

## A-7 Bookings

### NQS

QA.2.2.1	Supervision.
QA.4.1.1	Organisation of educators.
QA. 4.2.1	Professional Collaboration.
QA.6.1.1	Engagement with the service.
QA.6.1.3	Families are supported.
Q.A. 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. 169	Record of visitors
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider
Reg. 178	Prescribed enrolment and other documents to be kept by family day_care educator.
Reg. 181 - 184	Confidentiality and storage of records.

### My Time, Our Place

LO. 1	Children feel safe, secure, and supported.
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation.
LO. 5	Children interact verbally and non-verbally with others for a range of purposes.

### Policy Statement

We will ensure that appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all families, staff and management of the Centre, by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

## Related Policies

- NORMANHURST WEST OSHC Policy A-4: Enrolment
- NORMANHURST WEST OSHC Policy A-6: Fees
- NORMANHURST WEST OSHC Policy A-8: Dropping off and Picking Up
- NORMANHURST WEST OSHC Policy A-10: Acceptance and Refusal of Authorisations
- NORMANHURST WEST OSHC Policy A-16: Financial Management
- NORMANHURST WEST OSHC Policy A-17: Privacy and Confidentiality
- NORMANHURST WEST OSHC Policy C-5: Professional Development
- NORMANHURST WEST OSHC Policy D-10: First Aid
- NORMANHURST WEST OSHC Policy D-11: Management of Incident, Injury and Trauma
- NORMANHURST WEST OSHC Policy D-12: Death of a Child
- NORMANHURST WEST OSHC Policy D-13: Illness and Infectious Diseases
- NORMANHURST WEST OSHC Policy D-14: Immunisation
- NORMANHURST WEST OSHC Policy D-15: Allergies
- NORMANHURST WEST OSHC Policy D-16: Asthma
- NORMANHURST WEST OSHC Policy D-17: Anaphylaxis
- NORMANHURST WEST OSHC Policy D-20: Medication
- NORMANHURST WEST OSHC Policy: D-28 Workplace Health and Safety
- NORMANHURST WEST OSHC Policy E-2: written Programs
- NORMANHURST WEST OSHC Policy: E-9 Out of Centre Activities
- NORMANHURST WEST OSHC Policy: E-5 Excursion

## Procedure

Changes to bookings are made through the Centre's webserver using individual log in information.

There are three types of bookings; Permanent, Casual and Alternate bookings.

### Permanent Bookings

Bookings are considered permanent if they are made for the same session for a minimum of two consecutive weeks. Permanent bookings are chargeable despite attendance.

Changes to permanent bookings, either cancellations or session additions, must be made through the Centre's webserver by 9am of the Friday prior to the week that the changes are to take place. Additions not put through by this time will be at the discretion of the Centre Director. Cancellations not put through by this time will be charged.

An "Away" booking change must be entered through the Centre's webserver by 12pm (midday) the day prior to the session the change is to take place. "Away" notifications after this time must be made to the Centre via email or phone. "Away" Permanent sessions are chargeable except where applicable under the ECEC Relief Package. 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 transfer 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 are non-chargeable.

To cancel a permanent booking, the cancellation must be made online by 9am on the Friday prior to the booking cancellation taking place. A permanent booking must be cancelled for a minimum of two weeks. If a cancelled booking is rebooked within two weeks, all the fees from the day of cancellation to the new commencement must be paid in full prior to the new booking being accepted.

### **Casual Bookings**

Bookings are considered casual if they are made irregularly or occasionally. These bookings are subject to places being available.

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 without charge provided the centre is advised prior to the end of the morning session and the commencement of the afternoon session. If the centre is not informed by this time the casual session will be charged. Non-notification of a child's absence from a session may incur additional fees (See Policy A-6: Fees).

Casual bookings will not be accepted if fees are outstanding for prior bookings unless arranged by written agreement.

### **Alternate Bookings**

Where a parent is involved with shift or rostered work the Centre will endeavour to arrange permanent bookings for their children on a week to week basis. Parents should advise the Centre Director of their position and appropriate arrangements will be put in place to accommodate these situations.

Alternate booking forms 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.

### **Sources**

- Education and Care Services National Regulations 2011
- My Time, Our Place – Framework for school age care in Australia
- Australian Tax Office – Legal Requirements for Record Keeping
- Network of Community Activities – “Record Keeping”
- Office of the Children's Guardian - Working with Children Check
- Funding Agreement
- Accident records, Insurance requirements
- Child Care and Protection Act

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