



Parent Portal

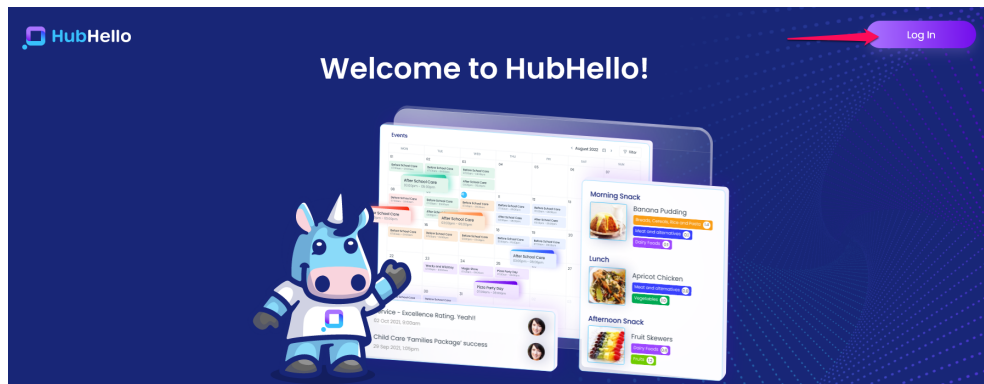
How to read your Invoice and Statement of Entitlement



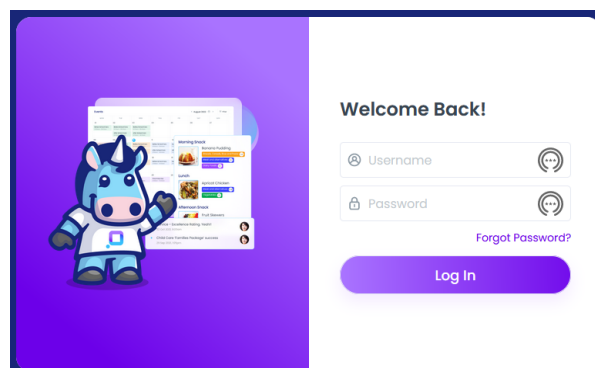
Hello **youthful curiosity**,
you've come to a **SAFE SPACE**.

1300 769 110 
hello@hubhello.com 

To access your Parent Portal type <https://hubhello.com> into your browser address bar to open the log in screen and click on login in the top right corner.



Enter username and password as provided to you and click 'log in'



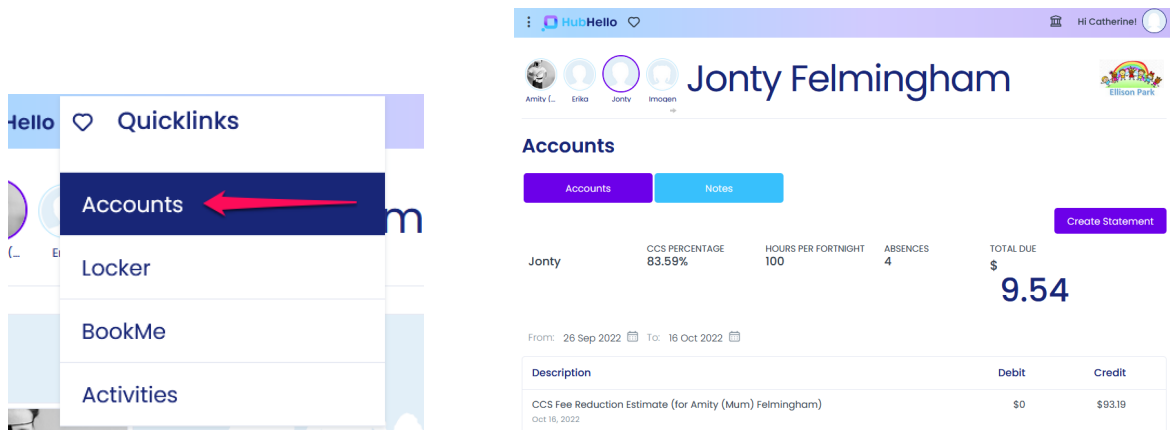
Accessing Your Accounts – Invoices and Statement of Entitlement

In the Accounts page you will be able to view your Child Care Subsidy (CCS) percentage, how many CCS hours your family is eligible for, how many absences have been accrued year to date, the current balance of your account and your children's attendance history. You can also produce an invoice or a statement or make a payment.

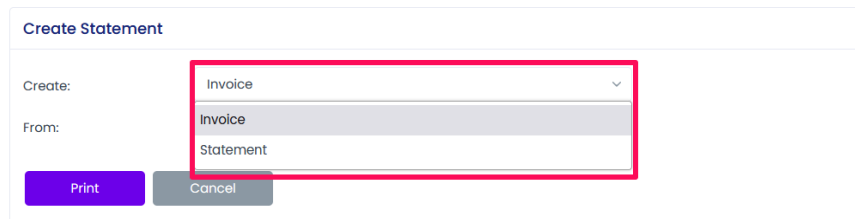
To create an invoice or statement:

- Click 'Create Statement' button
- Select option for invoice or a statement from the drop-down list
- Click on the calendar icons to select the applicable dates for the statement/invoice
- Click 'Print'

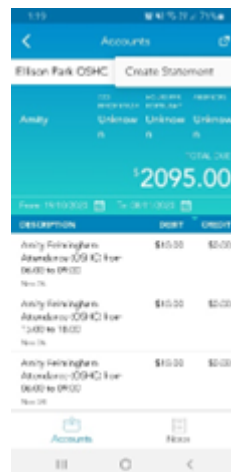
- A PDF document will then be created for you to either save to your computer or print.



The screenshot shows the HubHello web interface. On the left, a sidebar menu is open with 'Accounts' highlighted by a red arrow. The main content area shows the 'Accounts' page for 'Jonty Felmingham'. It includes a 'Create Statement' button and a summary of account details: CCS PERCENTAGE 83.59%, HOURS PER FORTNIGHT 100, and ABSENCES 4. The 'TOTAL DUE' is \$9.54. Below this, a table shows a 'CCS Fee Reduction Estimate (for Amity (Mum) Felmingham)' for Oct 16, 2022, with a debit of \$0 and a credit of \$93.19.



The screenshot shows the 'Create Statement' form. The 'Create:' dropdown menu is open, showing 'Invoice' and 'Statement' options. The 'From:' field is empty. There are 'Print' and 'Cancel' buttons at the bottom.



The screenshot shows the HubHello mobile app interface. It displays the 'Accounts' page for 'Amity Felmingham'. The 'TOTAL DUE' is \$2095.00. Below this, a table shows three 'Attendance (09:40 to 10:00)' sessions, each with a debit of \$10.00 and a credit of \$0.00.

Invoice

The invoice is a document that can be forwarded dated to show the sessions of care that you have booked for your child, the amount that will be owing for these sessions

along with the predicted CCS that will be paid (this is subject to change if your CCS is updated).

On your invoice you will be able to view the what the total due is for the requested dates, the bond held, a running balance of how the amounts were calculated, your CCS entitlements and more. – You may find that there is some information that is missing or different as it will depend on your service and the items that they choose to include on your invoice.



Ellison Park ELC (CCS CDC) - Invoices
26 Ellison Street
Newstead, 7250

Ph: 0407045638
Email: carmelo@hubhello.com
ABN:
CCS Service ID:

Tax Invoice: Catherine Felmingham

Date: 14/10/2022
CRN: 1237894568
Family ID: 17019886
10/10/2022 - 16/10/2022
Jonty Felmingham CCS%: 83.59
Hours per Fortnight: 100
Absences from CCS: 4

Total Due: \$584.99

Bonds Held: \$400.00

Week Ending 16/10/2022 (Gap fee for week: \$116.99)		Debit	Credit	Balance
9/10/2022	Opening balance	\$468.00		\$468.00
11/10/2022	Amity (Mum) Felmingham Attendance (CDC) from 07:00 to 17:00	\$55.00	\$0.00	\$523.00
11/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 12:30	\$55.00	\$0.00	\$578.00
12/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 18:00	\$55.00	\$0.00	\$633.00
13/10/2022	Amity (Mum) Felmingham Attendance (CDC) from 07:00 to 17:00	\$55.00	\$0.00	\$688.00
13/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 14:00	\$55.00	\$0.00	\$743.00
14/10/2022	Amity (Mum) Felmingham Attendance (CDC) from 07:00 to 17:00	\$55.00	\$0.00	\$798.00
14/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 18:00	\$55.00	\$0.00	\$853.00
16/10/2022	CCS Fee Reduction Estimate (for Jonty Felmingham)	\$0.00	\$174.82	\$678.18
16/10/2022	CCS Fee Reduction Estimate (for Amity (Mum) Felmingham)	\$0.00	\$93.19	\$584.99
Total		\$385.00	\$268.01	\$584.99

Statement of Entitlement

The Statement of Entitlement is slightly different and contains information about the past and actual paid entitlements. This should **NOT** be viewed for future weeks as it will not show an estimate of CCS payments.

The Statement of Entitlement will show you the actual sessions of care that your child attended, the actual paid CCS for these sessions, the sign in and out times, absences, payments, session times and more.



Ellison Park ELC (CCS CDC) - Statements
26 Ellison Street
Newstead, 7250

Ph: 0407045638
Email: carmelohello@hubhello.com
ABN:
CCS Service ID:

Statement: Catherine Felmingham

Date: 14/10/2022
CRN: 123789456B
Statement Begins: 3/10/2022
Statement Ends: 9/10/2022

Jonty Felmingham
CCSY: 83.59
Hours per Fortnight: 100
Enrolment ID:
Year to date Absences: 4
Total Absences for period: 0

Amity (Mum) Felmingham
CCSY: 59.38
Hours per Fortnight: 100
Enrolment ID:
Year to date Absences: 0
Total Absences for period: 0

Total Due: \$468.00

Week Ending 9/10/2022		Hours	Debit	Credit
2/10/2022	Opening balance			
3/10/2022	Amity (Mum) Felmingham Attendance (CDC) from 07:00 to 17:00	10.0	\$70.00	
4/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 12:30	6.5	\$55.00	
4/10/2022	Amity (Mum) Felmingham Attendance (CDC) from 07:00 to 17:00	10.0	\$55.00	
5/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 18:00	12.0	\$55.00	
6/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 14:00	8.0	\$55.00	
6/10/2022	Amity (Mum) Felmingham Attendance (CDC) from 07:00 to 17:00	10.0	\$55.00	
7/10/2022	Amity (Mum) Felmingham Attendance (CDC) from 07:00 to 17:00	10.0	\$55.00	
7/10/2022	Jonty Felmingham Attendance (CDC) from 06:00 to 18:00	12.0	\$55.00	
Total		78.5	\$455.00	\$0.00

Total fees charged during this period: \$455.00
Total amount of CCS fee reduction during this period: \$0.00

CCS Statement

Date	Child	Session Hours	Usual Fee	Actual Fee Charged	Hourly Session Fee	Child Care Subsidy Entitlement	Additional Child Care Subsidy	Actual fee less subsidy paid	Event ID
------	-------	---------------	-----------	--------------------	--------------------	--------------------------------	-------------------------------	------------------------------	----------

Care Summary

Amity (Mum) Margaret Felmingham						
Date	Time in	Time out	Session start	Session end	Time attended	Session Length
06-10-22	07:00	17:00	07:00	17:00	10:00	10:00
07-10-22	07:00	17:00	07:00	17:00	10:00	10:00
Total for week ending 09-10-22 Amity (Mum) Margaret Felmingham					20:00	20:00
Jonty Thomas Felmingham						
Date	Time in	Time out	Session start	Session end	Time attended	Session Length
05-10-22	09:51	16:38	06:00	18:00	06:47	12:00
06-10-22	06:00	14:00	06:00	14:00	08:00	08:00
07-10-22	08:04	18:00	06:00	18:00	09:56	12:00
Total for week ending 09-10-22 Jonty Thomas Felmingham					24:43	32:00
Total Jonty Thomas Felmingham					24:43	32:00
Total all children					44:43	52:00

Fees and Subsidy Summary

Week Start	Child	Actual fees charged	Hours charged	Subsidised hours	CCS Entitlement	ACCS paid	Actual fees less subsidy paid
Total - statement period		0.0	0.0	0.0	0.0	0.0	0.0
Total - YTD		0.0			0.0	0.0	0.0

YTD Absences

Child name	Number of absences for statement period (this service only)	Number of absences YTD (financial year) (all services)
Amity (Mum) Margaret Felmingham 123456789A	0	0
Jonty Thomas Felmingham 987654321A	0	4

*** Please remember that you should contact your service for additional information and support for use of the parent portal, the mobile app and all areas of HubHello. If your service is not sure how to assist, they can contact our support team for further assistance, we do ask that you don't call or email HubHello yourself as our team will refer you back to your service.**

*** You can find additional information and support documents by going to support via your profile including, a guided walkthrough of the parent portal and mobile app, how to merge your account, how to add guardian/parent 2 access, BookMe walkthrough, how to sign your CWA etc.**