

## BOOKINGS AND CANCELLATION POLICY

Out of School Hours Care (OSHC) Services provide high quality care for children before and after school, on pupil free days and during school holidays as Vacation Care programs.

### NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 175	Offence relating to requirement to keep enrolment and other documents
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases

99	Children leaving the education and care service premises
155	Interaction with children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

## SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

### As per our parent handbook:

Bookings are done each term. It is the responsibility of parents/caregivers to notify the Director of any changes to your bookings. Failure to cancel a booking will result in the full fee being charged. Cancellations can be made via mobile phone, text, Seesaw, email or in person. Cancellations for after school care, before school care and vacation care require **1-week notice**.

**To remain viable and a service of the school we must achieve a “breakeven” balance and fees paid remain the parent’s/caregivers responsibility.**

A late fee of \$1.00 per minute will be charged for the failure to collect children by 6pm.

Parent's/caregivers must contact staff with an estimated arrival time if they are running late.

Casual booking and unexpected children will be added to the roll and accommodated if possible.

Casual bookings and the unexpected arrival of children cannot be guaranteed a place in the program due to legal restrictions on educator/child ratios.

Where a program session is full the Director will inform the parent/caregiver via phone or text at the time of booking and unexpected children who are in excess of the staff/child ratios will be sent to the school office and parents contacted to collect them as soon as possible.

**Please be aware the Director is only contactable from 1:00pm on weekdays. During this time, the Director is available to answer emails, respond to messages or app requests. From 3:10pm, all staff are busy on the floor, this means we are with children and cannot engage in conversation. If you have any concerns or wish to discuss anything in detail, please contact the Director to arrange a meeting during office hours.**

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