

## A-7 Bookings

### NQS

|           |                                 |
|-----------|---------------------------------|
| QA.2.2.1  | Supervision.                    |
| QA.4.1.1  | Organisation of educators       |
| QA. 4.2.1 | Professional Collaboration.     |
| QA. 4.2.2 | Professional standards          |
| QA.6.1.1  | Engagement with the service.    |
| QA.6.1.3  | Families are supported.         |
| QA. 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. 181 - 184 | Confidentiality and storage records                                      |

### My Time, Our Place

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|-------|---|
| 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 citizens |
| 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 Concord 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 in on a permanent basis.

## Related Policies

- Concord OSHC Policy A-4: Enrolment
- Concord OSHC Policy A-6: Fees
- Concord OSHC Policy A-8: Dropping off and Picking Up
- Concord OSHC Policy A-10: Acceptance and Refusal of Authorisations
- Concord OSHC Policy A-16: Financial Management
- Concord OSHC Policy A-17: Privacy and Confidentiality
- Concord OSHC Policy C-5: Professional Development
- Concord OSHC Policy D-10: First Aid
- Concord OSHC Policy D-11: Management of Incident, Injury and Trauma
- Concord OSHC Policy D-12: Death of a Child
- Concord OSHC Policy D-13: Illness and Infectious Diseases
- Concord OSHC Policy D-14: Immunisation
- Concord OSHC Policy D-15: Allergies
- Concord OSHC Policy D-16: Asthma
- Concord OSHC Policy D-17: Anaphylaxis
- Concord OSHC Policy D-20: Medication
- Concord OSHC Policy: D-28: Workplace, Health and Safety
- Concord OSHC Policy E-2: Programs
- Concord OSHC Policy: E-5 Excursion
- Concord OSHC Policy: E-10 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 for Before and After School Care - Permanent, Casual and Alternate bookings: and two types of Vacation Care bookings – Early Bird and Normal 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 will at the discretion of the Centre Director. Cancellations not put through by this time will be charged. Permanent bookings must be cancelled for a minimum of 2 weeks. Where a session is required during this two-week window, parents/guardians may book the child in casually (please see Casual booking section below).

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 by

contacting 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 that 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 online by 12pm (midday) the day prior to the booking. Casual booking cancellations after this time can be made without charge provided the centre is advised prior to the end of the morning session or the commencement of the afternoon session by phone or email. 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. Parents should advise the Centre Director of their position and appropriate arrangements will be put in place to accommodate these situations.

Alternate bookings should be logged online 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 Vacation Care program is usually open for bookings during week 7 of the school term. The opening date and vacation care program will be circulated to families via email, the services Facebook page, the centre website, and will also be available on the portal.

Vacation care bookings are able to be made via the portal until such time as the day is fully booked, or the cutoff date for changes to bookings is reached. Families from Concord Public School are given one week in which to book, before bookings for children from other schools is made available. Early Bird rates are usually available until the Friday in the second last week of term. After this date, all bookings will be made at the normal rate. The early bird dates and costs, along with the normal rate costs will be published on the Vacation Care Program. The cut-off date for changes to bookings, is usually 2 business days prior to day being booked, although this may change based on factors outside the centres control, such as outside provider cut off dates, staffing concerns, etc. Any

bookings after the online cut off date must be made via email to the Centre Director and are subject to availability.

Bookings can usually be cancelled via the portal up until the Friday the second last week of term. After the cancellation period is passed, all bookings are chargeable despite attendance, unless a child is absent due to illness. Where a child is absent due to illness, a medical certificate must be supplied to the centre either 24hrs in advance (if an excursion day will be missed) no later than the Friday of the week of the absence (for excursion or in-centre days), or full fees will apply. The last date cancellations are available will be published on the Vacation Care Program.

In the event of unforeseen circumstances, such as inclement weather, heatwaves, lockdowns or infectious disease outbreaks etc, the centre reserves the right to adjust the activity of the day, to ensure the safety of all in attendance. Where these changes are made, as much notice as possible will be provided to the parents, with information around weather cancellations will be available.

## Sources

- Education and Care Services National Regulations (2011)
- My Time, Our Place – Framework for School Age Care in Australia V2.0
- Licence Agreement
- SafeWork Australia
- SafeWork NSW

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