



Citizen User Guide

v3.0

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If you'd prefer to word or phrase search for specific information rather than use the Table of Contents, please find the following steps to assist:

To perform a basic PDF search:

1. Press CTRL-F (PC) or Command (⌘)-F (Mac)
2. A search box will be displayed in the upper right of the screen
3. Enter your search criteria by typing in the word or phrase you want to search for in the entry field

- Use the small left and right arrows in the blue search box to skip to the previous or next instance of the searched for word.

To perform an advanced PDF search:

1. Press Shift-CTRL-F (PC) or Shift-Command (⌘)-F (Mac)
2. A new window will open alongside your document with more options
3. Enter your search term there

- You can also select whether to search the current document or all PDF documents on your computer, as well as other options.

Access

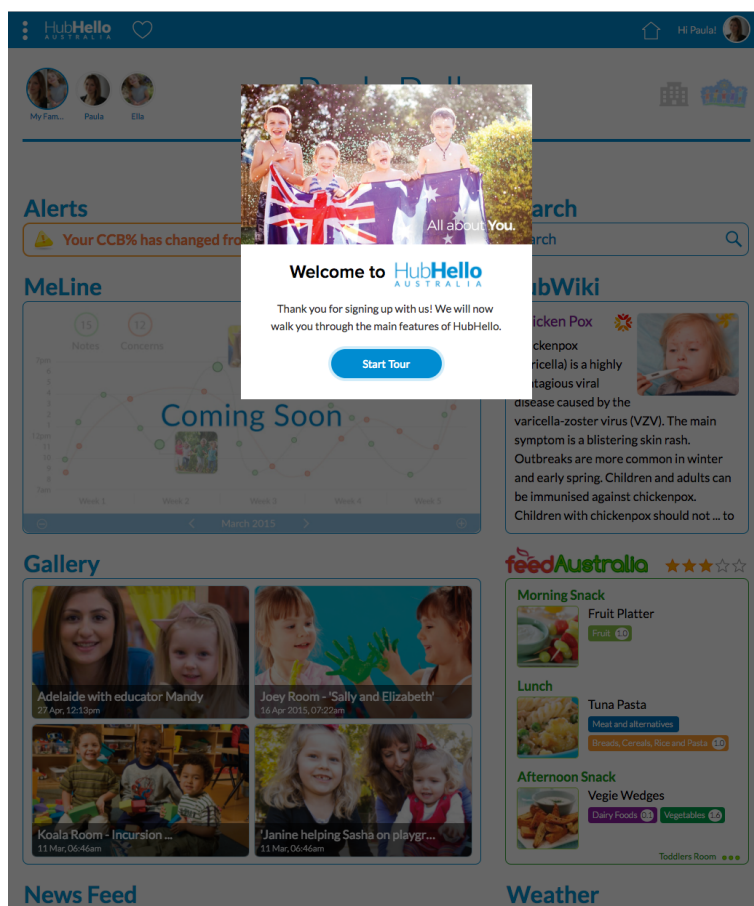
Once your child care service has provided your unique username and password you will then be able to access HubHello and associated Programs.

How to log in:

1. Type <https://hubhello.com> into your browser's address bar;
2. Click Log In in the top right corner;
3. Enter your username and password;
4. Click the Log In button.

The image shows the top navigation bar of the HubHello Australia website. On the left is the HubHello Australia logo. In the center, there are two input fields: 'Username' and 'Password'. Below the Username field is a link that says 'Forgot your password?'. On the right side of the bar is an orange 'Log In' button.

After logging you will be taken through a brief walkthrough that highlights the various aspects of HubHello, its programs and modules.



How to log out:

1. Click on your profile picture in the top right corner of the screen;
2. Click Log Out from the menu that appears.

My Programs

Hovering over or clicking on the three white dots in the top left corner of the screen will take you to the My Programs menu. This menu will list the programs that your service currently utilises and may include:

- feedAustralia; or
- Educate.

feedAustralia

HubCare has partnered with Hunter New England Health to develop feedAustralia, a resource to help cooks and supervisors plan their menus, so they meet the newly released Caring for Children guidelines.

Educate

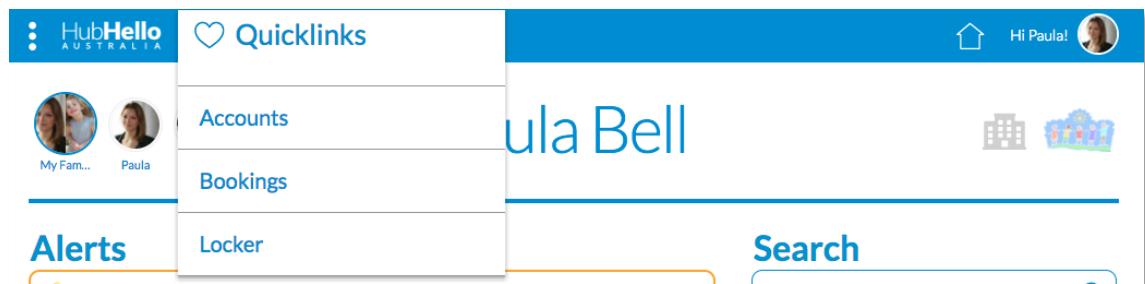
In consultation with Community Child Care Co-operative NSW HubCare has developed Educate, an online programming documentation tool. Educate gives services the ability to document Observations, Cycles of Planning and Programs.



Quicklinks

Clicking on the heart icon in the top left corner will open the Quicklinks menu. This menu provides access to three pages:

- Accounts;
- Bookings; and
- Locker.



Accounts

The Accounts page includes two tabs:

- Accounts; and
- Notes.

On the Accounts tab you will be able to view your Child Care Benefit (CCB) percentage, how many CCB 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 statement or make a payment.

How to create an invoice or statement:

1. Click on the heart icon in the top left of the HubHello page to open the Quicklinks menu;
2. Click Accounts;
3. By default, the page will open with the Accounts tab selected;
4. Click the Create Statement button;
5. The Create Statement section will open where you can choose if you would like to create an Invoice or a Statement;

HubHello AUSTRALIA

Hi Kaye!

My Family Alyssa Jack Pepper

Kaye Wilson

Poets Grove Family & Children's Centre

Accounts

Accounts Notes Pay Now

| | CCB PERCENTAGE | ELIGIBLE HOURS | ABSENCES | TOTAL AMOUNT DUE |
|-------|----------------|----------------|----------|--------------------|
| Clara | 21.0% | 50 | 11 | \$ 7,697.55 |

Create Statement

Create: Invoice

From: 02/11/2015 To: 02/11/2015

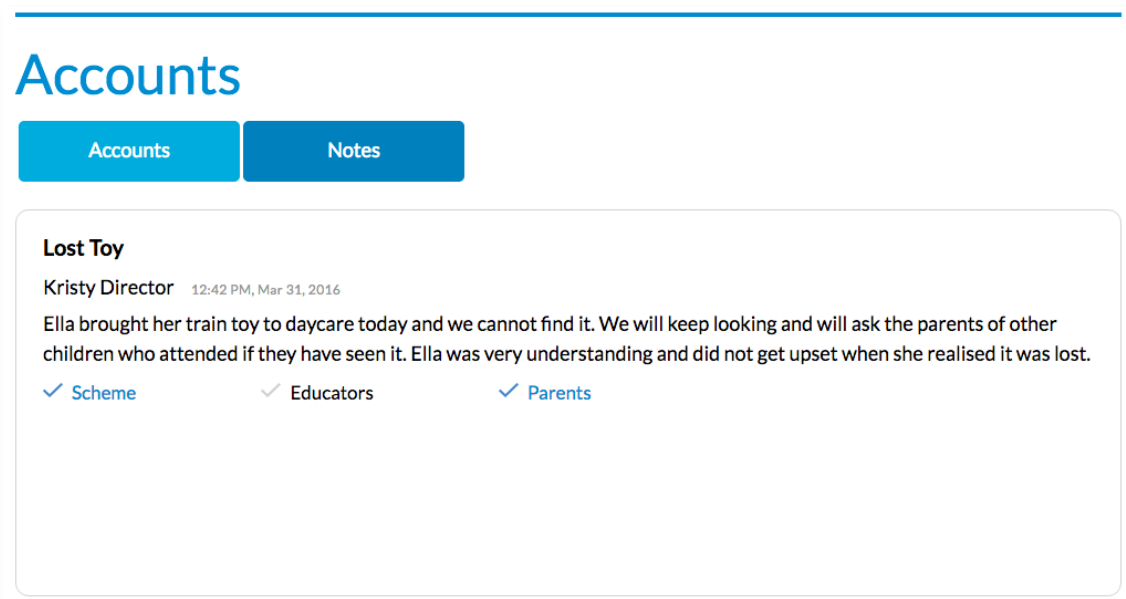
Print Cancel

6. Click on the calendar icons to select a From and To date;
7. Click the Print button;
8. A PDF document will then be created for you to either save to your computer or print.

How to make a payment:

1. Click on the heart icon in the top left of the HubHello page to open the Quicklinks menu;
2. Click Accounts;
3. By default, the page will open with the Accounts tab selected;
4. Click the Pay Now button;
5. The Pay Now window will open;
6. Select the payment method from the drop down list;
7. Enter the amount you wish to pay;
8. Click the Pay button;
9. If you have not setup any payment methods a pop up window will appear that can direct you to the appropriate area of your Profile to enable you to enter a Payment Method. Once you have updated your profile you can repeat the above steps to make a payment.
10. If the 'Make a Payment' button does not appear this means your child care service has chosen not to have the iPay payment facility enabled. Please discuss with your service staff if they plan on offering iPay in the future.

On the Notes tab you will be able to view any notes your child care services have posted for you to read.



Bookings

The Bookings page allows you to view any scheduled or past child care attendances for your child. By default the current week is displayed. Scheduled, or future, attendances are shown in yellow. Past attendances will be shown as either green (attended) or red (absent).

How to view past or future attendances:


1. Click on the house icon in the top right corner of the HubHello page and select which service you would like to view;
2. Click on the calendar icon in the top left corner of the Bookings page;
3. Select the date you wish to view;
4. The weekly table will update to display the either the scheduled or actual attendances for that week.

How to view additional details about an attendance:

1. Locate the attendance you wish to view;
2. Click on either the yellow, green or red box;
3. Information will be displayed to the right of the weekly table. This will include:
 - a. Service name;
 - b. Start Time;
 - c. End Time;
 - d. Room;
 - e. Fee; and

- f. Government subsidies (if a past attendance).

Bookings

 Week Ending: April 03, 2016

| | Mon 28 | Tue 29 | Wed 30 | Thu 31 | Fri 01 | Sat 02 | Sun 03 |
|-------|--------|--------|--------|--------|--------|--------|--------|
| 12 am | | | | | | | |
| 1 am | | | | | | | |
| 2 am | | | | | | | |
| 3 am | | | | | | | |
| 4 am | | | | | | | |
| 5 am | | | | | | | |
| 6 am | | | | | | | |
| 7 am | | | | | | | |
| 8 am | | | | | | | |
| 9 am | | | | | | | |
| 10 am | | | | | | | |
| 11 am | | | | | | | |
| 12 nn | | | | | | | |
| 1 pm | | | | | | | |
| 2 pm | | | | | | | |
| 3 pm | | | | | | | |
| 4 pm | | | | | | | |
| 5 pm | | | | | | | |
| 6 pm | | | | | | | |
| 7 pm | | | | | | | |
| 8 pm | | | | | | | |
| 9 pm | | | | | | | |
| 10 pm | | | | | | | |
| 11 pm | | | | | | | |
| 12 mn | | | | | | | |

Elwood Children's Centre - LDC

Monday Hours 1

Start Time: 09:00

End Time: 18:00

Room: Wombats (48 mths and over)

Fee: Wombat Full Day Fee (\$77.0)

Locker

The Locker has three tabs:

- Alerts;
- Log; and
- Vault.

How to filter Locker tabs:

1. The Alerts and Log tabs have an option to filter the results to make searching for particular entries easier.
2. Click on the blue drop down box in the top right corner of the tab, by default it will display This Week.
3. Choose either This Week, This Month, This Year or Custom.
4. If choosing custom a calendar icons will appear, click the From calendar icon and select a date and click the To calendar icon and select a date.

Locker

Alerts

The Log

Vault

This Week ▼

This Month

This Year

Custom

| Date ▼ | Action ^ | Detail |
|---------|------------------------|---|
| 03:06pm | Enrolment form updated | Child: Grace Aguiena Changed Food allergy eggs: No |

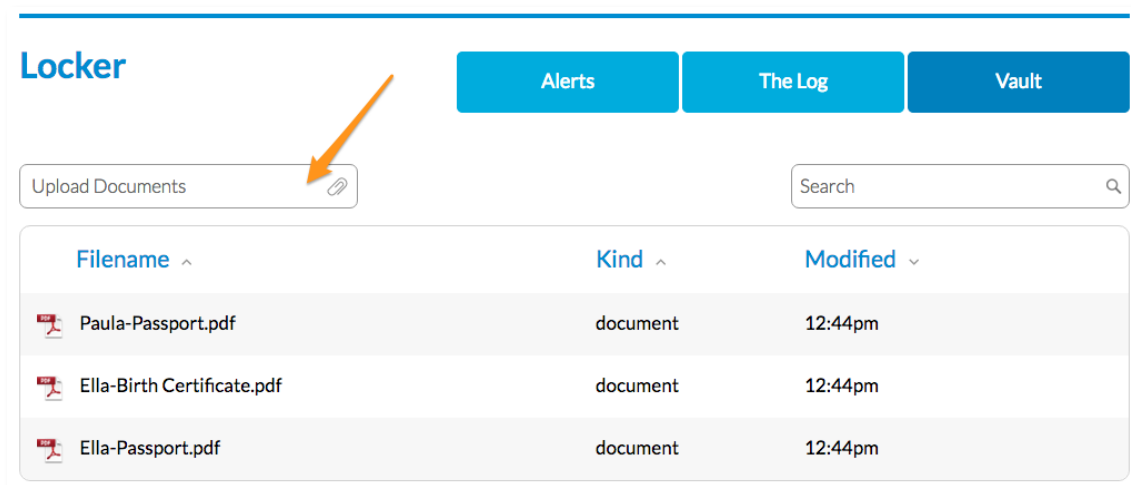
Alerts tab: The Alerts tab lists alerts from both your child care service and the Government. Alerts may include a notice about a child's CCB% changing or when a News Feed article is added to HubHello.

Log tab: The Log automatically records all actions taken with your HubHello.

Vault tab: The Vault is where you can securely store documentation.

How to add a document to the Vault:

1. Click on the words 'Upload Document' or the paperclip icon in the top left corner.
2. A pop up window will appear for you to browse your computer and locate the document you wish to upload.
3. Select the document and click the Open button.



How to search the Vault:

1. Click on the Search bar in the top right corner.
2. Type a keyword of the document you're searching for.
3. Click the enter key on your keyboard.
4. A list of possible documents will be displayed.

Profile

Clicking on your profile picture in the top right corner of the HubHello page will open a menu where you can select Profile. Your HubHello Profile notes important information about you and your children.

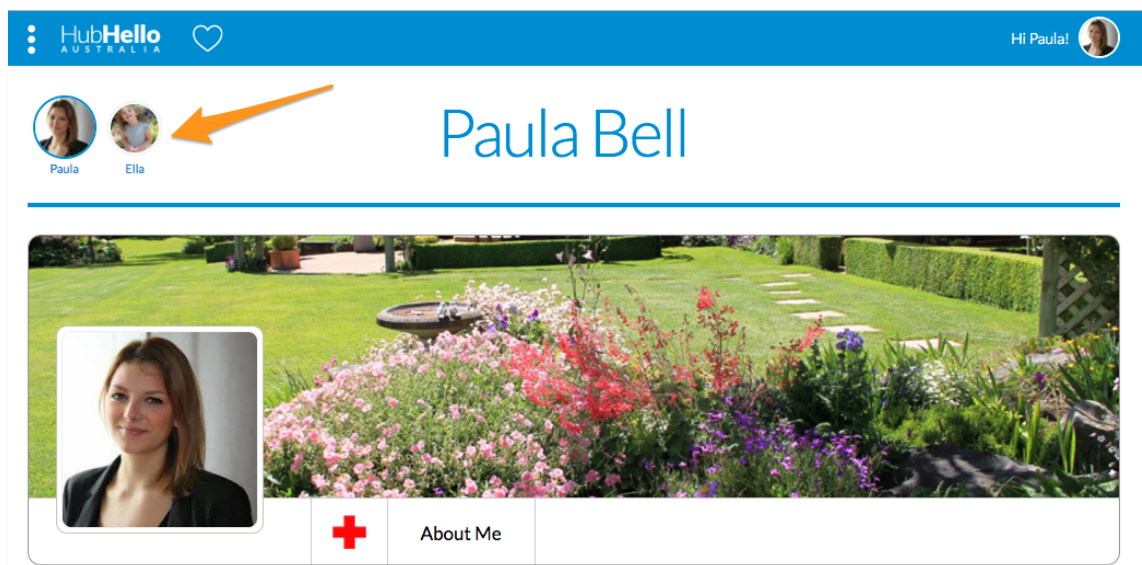
Parent/Guardian profiles include the following menu options:

- My Identity;
- My Health;
- My World; and
- Formal.

Child profiles include the following menu options:

- My Identity;
- My Health;
- My World;
- My Welfare;
- My Services; and
- Authorisations.

Clicking on the buttons in the top left will allow you to switch between profiles.



How to add or update your profile pictures:

1. Click on your profile picture in the top right corner of the screen and select Profile from the menu that appears.
2. Click on your profile picture or background picture;
3. Click either 'Remove Current Picture' or 'Choose from Your Photos'
4. If choosing from your photos, browse to the photo on your computer and click Open.

Please note that profile images must be less than 1MB.

How to update your profile information:

1. Click on your profile picture in the top right corner of the screen and select Profile from the menu that appears.
2. Your profile will be displayed.
3. Click on the area that you wish to update from the menu on the left;
4. Once on the appropriate page, click on the page title and the fields will open in a format that you can edit.

My Identity

My Health

My World

Formal

Identifiers

Title

Ms

First Name

Paula

Middle Name +

Last Name


Bell

Preferred Name +

Prior Name(s) ?

☐

Date of Birth

 31/03/1986

Age

30 yrs 7 mths

Gender

☐ Male ☒ Female

Contact Details

☒ Apply Contact Details to all my listed children

Address (Residential)

Street No

Street Name

Elwood

VIC

Australia

3184

Phone (Home) +

0

3

-

9

8

7

6

-

5

4

3

2

Phone (Work) +

-

-

Phone (Mobile)

0

4

0

0

-

1

2

3

-

4

5

6

5. Type in the required changes.
6. Click the save button.

Support

The Support page is where you will find important announcements and educational materials. HubCare believes communication is key to successful partnerships and as such ensure the articles and materials available on the Support page are relevant, up to date and practical.

HubCare encourages all parents/guardians to regularly use the Support page as a self help source should you have questions about the functionality of HubHello or any associated program.

How to access support materials:

1. Click on your profile picture in the top right corner of the screen.
2. Select Support from the menu that appears.
3. Once on the Support page clicking a title or 'View All' will open that section in its entirety.

Announcements

Announcements list important messages from HubCare regarding HubHello and any associated programs. This could include support office closures, CCMS system outages or urgent development actions.

What's New

What's New includes enhancement articles regarding updates to HubHello and any associated program. These articles contain how to information and in many cases screenshots to demonstrate the update. What's New is divided into sections and you will only see those sections relevant to the programs available to you.

Video Tutorials

A number of video tutorials are available for HubHello and each associated program. You will only see the videos for the programs available to you.

FAQ's

The Frequently Asked Questions section includes just that, queries that are commonly asked of our support representatives and the appropriate answer. These questions relate to HubHello but also each program.

Tips and Tricks

Tips and Tricks articles are written to assist on a range of items.

Downloads

The Downloads section is where education documentation can be downloaded. This includes User Guides, CCMS changes or Terms of Use for example.

HubHello Modules

Buttons

The buttons available in the top left of the HubHello page will include a My Family button as well as buttons for you and each of your children.

Services

The child care services that your family accesses will be listed in the top right of the HubHello page. Hovering over the service logo will display the service name.

Alerts

The Alerts module is a list of the most recent of your alerts. The number of alerts waiting for you to read is noted to the right of the module. The full list of Alerts can be accessed via the Locker.

How to view alerts:

1. Click on the orange alerts box to open the most recent list.
2. Click on the orange box again to close the most recent list.
3. The number of unread alerts will reduce once the list is closed.

Me Line

This module is still in development. Once completed it will be a visual representation of activities that have occurred at your service over a period of time.

Search

The Search module searches information from within HubHello based on the keyword/s entered.

Gallery

The Gallery module is where you can view images that your child care service has uploaded and tagged to include your child. You are also able to add images to the Gallery.

How to add an image:

1. Click on the Gallery title.

2. Click on the grey square with the + symbol in the top left corner of the gallery to open a browser window.



3. Locate the image on your computer.
4. Click the Open button.
5. Alternatively, you can drag and drop images to the grey square with the + symbol.

How to edit the image title:

1. Click on the image once it has been added to the gallery.
2. The image will open in a pop up window and there will be three symbols along the right hand side – a cross, a pencil and a rubbish bin.



3. Click on the pencil icon.
4. The title along the bottom of the image will change format so you can edit it. Type the new name and click the enter button on your keyboard.

How to tag the children that appear in the image:

Tagging children within images will alert their parents that a new image has been uploaded.

1. Click on the image once it has been added to the gallery.
2. The image will open in a pop up window.

3. Click on the tag icon in the bottom right corner of the image.



4. A pop up window will appear listing the children's names.
5. Tick those children that appear in the image.
6. Click the Apply button.
7. Hovering over the tag will now display the children's names in a pop up bubble.

How to delete an image:

1. Click on the image and it will open in a pop up window.
2. There will be three symbols along the right hand side – a cross, a pencil and a rubbish bin.
3. Click on the rubbish bin icon.
4. A pop up will appear asking if you really wish to delete the photo – click OK.

How to search for an image:

1. Click on the Gallery title;
2. Click the drop down list in the top right corner;
3. Select from the list available to filter your gallery. You can choose to search images from a particular child care service or of a particular child.

HubWiki

HubWiki collates information from partner organisations websites to provide parents/guardians with an easy to access knowledge base. The HubWiki module displays a Topic of the Day on the HubHello page.

How to search HubWiki:

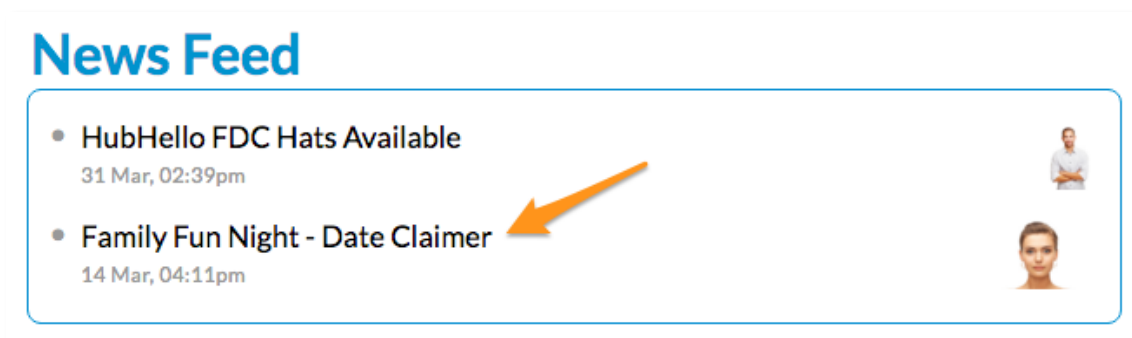
1. Click on the the HubWiki title.
2. A page will open with a search bar in the centre.
3. Enter keywords and click Enter on your keyboard.
4. A list of search results will be displayed, click the title of a result to open the full article.

News Feed

The News Feed module is where your child care service can add articles to with you.

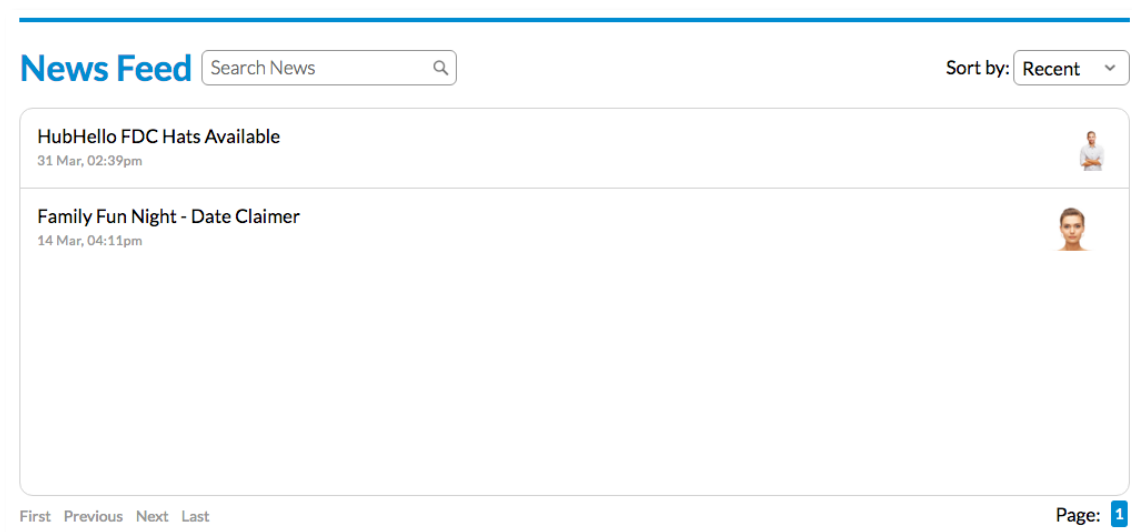
How to view an article:

1. Click on the title of the article to open a full screen view.



How to view all articles;

1. Click on the News Feed title;
2. To locate a particular article you can:
 - a. Scroll through pages;
 - b. Use the search bar in the top left; or
 - c. Sort the articles by Recent, Title or Author.



feedAustralia

If your service is using the feedAustralia program this module will show the menu for the day.

Weather

The Weather module displays a five day upcoming forecast determined by the location entered on your profile.

If your child care service is utilising the feedAustralia program you will be able to view their weekly menu including nutritional information, menu ideas and a record your child's eating habits.

How to access feedAustralia:

1. Click or hover over the three white dots in the top left corner of the HubHello page to open the My Programs menu;
2. Click on feedAustralia.




If feedAustralia is not listed it means your child care service does not use this program.

Once on the feedAustralia home page you will see four tabs:

- Menu;
- Menu Ideas;
- Eating Habits; and
- Analytics.

Menu

The Menu tab will show the Weekly Menu for your child displayed in a Monday to Friday table with each meal time offered by your child care service.


|  <div> Menu Menu Ideas Eating Habits Analytics </div> | | | | |
|--|--|---------------------------------------|---|---|
| Week's Menu  Mar 28 - Apr 03  | | | | |
| Monday | Tuesday | Wednesday | Thursday | Friday |
| Morning Snack | Morning Snack | Morning Snack | Morning Snack | Morning Snack |
| Fruit Salad Yoghurt | Cheesy Polenta Triangles Fruit Skewers | Vegetable Pikelets Whole Fruit | Frozen Fruit Crush Savoury Cheese Roll-ups | Scrambled Egg Toast Cups with Vegetables |
| Lunch | Lunch | Lunch | Lunch | Lunch |
| Vegie Wedges Hummus Beef Stroganoff with Pasta | Beef, Potato and Pumpkin Bake | Pick Your Own Platter 🍴 | Sang Choy Bow | Chicken Parmigiana with Vegetables and Wholemeal Bread Roll |
| Afternoon Snack | Afternoon Snack | Afternoon Snack | Afternoon Snack | Afternoon Snack |
| Banana Bread 🍌 | Iron Rich Muffins 🍌 Peach & Vanilla Yoghurt | Corn Cheese and Chive Mini Muffins | Tomato & Hommos Crostini Fruit Salad | Apple Jaffles Apple Scrolls Home-made Custard 🍌 |

In the Daily Menu view each meal can be selected to show the food groups being served and the number of servings for each food group. The table to the right of the Daily Menu view shows the number of servings per food group per meal and total number of servings for the day compared with the recommended number of servings. Recommendations are based on the Caring for Children resource.

Daily Menu

Friday, Apr 01, 2016

Morning Snack



Scrambled Egg Toast Cups with Vegetables

Meat and alternatives 0.4

Breads, Cereals, Rice and Pasta 1

Vegetables 1.1

Food group recommendations met today ★★★★★

Allergies 0

| Meal | Servings per food group | | | | |
|------------------------------|-------------------------|-------------|---------------------------------|--------------|--------------|
| | Meat and alternatives | Dairy Foods | Breads, Cereals, Rice and Pasta | Fruit | Vegetables |
| Morning Snack | 0.4 | 0 | 1 | 0 | 1.1 |
| Lunch | 0.6 | 0.3 | 0.6 | 0 | 1.1 |
| Afternoon Snack | 0 | 0.7 | 0.8 | 1.4 | 0 |
| Actual Servings: | 1 ✓ | 1 ✓ | 2.4 ✓ | 1.4 ✓ | 2.2 ✓ |
| Recommended Servings: | 0.75 | 1 | 2 | 1 | 2 |


[Click here to get info on meeting food group serves](#)

Daily Nutrient Totals (per serve)

| | | | | | |
|--------------|-----------|----------|---------|-----|----------|
| Energy | 3635.4 kJ | 868 kCal | Sugar | 22% | 51.4 g |
| Carbohydrate | 49% | 112.9 g | Sodium | 0% | 917.7 mg |
| Fat | 9% | 21.3 g | Protein | 20% | 46.2 g |

Menu Ideas

The Menu Ideas tab lists a number of meal suggestions for snack and lunch. This list can be filtered by meal type (top left) or food group (top right).



Menu

Menu Ideas

Eating Habits

Analytics

Please choose a meal:

Lunch

Food groups filter:

All food groups

Apricot Chicken

<

Asian Style Fish

<

Baa Baa Rippy Rissoles

<

Minced Beef Stroganoff

<

Minestrone Soup

<

Moroccan Chicken with Cous Cous

<

Clicking the down arrow next to a meal name will show additional information about that meal including:

- Ingredients;
- Food groups;
- Nutrition facts; and
- Method.

Eating Habits

The Eating Habits tab allows your child care service to record what meals your child eaten over the course of the day. A green button indicates the meal was consumed, a red button indicates it was not. The calendar icon in the top right allows you to select which day you would like to view.

Servings

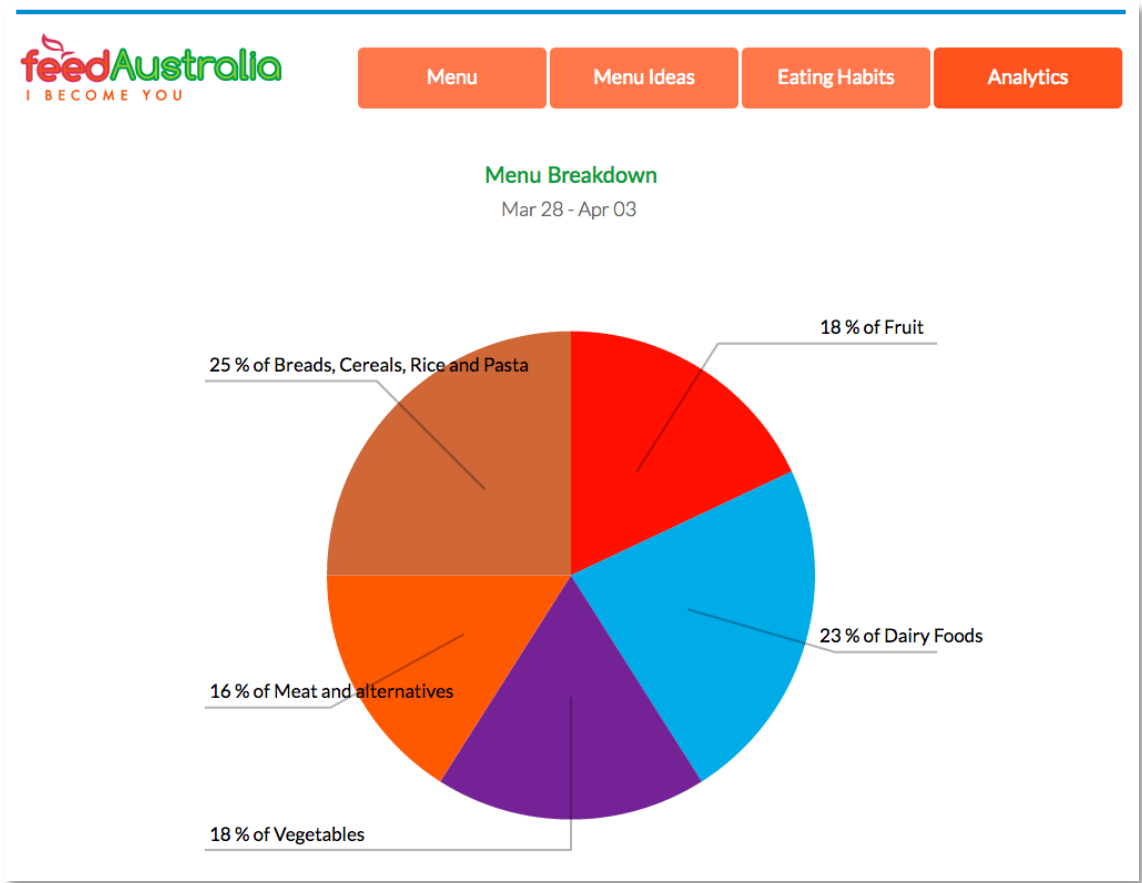
Fri, Apr 01, 2016

Wombats (48 mths and over)

| Name | Morning Snack <input type="checkbox"/> | Lunch <input checked="" type="checkbox"/> | Afternoon Snack <input checked="" type="checkbox"/> |
|-----------|--|---|---|
| Ella Bell | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Analytics

The Analytics tab shows a graphical menu breakdown over a period of time to demonstrate the various food groups that are being served.



Educate

If your child care service is utilising the Educate program you will be able to view Observations, Cycles of Planning and Programs that involve your child.

How to access Educate:

3. Click or hover over the three white dots in the top left corner of the HubHello page to open the My Programs menu;
4. Click on Educate.

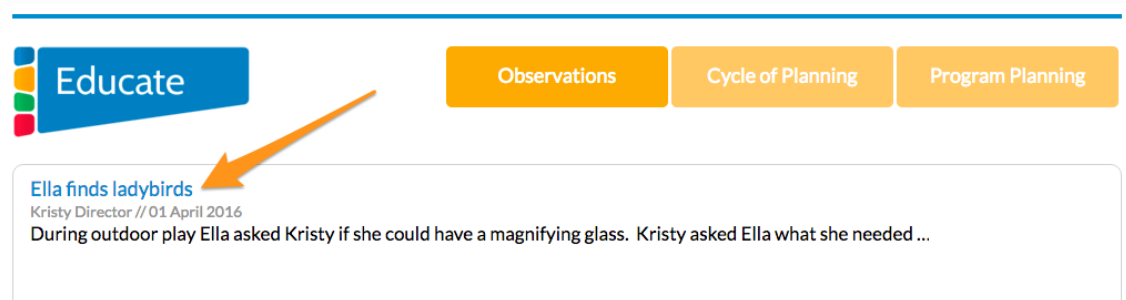
If Educate is not listed it means your child care service does not use this program.

Once on the Educate home page you will see three tabs:

- Observation;
- Cycle of Planning; and
- Program Planning.

Observation

The Observation tab will list the observations documented by your child care service that involve your child. Clicking on the title of an observation will open a full screen view so you can read all content and images.



Cycle of Planning

The Cycle of Planning tab allows your child care service to link multiple observations and create an activity plan for your child. Clicking on the title of a Cycle of Planning will open the full screen view for you to read.

Program Planning

The Program Planning tab lists all programs planned by your child care service that your child has or will participate in. Clicking on the title of the program will open the full screen view for you to read.



Insects

Author: Kristy Director
01 April 2016

[Linked Observations](#)

[Individual Observations](#)



Ella finds ladybirds

[International Teaching / Goals / What's Next](#)

Aim to expand Ella's interest in insects and to do so by incorporating various areas of the program i.e. language and literature, dramatic play, art, etc.

Aim to develop Ella's fine motor abilities by engaging her in insect related activities - see Mini Beast program.

[Evidence](#)

- * Encourage Ella to continue her observation of the veggie garden to see if she can discover other insects.
- * Ask Ella to share what she has found with the group during snack time.
- * Suggest to Ella that she use the materials on the collage table to create a picture of the ladybird family - particularly encourage use of scissors and small collage materials.

[Assessment of Learning](#)

Ella is demonstrating an increasing awareness of the needs and rights of others. She is open to new challenges and actively searches to discover. Ella cooperates and works well with her peers. Ella is showing growing appreciation and care for natural environments and is exploring her relationships with other living things through observation.

Mini Beasts

04 April 2016 - 08 April 2016

This week we will be exploring the world of insects and small creatures. We will discover what these animals look like, where they live and what they eat. We will discuss what mini beasts are safe to touch and those that are not.

[Children's Current Interests](#)

The children have displayed interest in:

- * using magnifying glasses;
- * easel painting;
- * dramatic play using masks;
- * gardening;
- * small box collage; and
- * ball play.

[Planned Intentional Teaching](#)

[Goals](#)

To engage children's interest through creative and interesting extension activities that capture children's attention, inspire curiosity and promote a desire to learn.

[Practices and Principles](#)

Learning through Play
Intentional teaching
Continuity of learning and transitions
Ongoing learning and reflective practices

[Experiences](#)

Outdoor: Easel Painting - use the large insect toys to act as models for still life painting. Children may also choose to move their easels into the yard if they have found a live insect that they'd like to paint.

Dramatic Play: create antenna headbands using pipe cleaners and egg cartons (see Mask Making p.10). Headbands not made by Educators can then be placed in the Dramatic Play dress up box.

Science and Discovery: make all magnifying glasses available on the Science and Discovery table.

Art: provide children with collage materials, primarily small boxes, and challenge them to work together to create insects and imaginary mini beasts. Display finished projects suspended from the roof in the foyer.

Language and Literature: choose books from library that relate to mini beasts for display on children's book shelves i.e. The Very Hungry Caterpillar.

Video Tutorial

Don't forget, you can source video education on the HubHello support page.

To access the Support page:

1. Click on the profile image in the top right corner of HubHello, then click 'Support' from the menu that appears;



2. Scroll to the bottom of your Support page to view the 'Video Tutorial' section. You can click the 'View All' link to view all video tutorials related to the program type selected (HubHello, HubWorks!, feedAustralia, or Educate).

Video Tutorials

