LOWER PLENTY PRIMARY SCHOOL OSH 

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# BOOKING POLICY

## PURPOSE

Lower Plenty Primary School OSHC 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.

## SCOPE

This policy applies to children, families, staff, management and visitors of the OSHC Service.

## IMPLEMENTATION

### Procedures

* When bookings are made by authorised parties for children to attend the service, it shall be required that:
  + The priority of access guidelines are followed;
  + A complete enrolment form is received for that child prior to their attendance at the service;
  + Parents are made aware of the service policies and procedures and have been provided with appropriate information in respect of booking processes.
* All staff shall be trained in the taking and management of bookings and these shall be recorded on appropriate forms and lists
* All fees associated with bookings should the child not attend care due to illness or for any other reason shall be required to be paid in full. CCB will apply in accordance with allowable absences provisions.
* Casual bookings shall only be available to families where the service has spaces available within the licensed capacity.
* Casual bookings for before and after school care can be made by calling the service and will only be accepted where a casual vacancy exists. The decision to accept a casual booking is at the discretion of the Co-ordinator or a Nominated Supervisor.
* Bookings are required by all families who seek to use the service on a permanent or casual basis
* In addition to the above, Vacation Care and Pupil Free Day bookings shall be completed on an appropriate booking form distributed by the program.

### Cancellations

The centre caters for up to 20 places in all programs. Permanent places that remain unused for a period of 4 consecutive weeks may be cancelled if prior arrangements are not made. Where a child is at risk of losing a permanent booking, the parent will be notified by the Nominated Supervisor (Co-ordinator) in writing.

Where a child will not be attending a permanent session, the booking must be cancelled prior to 10.00am for after school care, to avoid a late cancellation fee of 50% of the session charge.

## FURTHER INFORMATION AND RESOURCES

* Children’s Services Act 1996
* Children’s Services Regulations 2009
* Education and Care Services National Law Act 2010
* Education and Care Services National Regulations (102, 160-162)

## REVIEW CYCLE AND EVALUATION

This policy was last updated on 20th January, 2022 and is scheduled for review in January 2025.