

BOOKINGS AND CANCELLATION POLICY

Robina Outside School Hours Care (OSHC) management seeks to implement processes to ensure that the SAC 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 will ensure future needs of the service can be assessed through the maintenance of appropriate waiting lists and availability of places.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

AUSTRALIAN GOVERNMENT DEPARTMENT OF EDUCATION AND TRAINING	
	Child Care Provider Handbook

RELATED POLICIES

POLICIES	
	Payment of fees policy
9.2	Enrolment Policy
9.3	Communication with families
	Access Policy
	Enrolment Management

PROCEDURE

Before and After School Care

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

- A completed enrolment form meeting the requirements of a complying written agreement (CWA) is received for that child prior to their attendance at the service; and
- Parents/guardians are made aware of the service policies and procedures and have been provided with appropriate information in respect of the booking processes.

Office/ Administration staff shall be trained in the taking and managing of bookings.

Routine/Permanent Bookings

A routine booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week or fortnight.

- All requests for permanent or recurring bookings are to be made online through the My Family Lounge account/portal. Once the request has been submitted it is then reviewed by OSHC staff.
- Only if/when requested spaces are available will you be sent an offer via email to confirm the requested bookings.
- The offer must be accepted before the offer expiry date to lock bookings in. If the offer is not accepted or declined by the expiry date, the offer will be withdrawn and no longer available until a new request is made.
- Permanent bookings are recommended for families who cannot risk being waitlisted.

Permanent bookings guarantees' that your child/children are booked in for the selected day/days and these repeat each week or fortnight.

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

Casual Bookings

Casual bookings shall only be available to families where the service has vacancies.

- All bookings for Before School Care casual spaces are to be made online via the My Family Lounge Portal or parent app up until 7:00am on the day of the Service session.
- All bookings for After School Care can be made online via the My Family Lounge account/App up until 1:00pm on the day of the session, for any bookings made after this time you will be required to contact the OSHC office.

Your child will be booked into the Service once a booking is made either by yourself on the Parent Portal or by the Robina OSHC staff upon your request to them.

Permanent Cancellation

Cancellations of permanent spaces can be made online through the My Family Lounge account/portal.

- To cancel a permanent booking a minimum of 1 weeks notice is required.
- Cancellation of permanent spaces cannot be made within 7 days before the booked session, the child can only be marked as absent within the 7 day period and you will liable to pay all charges for all days that the registered child is booked in for the service and not cancelled within the cancellation period, regardless of whether the child attends the Service.

Cancelling your permanent sessions removes any and all bookings for your child, therefor relieving the space for other families on waitlists.

If the child's booking hasn't been cancelled and the service makes attempts to locate the child, a non-cancellation fee may be charged in addition to the prescribed fee for that session.

Casual Cancellation

In the event that you no longer require your casual bookings, cancellations can be made up until the start of that session (6:15am before school care and 3:00pm afterschool care).

To cancel a booking **on the day** of the session parents are required to contact the OSHC office and inform of their wish to cancel the booked session. Online cancellations can only be made no later than 24 hours before the booked session.

After the session has started cancellations cannot be made online and you will liable to pay all charges for all days that the registered child is booked in for the Service and not cancelled within the cancellation period, regardless of whether the child attends the Service.

Vacation Care

In relation to Vacation Care and Pupil Free Days, bookings shall:

- Be completed through the My Family Lounge Parent Portal
- Bookings for vacation care will not be taken without the designated deposit or fee (\$80.00)

- All accounts must be up to date or paid in full prior to the commencement of vacation care.
- Bookings will not be accepted without the designated deposit and account payment.

Cancellation of bookings for vacation care must be made before the advised cut-off date or a fee, equal to the fee for that session will be charged.

Cancellations for vacation care excursions must be made with 7 working days' notice or a fee, equal to the fee for that session will be charged and any money paid may be forfeited.

Cancellations on the day of the excursion will be charged the full fee for the session and the full excursion cost.

Non-Booked and Non-Cancellations Fees

For any sessions that are not booked in for and your child attends you will incur \$10.00 Per Child Non Booked Fee. To avoid Non Booked fees, Robina OSHC encourages families to book earlier so that staff plan experiences and resources accordingly.

In the instance you have failed to cancel or mark absent your child from a session they are booked into and not attending and an attempt has been made to locate your child you will incur a \$10.00 per child non cancellation fee and be liable to pay all charges for that session.

Absences from Childcare

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 Provider Handbook.

Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence.

Additional Absences

Once 42 absence days have occurred in a financial year, Child Care Subsidy and Additional Child Care Subsidy can only be paid for any additional absences where they are taken for a reason defined in the Family Assistance Law. These reasons can include any of the following:

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill
- the child is attending preschool
- alternative arrangements have been made on a pupil-free day
- the child has not been immunised against a particular infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is

- their usual carer as required by a court order or a parenting plan
- the service is closed as a direct result of a period of local emergency
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

In shared care arrangements (where separated parents both claim Child Care Subsidy for the child's care), the allocation of 42 absences relates to the child, not to each individual claimant.

Priority of Access

There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place.

However, as vacancies in a service arise, providers are asked to consider prioritising children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

The service's Priority of Access for filling a vacancy is as follows:

- the booking is routine
- the child attends the hosting school
- the child is a sibling of a child/ren currently routinely attending the service
- the child is at risk of serious abuse or neglect
- the child is higher on the waiting list whose sole parent, or parents both satisfy the activity test through paid employment

End of Year

At the end of each calendar (school) year, the service will manage routine bookings for before and after school care using one of the following options:

- A. All routine bookings for before and after school care are cleared and become vacancies. Families will be required to complete a new booking form with notification of booked days for the coming school year; OR
- B. Families will be given an opportunity to confirm and rebook their routine days from the previous year. Should confirmation not be received by the advertised date, these days will become vacancies and a new booking will be required; OR
- C. All routine bookings for before and after school care will roll over and continue into the new school year unless otherwise informed by the parent/guardian excepting children leaving the school to attend secondary school.

All families should be requested to update their enrolment information at the beginning of a new school year. Any vacancies that arise become subject to the service's own priority of access policy in

determining who may fill that vacancy.

Date of Development	Date Ratified	Date of Review
May 2019	2 nd April 2020	September 2021