

FULLY BOOKED TRANSITION FAQ

1. Do I need to make OSHC bookings and cancellations online?

Yes, all OSHC bookings and cancellations need to be made online by logging into your Fully Booked account. We have set up Fully Booked to reflect our booking and cancellation policy.

2. Do I need to re-enrol into Torrensville Primary School OSHC if i have an account?

Yes, we are moving from Xplor to Fully Booked. We will go live on Fully Booked from 12th April 2021. Any families who are not enrolled on Fully Booked will not be able to use care until enrolment is complete.

3. Can I enrol into Fully Booked now even though the OSHC is still using Xplor?

Yes, you can enrol into Fully Booked and make bookings straight away. From 12th April 2021 for Before school, After school and vacation care will be operating through the fully booked software. So get your bookings in.

4. Do I have to sign up for payment when I enrol?

Yes, all enrolments moving to fully booked will need to sign up for online direct debit payments.

5. Can I still ring or email to book in OSHC?

No, OSHC will no longer be taking phone or emailed bookings. Changing your bookings is as easy as logging into your fully booked OSHC account. Fully booked has a waiting list function to assist families who would like to be placed on a waiting list.

6. Why have we moved to fully booked, I thought the other system worked well?

Fully booked is a tailored software specific to OSHC. With OSHC being used by some families on a casual basis Fully Booked will now place the responsibility of booking and cancelling on to the families. Giving Educators more time with your children.

7. I don't have a computer, can I use Fully Booked on my phone or tablet?

Yes you can, we have provided families with simple instructions on how to add fully booked to your Apple or Android device.