

## 2.13 Booking and Cancellations

### Policy Statement

It is essential that we have processes in place that ensure the OSHC service operates efficiently and effectively and that future planning considerations for the service are met through maintaining appropriate records and procedures for children's bookings and cancellations. This ensures that the future needs of the service can be assessed through the maintenance of appropriate waiting lists and availability of places.

The service complies with reporting of bookings requirements as prescribed by the Australian Government Department of Education, through the Child Care Services Handbook.

### Procedures

#### Before and After School Care

When bookings are made by authorised parties for children to attend the service, it is required that:

- The priority of access requirements are followed with priority given to primary school age children
- A completed enrolment form is received for each child prior to their attendance at the service
- Parents/guardians are made aware of the service policies and procedures and have been provided with appropriate information in respect of the booking processes.

The Coordinator and nominated Responsible Person/s are authorised to accept and manage bookings.

Permanent bookings are entitled to a reduced fee as per the fees policy. A permanent booking is defined by a regular pattern of attendance throughout each term on one or more occasions per week. Repeated cancellations equal a permanent cancellation of your booking. More than 3 times in a term will cease booking.

All fees associated with permanent bookings, should the child not attend care due to illness or for any other reason, will be required to be paid in full. CCS will apply in accordance with allowable and approved absence provisions.

Casual bookings attract a higher fee due to the nature of the booking and irregular pattern of attendance.

Casual bookings are only available to families where the service has approved places available.

Enrolments and bookings are required by all families who seek to use the service on a permanent or casual basis.

Transition to High School: The last Vacation Care attendance for Year 6 students will be the Dec-Jan session. Once they have commenced High School, they can no longer attend BSC ASC or Vacation Care. Special consideration MAY be taken at the discretion of the Approved Provider.

All families are required to update their enrolment information for the beginning of a new school year. New enrolment forms are to be completed and returned by December 1<sup>st</sup> each year.

All permanent bookings for before and after school care will end on the last school day of Term 4 each year.

Any vacancies that arise become subject to the priority of access policy in determining who may fill that vacancy.

### Attendance Procedure

All bookings are entered into the service's software program. Daily rolls are printed at the end of each day for the following day. Each Friday afternoon a weekly pickup list is printed for the following week.

Amendments:

- Cancellations are to be made in RED PEN with line through the child's name
- Additional bookings are handwritten at the bottom of that day's list in BLACK PEN
- Number of children to be collected that day at the top of the list and highlighted.
- Each afternoon before collection a check against the daily roll is made and each child's name is then highlighted
- A second check is made between the daily roll and the service's software program numbers for that day and a RED DOT is placed beside each name
- Directly before electronic sign in another check is to be made against the daily paper roll to verify that numbers match.

### Cancellations

Cancellation of bookings for before and/or after school care must be made **24 hours prior** to the session starting or a fee, equal to the fee for that session will be charged.

That is:

- Before School Care no later than 6.30am the day prior
- After School Care no later than 2.45pm the day prior

If the child's booking has not been cancelled and the child is absent, **a non-cancellation fee will be charged** in addition to the prescribed fee for that session.

Changes to bookings and/or cancellations will only be taken:

- From a parent/authorised persons
- Verbally over phone, in writing, text or by email.

**Bookings may not be taken whilst accounts are in arrears.**

Refer to Fees Policy 10.4

### Vacation Care

Vacation Care bookings are required to be completed on a booking form distributed with the program. Cancellation of bookings for vacation care must be made no later than **5 Business Days** prior to the session start time or a fee, equal to the fee for that session will be charged. This requirement is due to the rostering of staff.

Vacation care bookings will only be taken if your account is paid in full or a payment plan is in place.

### Student Free Day

Student Free Days operate as a Vacation Care in service day and service day costs apply.

### Public Holidays

The service is closed on Public holidays

### Absences from Child Care

Cancellations that attract the prescribed fee for that session will be counted towards the family's initial 42 absence days for the current financial year, as per the Child Care Service Handbook.

Absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided). Absences cannot be recorded for a child before the child has begun care or after a child has left care.

### Additional Absences

- Absence days taken for the following reasons, after the initial 42 absence days have been used, are called 'additional absence days'. The reasons may include:
- Illness (with a medical certificate);
- Non-immunisation (with written evidence)
- Rostered days off/rotating shift work (with written evidence)
- Temporary closure of a school or student free days.
- Periods of local emergency.
- Shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation); and
- Exceptional circumstances.

There is no limit on the number of these days for which CCS may be paid provided that:

- They are taken for the reasons specified above.
- Supporting documentation (where required) is provided; and
- They are days on which care would otherwise have been provided.

### Permanent Cancellation of Care

Families are required to give a minimum of two weeks' notice, in writing, to advise the service of the permanent cancellation of their booking.

Regardless of the notice period given, if the family has advised that the child will leave the service on a particular day, but that child does not attend their last session(s) of care, the family are not eligible for CCS and the service is entitled to charge full fees for that session. The only exception is where the child was still expected to attend the service even though notice has been given, and the day is able to be claimed as an additional absence by the family (e.g. in case of illness). CCS may only be claimed as per the additional absence guidelines which requires documentation to be provided by the family. Initial 42 days absences may not be claimed for these days.

Outstanding balances of the family account will be managed in accordance with the Fees Policy of the service.

**References**

Australian Government Department of Education Children's Services Handbook  
Relevant Policies: Educator Ratios, Arrivals and Departures of Children, Excursions, Enrolment,  
Communication with Families, Fee

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