WEB Portal - Managing Casual Bookings

This article will assist you with managing Casual bookings via the WEB Portal for Guardians & Carers.

Overview

Casual booking can be added via either the **WEB Portal for Guardians & Carers.**

Depending on the Services settings, Casual bookings will either:

● Be approved straight away
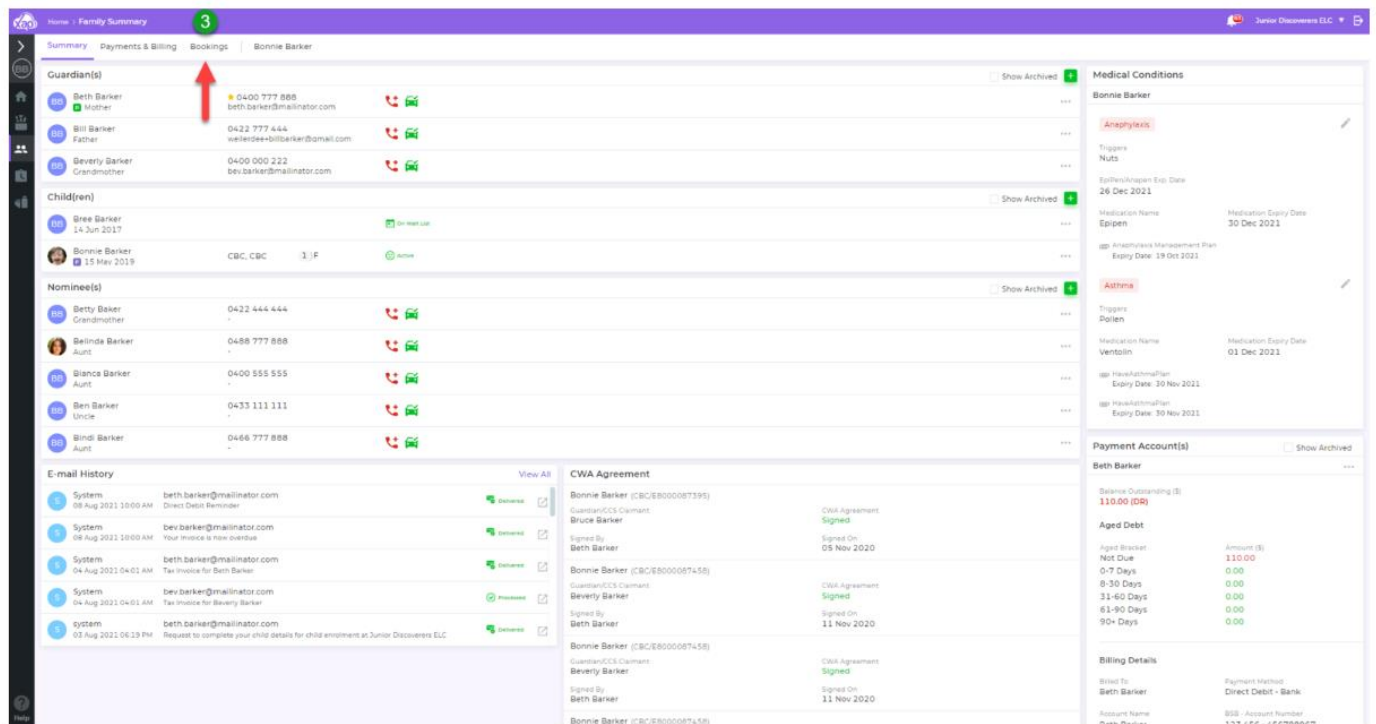● Be a request and will need to be approved by the Service

> In both circumstances you will receive a notification once the Casual day has been accepted or if it has been rejected.
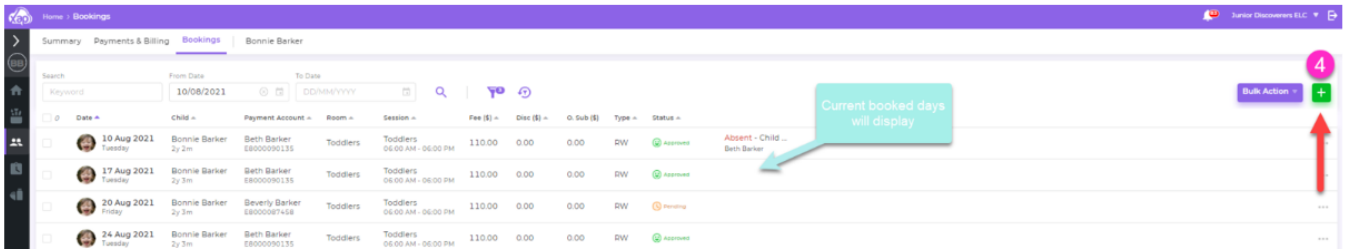
Requesting a Casual Day via the WEB Portal

1 Log into the **WEB Portal for Guardians & Carers**

2 Select the **Family** Tab from the left hand menu
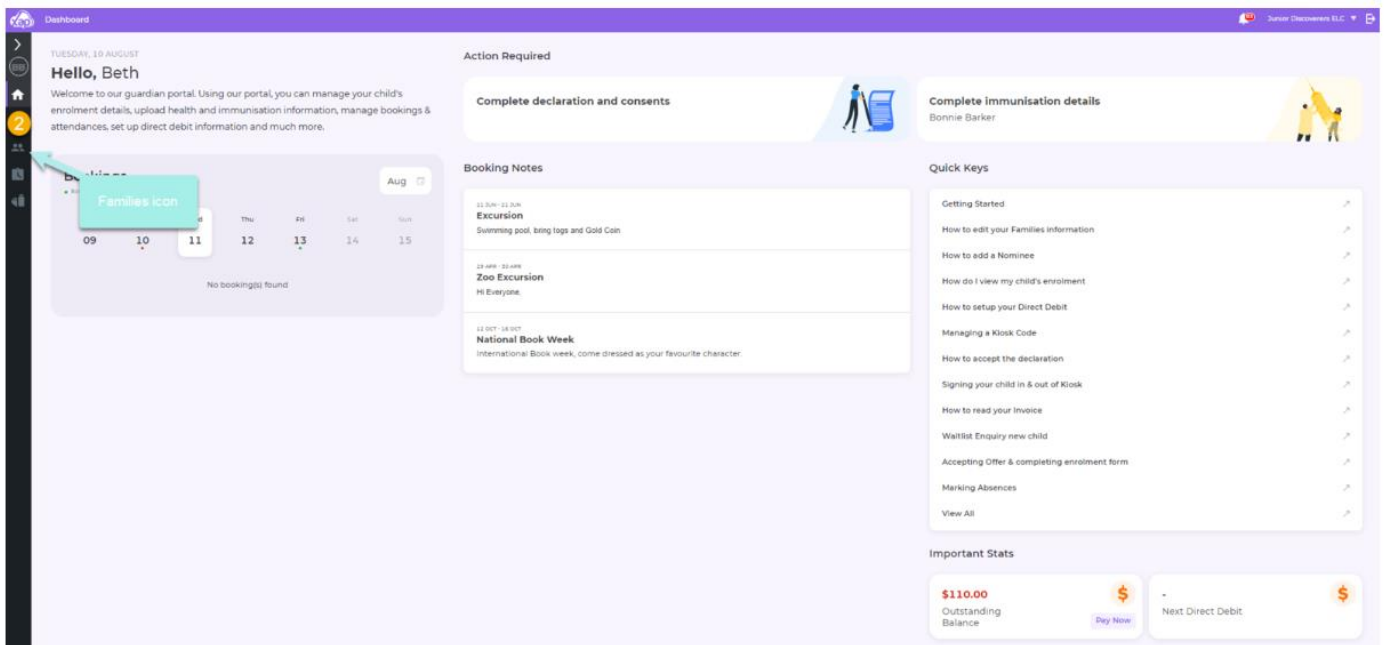
3 Select the **Bookings** Tab

④ Select the **Green + Add button**

Current booked days will display

⑤ If you have more than 1 child, **select the name of the child** for the casual day

⑥ Select the **Care type**

> Note: This will default to your Services care type if they only have one.

⑦ Select the **CCSS Arrangement type**

> Note: Most sessions will be linked to a CWA Arrangement which will allow any eligible CCSS Entitlements to be applied to your Account.

⑧ Select the **Payment Account** liable to pay for the sessions

> Note: This will only need to be selected if you have more than 1 person paying for the fees eg. TAFE

⑨ Select the **Booking Type** as Casual

⑩ Select the **Casual Date**

⑪ Select the **Room** for the Casual day

⑫ Select the **Session** (fee to be charged)

⑬ Select the **+ button** if you have more than 1 casual date to be added

⑭ Select to **apply a Discount** if you have been provided this by your Service

⑮ Tick that you agree to the **Services Bookings Terms & Conditions**

⑯ Select **Save**

FOR ELC VACATION CARE BOOKINGS:
BOOKING TYPE: CASUAL
ROOM: ELC VACATION CARE
SESSION: ELC VACATION CARE

The Casual day will display on the bookings screen.

C = Casual Day

Status:

- **Pending** - Pending the Service approving the requested casual day
- **Approved** - Casual Day approved by the Service

C indicates Casual Day

Approved = Casual day has been approved by Service Pending = Waiting on Approval
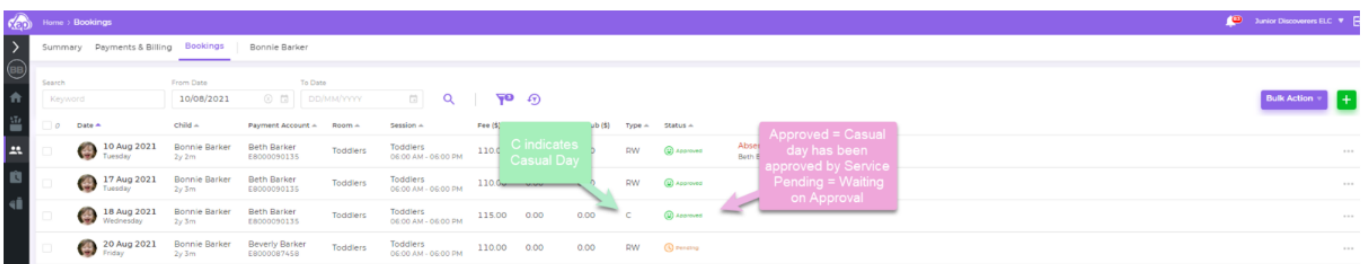
You will receive a notification via the WEB Portal to advise of the approved casual day. The Service will also receive a notification of the requested Casual Day.


Cancelling a Casual Day

If you have requested a casual day and it is no longer required or you have selected the incorrect day/s, you may be able to cancel them.

Note: This will depend on the Services cancellation policy. For further information you will need to contact your Service or read the T's and C's

1. Select the **Family Screen** icon within the WEB Portal
2. Select the **Bookings Tab**

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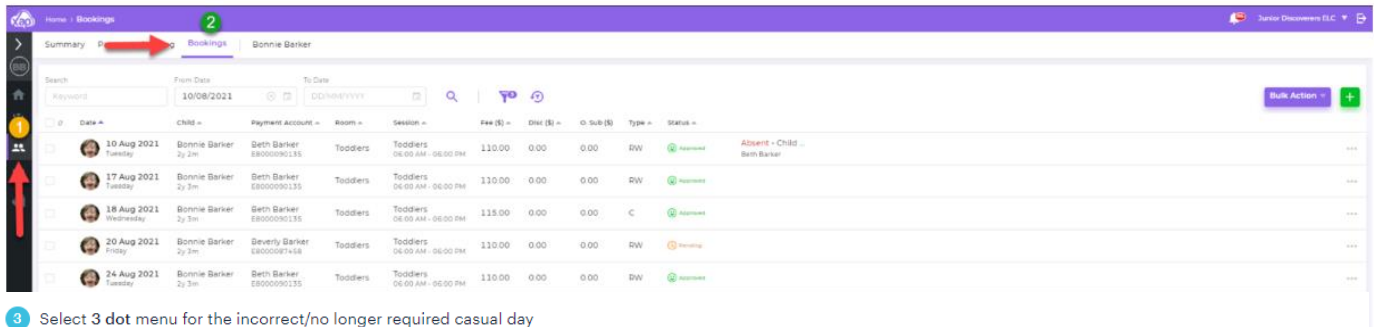
3. Select **3 dot** menu for the incorrect/no longer required casual day
4. Select **Cancel Booking** from the drop down

Note: If the Cancel Booking option is not displaying, you will need to contact your Service directly to assist you further as they may not have enabled cancellation of Casual Days.
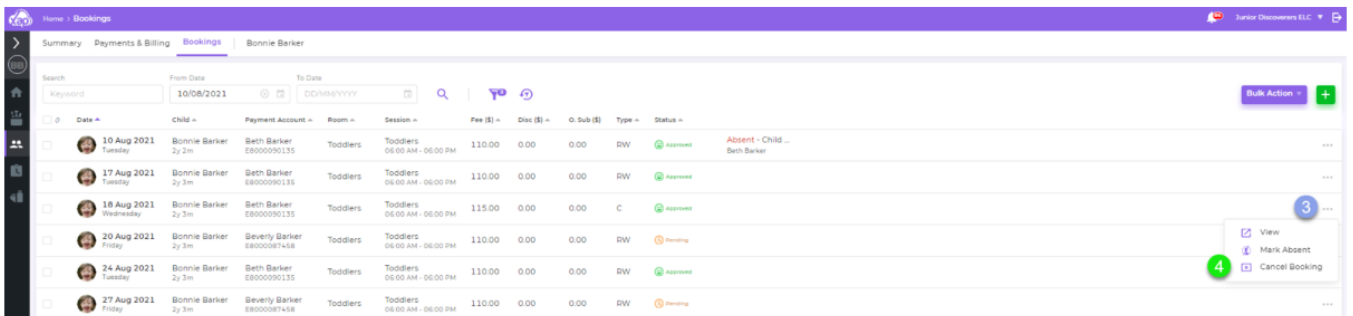
5. Add in the **Cancellation Reason**
6. Select **Confirm**

The Service will be notified of the cancellation.