

# A-7 Bookings

Epping Heights OSHC.

## NQS

QA. 2.2.1	Supervision.
QA. 4.1.1	Organisation of educators.
QA. 4.2.2	Professional standards.
QA. 6.1.1	Engagement with the service.
QA. 6.1.3	Families are supported.
Q.A. 7.1.1	Service philosophy and purpose.
QA.7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.

## National Regulations

Reg. 145 - 151	Staff and Educator Records
Reg. 158 – 162	Attendance and Enrolment Record
Reg. 165	Record of Visitors
Reg. 167	Record of service's compliance
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider
Reg. 178	Prescribed enrolment and other documents to be kept by family day care educator
Reg. 181 - 184	Confidentiality and storage records

## My Time, Our Place

LO. 1	Children and young people feel safe, secure, and supported
LO. 2	Children and young people develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary as active and informed
LO. 5	Children and young people interact verbally and non-verbally with others for a range of purposes

## Policy Statement

If a child is to attend Epping Heights OSHC on a regular basis a permanent booking is required. A permanent booking must be paid for whether or not the child attends. There is a small discount (relative to the casual booking rate) for booking your child or children on a permanent basis.

## **Related Policies**

- Epping Heights OSHC Policy A-4: Enrolment
- Epping Heights OSHC Policy A-6: Fees
- Epping Heights OSHC Policy A-8: Dropping off and Picking Up
- Epping Heights OSHC Policy A-10: Acceptance and Refusal of Authorisations
- Epping Heights OSHC Policy A-16: Financial Management
- Epping Heights OSHC Policy A-17: Privacy and Confidentiality
- Epping Heights OSHC Policy C-5: Professional Development
- Epping Heights OSHC Policy D-10: First Aid
- Epping Heights OSHC Policy D-11: Management of Incident, Injury and Trauma
- Epping Heights OSHC Policy D-12: Death of a Child
- Epping Heights OSHC Policy D-13: Illness and Infectious Diseases
- Epping Heights OSHC Policy D-14: Immunisation
- Epping Heights OSHC Policy D-15: Allergies
- Epping Heights OSHC Policy D-16: Asthma
- Epping Heights OSHC Policy D-17: Anaphylaxis
- Epping Heights OSHC Policy D-20: Medication
- Epping Heights OSHC Policy: D-28: Workplace, Health and Safety
- Epping Heights OSHC Policy: E-2: Programs
- Epping Heights OSHC Policy: E-5: Excursions
- Epping Heights OSHC Policy: E-9: Out of Centre Activities

## **Procedure**

Changes to bookings are made through the Centre's portal using individual log-in information. Last minute changes for transfers, casual bookings and absences that are made after the cut off time can be made by contacting the Centre. There are three types of bookings: Permanent, Casual and Alternate bookings.

### **Permanent Bookings**

Bookings are considered permanent if they are made for the same session for a minimum of two consecutive weeks. These are chargeable despite attendance.

Changes to permanent bookings, either cancellations or session additions, must be made through the Centre's portal by 9am of the Friday prior to the week that the changes are to take place.

Additions not put through by this time can be added at the discretion of the Centre Director. Cancellations not put through by this time will be charged.

An "Away" booking change must be entered through the Centre's portal by 12pm (midday) the day prior to the session the change is to take place. "Away" notifications after this time must be made to the Centre. "Away" Permanent sessions are chargeable. Non-notification of a child's absence from a session may incur additional fees (See Policy A-6: Fees).

Permanent bookings may be transferred from one day to another in the same week (Monday to Friday) providing the change is logged online by 12pm (midday) the day prior to the session

being transferred from or to and they are for the same session type (i.e. Morning for Morning, Afternoon for Afternoon).

Permanent bookings falling on a public holiday or day of closure are non-chargeable.

### **Casual Bookings**

Bookings are considered casual if they are made irregularly or occasionally.

Casual bookings must be made online by 12pm (midday) the day prior to the required booking. After this time, bookings must be confirmed directly with the Centre, and must be made prior to the commencement of the session required.

Casual bookings may be cancelled without charge provided the centre is advised prior to the end of the morning session or the commencement of the afternoon session. If the centre is not informed by this time the casual session will be charged.

### **Alternate Bookings**

Where a parent is involved with shift or rostered work, or have a split family arrangement, the Centre will endeavour to arrange to activate permanent bookings for their children on the portal dependant on the family's circumstances and availability of places.

Alternate bookings should be logged online via the portal by Friday 9am prior to the week that the bookings are to take place. Alternate bookings do not carry over at the end of each school term and must be re-submitted for bookings to occur.

### **Vacation Care Bookings**

The service's Vacation Care program is generally open for bookings between week 5 & week 7 of the school term. The open date is usually advertised for families in Centre correspondence prior at the discretion of the Centre Director/Educational Leader.

Vacation care bookings are able to be made via the Centre Portal until such a time as the day is fully booked, or the cut off date for changes to bookings is reached. The cut off date for changes to bookings is generally between 1-2 weeks before the commencement of the holiday period dependant on extraneous factors which may impact this (e.g.: lack of booking numbers, centre closures, infectious diseases etc). The cut-off date is ascertained at the discretion of the Centre Director/Educational leader. Bookings may not be possible after the cut off date, and parents are encouraged to contact the centre via email to check availability. Bookings made after the cut-off date are charged at a casual rate (usually + \$5) as specified in the annual fee schedule.

After the cut-off period, families are charged for all bookings that have been made regardless of attendance. If prior notice is given, swapping days throughout the Vacation Care period can occur where possible. The cost of the more expensive day is what should be charged in the event of a swap. Any difference in cost is invoiced separately and is not applicable for CCS

All booking changes that are made by the Centre staff should be specified in writing from the parent.

In the event of unforeseen circumstances (e.g. lockdown situations, inclement weather), the Centre reserves the right to change the activity for the day to another event of similar cost without notice to ensure the safety and wellbeing of the children and educators involved. These days are still chargeable, and no cancellations are permitted.

Vacation Care is invoiced to families at the conclusion of the Vacation Care period.

### **Centre Closure Response Plan**

Due to any serious circumstances that render the service unable to operate (serious disease outbreak, natural disaster, or damage), the service has in place a Centre closure response plan (created March 2020). Referral to these plans is recommended in such events.

Any decision for the service to close and to initiate the Centre Closure Response Plan will be made in alignment with current service policies and official recommendations through Management Committee/Director consultation. The Centre Closure Response Plan is not absolute and may be altered to suit and accommodate specific circumstances in relation to the closure and should be adjusted accordingly.

### **Sources**

- Education and Care Services National Regulations (2011)
- My Time, Our Place
- Australian Tax Office – Legal Requirements for Record Keeping
- Network of Community Activities – “Record Keeping” Factsheet #28
- Office of the Children’s Guardian Working with Children Check
- Funding Agreement
- Accident records, Insurance requirements
- Child Care and Protection Act 1988

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