



LINDEN PARK PRIMARY SCHOOL
Out Of School Hours Care



Policy Group 5 – Management & Administration

Policy Number: 5.3 Cancellations/Bookings

Policy Relationships			
Regulations	Quality Areas	National Quality Standards	Legislation/Guidelines
158-162, 168, 181	6	6.1.1, 6.1.3	'My Time, Our Place' Framework for School Aged Care. Education & Early Childhood Services National Law Act 2010, and National Regulations 2011
	7	7.3.1, 7.3.2	

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Out of School Hours Care services must implement processes to ensure efficient and effective operation. This includes procedures for children's bookings and cancellations which will ensure maintenance of waiting lists and availability of spaces.

Policy Statement

The Linden Park Primary School OSHC will ensure families are made aware of the services policies and procedures in regards to booking and cancelling children's care.

- * My time our place: Framework for school age care in Australia.
- * National quality standards.
- * Education and Care Services National Regulations 2011.
- * Education and Early Childhood Services (Registration and Standards) Act 2011.
- * Childhood services Act 2010.

Implementation

When families make bookings for before school care, after school care, student free days and vacation care, the service will ensure that the priority of access requirements are followed. Enrolment forms must be completed prior to attendance at the service. As part of the enrolment process, families will be made aware of the service's policies and procedures including information about bookings and cancellations.

BOOKINGS:

- * Alterations or bookings made by the weekend prior to care required will be charged as a permanent fee.
- * Any bookings or alterations made during the week of care will be charges a casual fee.
- * Children who arrive at the service without a prior booking will be added to the role and charged at a casual fee.
- * If the child is not enrolled at the service, they will be sent to the front office for office staff to contact family members, alternatively staff will make the call to family members.

CANCELLATIONS:

- * If a child is cancelled due to illness, session fees will still apply for the first day of sickness, however any subsequent days of absence will not be charged.
- * Cancellations are encouraged to be made by My Family Lounge, if My Family Lounge is not available, cancellations can be made by email or text.

Roles and Responsibilities

Educators will:

- * Receive training in how to take bookings and make alterations and cancellations on the weekly rolls of attendance.
- * Have knowledge of the cancellation policy and inform families where necessary.

Families will:

- * Notify the service as soon as possible of any illness, alterations or extra bookings.
- * Be able to make bookings and cancellations via email, written messages or text only if the Myfamily Lounge app is not working.
- * Provide the service with details for benefits and rebates.
- * Contact the school if extra or last minute bookings are made on the day.
- * Agree to terms and conditions of the cancellation policy during the enrolment process.