

2.14 Bookings and Cancellations Policy

FUNdurba Kids Club management seeks to implement processes to ensure that 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. This will ensure future needs of the service can be assessed through the maintenance of appropriate waiting lists and or availability of places.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Child Care Service Handbook 2010- 2011*
- *NQS Area: 4.1; 6.1.1, 6.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: 2.3 - Educator Ratios, 2.4 - Arrivals and Departures of Children, 3.5 - Excursions, 9.2 - Enrolment, 9.3 - Communication with Families, 10.4 - Fees.*



Procedures

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

The priority of access requirements are followed;

- A complete enrolment form is received for that 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 booking processes.

Casual bookings shall only be available to families where our Service has spaces available within the licensed capacity.

FUNdurba Kids Club shall comply with reporting of bookings requirements as described by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR)

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

In addition to above, Vacation Care and Pupil Free Day Bookings shall:

Be completed on an appropriate booking form distributed with the program; and signed that all parents agree to terms and understand the conditions of vacation care and pupil free enrolments which is listed below.

Bookings (As in our Parent Hand Book)

Permanent Bookings

All permanent bookings roll over each term and each year. Amendments to permanent bookings need to be made in writing. Parents/ Guardian must advise Fundurba Kids Club office if their child does not plan to attend on any booked day.

Only school age children who have commenced school, are eligible to be enrolled in Outside School Hours Care.

Casual Bookings (where a child is booked in on an occasional, irregular basis)

When families need to use the service on a given day (which is not part of their permanent booking) they need to advise by phone, in person, in writing or email prior to the care needed for Before School, After School and/or Vacation Care. Casual bookings shall only be available to families where our Service has spaces available within the licensed capacity. A casual rate will be charged.

Vacation Care Bookings- Cut off Dates

Vacation Care programs and booking forms are sent home approx. three weeks prior to the end of each school term. Bookings for Vacation Care are essential, as spaces are limited, especially for excursion days. Fees **MUST** be paid, for all days booked, one week in advance and are due on the Friday before attendance each week. **Cut off dates** are in place for Vacation Care anything **AFTER** the cut -off date will not be alternated in days of bookings or cancellation.

Cut -off date for Vacation Care

Vacation Care programs have a cut -off date. This is to be adhered to by all parents/families of our service. Cut- off dates are in place for a number of reasons, from rosters to staff ratio. All Parents upon enrolling over vacation care sign that they have read and understood our terms which involves cut off dates and accounts. Any enrolments after cut -off date, can't change their bookings nor can be accepted into our Vacation Care Program. Casual bookings for Vacation Care shall only be available to families where our Service has spaces available within the licensed capacity and the child's age group. A casual rate will be charged.

Casual Vacation Care Bookings: A Casual Vacation Care booking is made **after** the cut off date and is only accepted if there is availability within the child's group. (This is to fit in with the required staff child ratios and can only be approved by administrator or management) Any casual booking **must be paid** in advance prior to attendance, or on the day. Casual attendance cannot be confirmed until payment is received prior to care being provided.

Absences

It is important that you notify of any absences with regard to your child/children's booking/s. All absences **MUST** be signed for by authorized person.

Sick: If a phone call is made to FUNdurba kids club and a doctors certificate is presented there will be **NO CHARGE** . (doctors cert must be supplied by the Friday of the day the child was absent)

Holidays: We offer a 50 per cent discount on your gap fee for up to four weeks per financial year. Notice of one week or over must be given, this will entitle you to receive half rate holiday fee. **** Note**** You are only entitled to four weeks per financial year on half fee holiday rate.

Absent: If you are picking your child up early it will still be an absent charge and you **MUST** come and sign your children as absent. As rosters are done up week in advance, we have staff to consider.

CCB will be payable for up to 42 allowable absences per session per child per financial year. If a child is absent, the **FULL FEE** for that session will be charged. If absences exceed this amount they will no longer be eligible for CCB coverage for the rest of the financial year.

Additional Absences

If you require any more than your 42 allowable absences please speak to Fundurba office staff for the procedure.

Additional absence days can consist of

- Non-immunisation (with written evidence);
- Rostered days off/rotating shift work (with written evidence);
- Temporary closure of a school or pupil-free days;
- Periods of local emergency;
- Shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation);
- Exceptional circumstances.

There is no limit on the number of these days for which CCB may be paid as long as:

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

Leaving the Service or Cancellation of Care.

Families are required to give a minimum of one weeks' notice, in writing or via email, to advise the service of the permanent cancellation of their booking and or their child leaving the service. 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 CCB 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). CCB 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.

Wait List Procedure

Once the family has paid the enrolment fee they will be placed on a wait list according to the date of the payment. Vacant positions will be filled according to the following steps:

1. When a position at the service becomes available it will be offered to the family whose enrolment fee was received first.
2. Considering the year level in which a vacancy has become available.

If the family decides not to take the position at this time they will remain on the list and be offered the next relevant available position.

Priority of Access

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| 1. First priority | A child at risk of serious abuse or neglect. |
| 2. Second priority | Working parent/s who both satisfies, or of parents/guardian who both satisfy, the work/training/study test under section 14 of the Family Assistance Act. |
| 3. Third priority | Any other child |

Within each category mentioned the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include a disabled/special needs person
- Children in families which include an individual whose taxable income % under clause 7 of Schedule 2 of the Family Assistance Act is 100%;

- Children in families with a non-English speaking background;
- Children of single parents.

If at any stage our enrolments exceed the number we are licensed for we will be required to comply with the Priority of Access Regulations which means if your child is in the third priority group within these guidelines, you may be required to relinquish your place to a child who is in the first or second priority group. You will be given 14 days notice to examine care options for your child. Your child will then be placed on a waiting list and be re-entered into the program when a place becomes available.

In certain circumstances priority to accept some children outside of the conditions mentioned above will be at the discretion of the Senior Co-ordinator and/or the P & C Association.