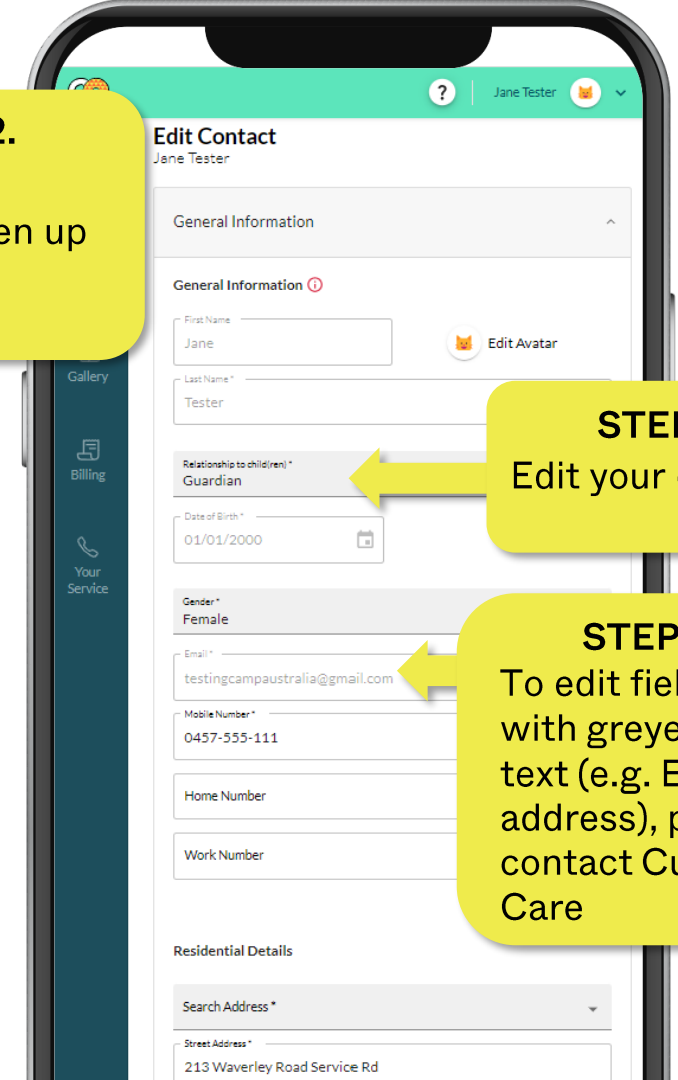
STEP 2.

Tap 'Edit my details' to open up your account settings



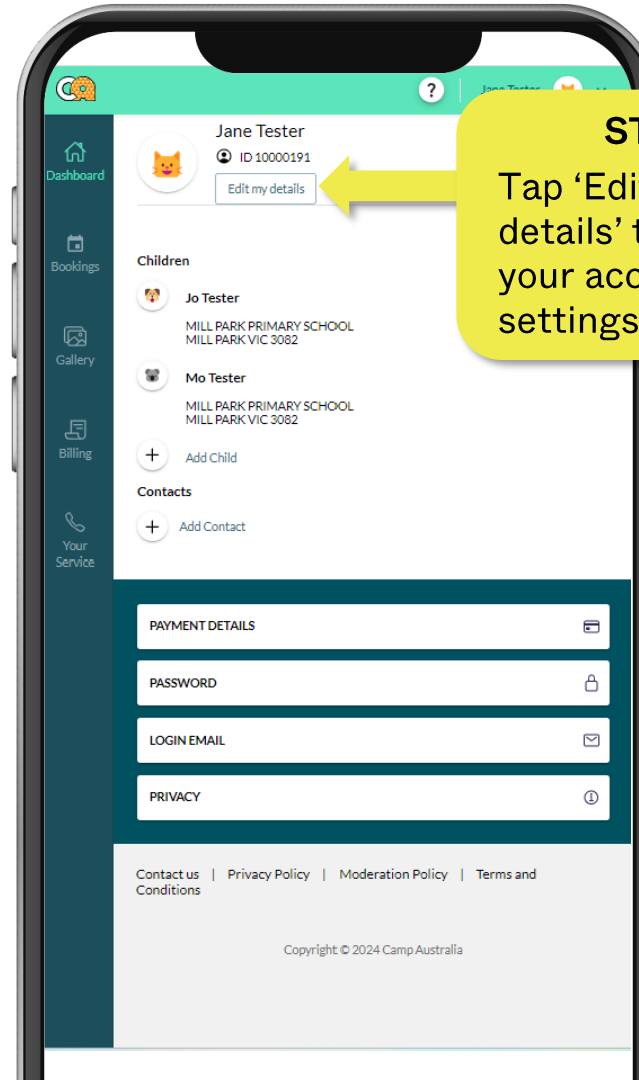
STEP 3.

Edit your details



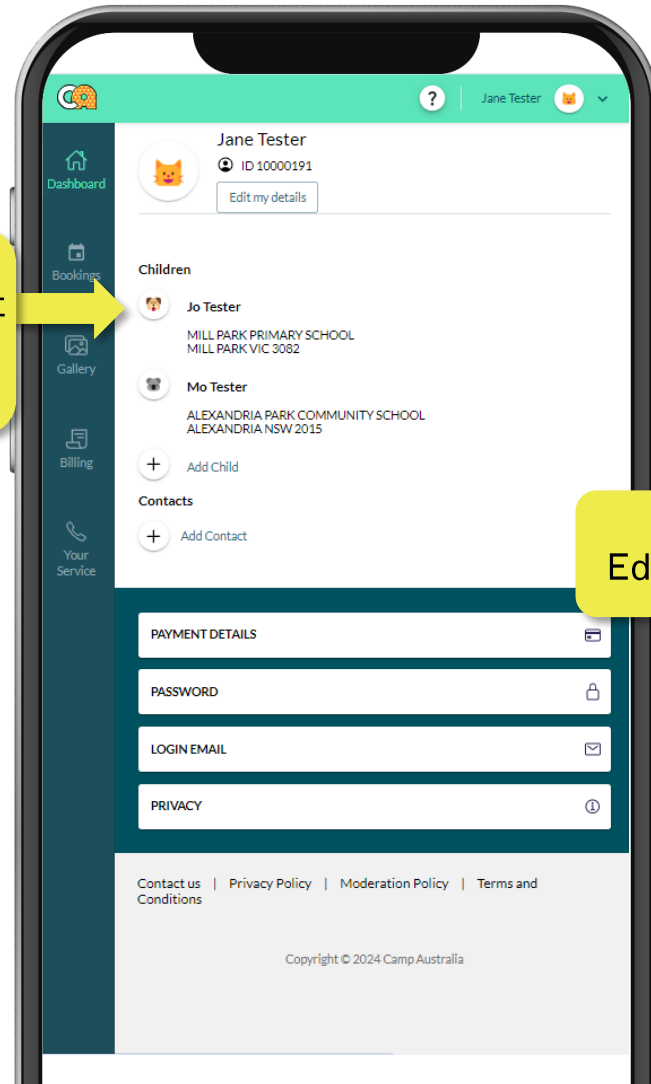
STEP 4.

To edit fields with greyed-out text (e.g. Email address), please contact Customer Care

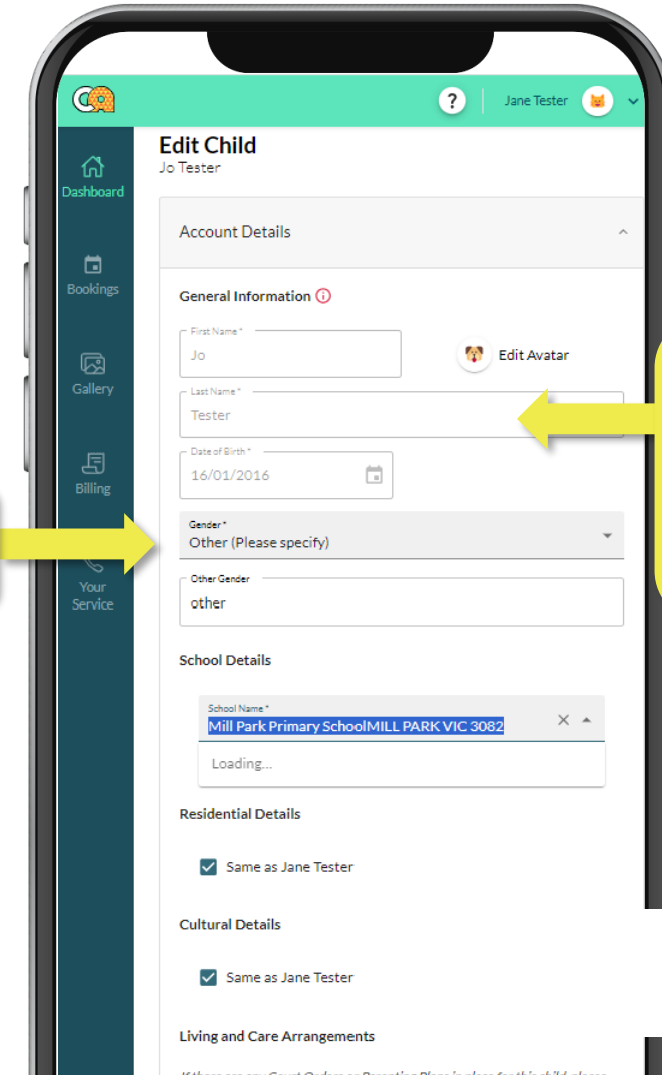


Edit Your Child's Details

STEP 1.
Tap on relevant
child's icon to
start editing



STEP 2.
Edit child's details



STEP 3.
To edit fields with
greyed-out text
(e.g. Name), please
contact Customer
Care

Change Your Child's School

Edit Child
Jo Tester

Account Details

General Information

First Name*
Jo

Last Name*
Tester

Date of Birth*
16/01/2016

Gender*
Other (Please specify)

Other Gender
other

School Details

School Name*
Mill Park Primary SchoolMILL PARK VIC 3082

Loading...

Residential Details

☒ Same as Jane Tester

Cultural Details

☒ Same as Jane Tester

Living and Care Arrangements

If there are any Court Orders or Parenting Plans in place for this child, please

STEP 4.
Edit child's school
by tapping on the
dropdown

Edit Child
Mo Tester

Account Details

Ge

All Saints Catholic Primary School
SEAFORD SA 5169

Alyarrmandumanja Umbakumba School
ALYANGULA NT 0885

Aitkenvale State School
AITKENVALE QLD 4814

Al Siraat College
EPPING VIC 3076

Alamanda K-9 College
POINT COOK VIC 3030

Albion North Primary School
SUNSHINE NORTH VIC 3020

Alexandria Park Community School
ALEXANDRIA NSW 2015

All Saints Grammar School
BELMORE NSW 2192

School Name*
al

Residential Details

☒ Same as Jane Tester

Cultural Details

☒ Same as Jane Tester

Living and Care Arrangements

If there are any Court Orders or Parenting Plans in place for this child, please
upload a copy of the relevant documents below.

STEP 5.
Type in the first few
characters of the
school's name and
select from the
dropdown list

Editing Authorisation Details

STEP 6.
Complete the Parent
Authorisation screen
and 'Confirm'

TIP
If not using a
touchscreen, use your
mouse to sign in the
box

Residential Details

☒ Same as Jane Tester

Parent Authorization

☐ I declare as the child's parent/person named in the form as authorised to consent to the medical treatment of the child, authorise for the Approved provider, Nominated Supervisor or an Educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and transportation of the child by an ambulance and/or obtain all necessary medical assistance and treatment for the child and agree to meet any expenses attached to such treatment.

☐ I declare as the person with parental authority of the child referred to on this page that the information provided is true and correct and undertake to immediately inform the children's service in the event of any change to this information.

Signature

[Clear Signature](#)

Confirm

STEP 7.
Return to the Account
Details screen

Jane Tester

ID 10000191

Edit my details

Children

Jo Tester

MILL PARK PRIMARY SCHOOL
MILL PARK VIC 3062

Mo Tester

ALEXANDRIA PARK COMMUNITY SCHOOL
ALEXANDRIA NSW 2015

+ Add Child

Contacts

+ Add Contact

PAYMENT DETAILS

PASSWORD

LOGIN EMAIL

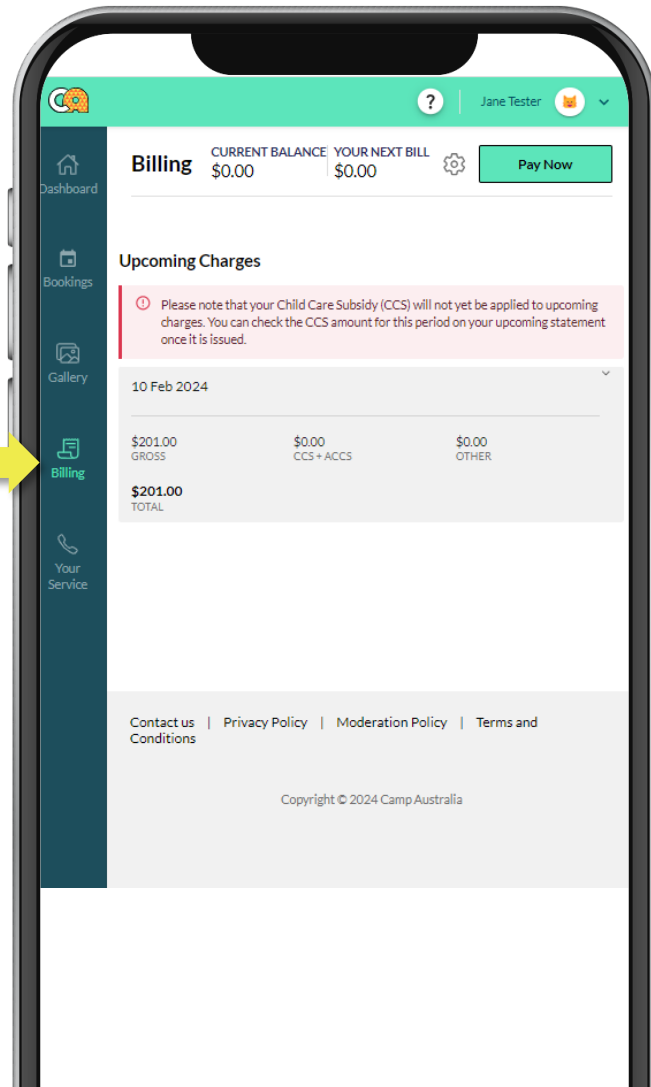
PRIVACY

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Billing

STEP 5.
Tap on the 'Billing'
tab to view
upcoming charges



Any questions?

Login to the [Parent Portal](#) or download the App.

Check out our [FAQ section](#).

Contact our Customer Care team [here](#) or call 1300 105 343. The team are available 5am - 9pm (AEDT) Monday – Friday and 7am - 9am (AEDT) weekends.

