

Bookings Policy

Aim:	This policy provides information to parents and carers on the Concongella Primary School Council Outside of School Hours Care (OSHC) policy with regards to requesting and accepting bookings, including prioritisation of bookings.
Date of	17/06/2021
Operation:	
Review Dates:	17/06/2022

POLICY

Concongella Primary School Council OSHC is a not-for-profit service that is committed to accurate, timely and equitable access to bookings where possible.

The following processes will be followed for service bookings:

- Bookings can be requested in person, over the phone or in writing via email to the OSHC service
- Not all requested bookings are able to be met, depending on the licensed capacity of the service and the staffing arrangements per session
- Concongella Primary School Council OSHC will endeavour to staff to allow for casual bookings where practical
- Concongella Primary School Council OSHC will endeavour to meet all booking requests where practical
- Permanent bookings are defined as bookings that are the same each week during school term. For example, every After School Care session on Tuesday and Wednesdays each week
- Permanent bookings will be captured in the enrolment form
- Casual bookings are defined as bookings that change week to week
- Casual bookings or Before and After School Care attract a higher fee due to the nature of the booking and irregular pattern of attendance
- Permanent bookings can be adjusted at any time, provided the identified notice period is adhered to in order to avoid cancellation fees
- Notice for booking changes must occur as follows:
 - Notify OSHC via email or phone prior to close of business 6:00pm one day prior for booking changes for Before School Care and After School Care sessions

- Notify OSHC via email or phone prior to close of business 6:00pm two days prior for booking changes for Vacation Care

Access and Inclusion

- Concongella Primary School Council OSHC has a licensed capacity for the number of children a service can support at one time
- In situations where the demand exceeds places, Concongella Primary School Council will allocate bookings based on the Priority of Access Guidelines determined by the Department of Education, Skills and Employment (DESE)
- These guidelines will be balanced with the principles of non-discriminatory access and inclusion
 - Priority 1—a child at risk of serious abuse or neglect
 - Priority 2—a child of a single parent or parents who satisfy both the work, training, study test
 - Priority 3—any other child
- Within these main Priority categories, priority should also be given to children in:
 - Aboriginal and Torres Strait Islander families
 - Families which include a disabled person
 - Families which include an individual whose adjusted taxable income does not exceed the lower income threshold as outlined in Priority of Access Guidelines for childcare services
 - Families from a non-English speaking background
 - Socially isolated families
 - Single parent families
- If your child is in the Priority 3 group, within these guidelines you may be required to vacate your place to a child who is in the Priority 1 or Priority 2 group. You will be given 14 days' notice and your child will then be placed on a waiting list and be re-entered into the program when a place becomes available

Further information about the fees associated with session bookings can be found in the OSHC Payment of Fees Policy.

Roles and Responsibilities

Department/Role	Responsibility
Educators and Supervisors	Person with Management or Control, Educators, Supervisors, Nominated Supervisor/Educational Leader will oversee the implementation and service adherence to this policy All Educators are responsible for the daily implementation of the policy when directly supervising children.
Parent or carer	As account holders, parents or carers must ensure they fulfil their payment obligations and provide their banking details prior to their child starting care, as required.
School Council / Principal	Provide official sign off on the Policy

Policy Review

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor Concongella Primary School Council OSHC and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g. parents, school community etc. will also inform policy updates and review.

Legislation and Standards

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [National Quality Standards](#) (Quality Area 2: Children's Health and Safety)
- [Family assistance law](#)
- [Children's Services Regulations 2009](#)
- [Education and Care Services National Regulations 2011](#)

Supporting Documents

- [Immunisation and Health Check Requirements for Family Tax Benefit](#)
- [Child Care Subsidy \(CCS\)](#)

Staff Acknowledgement

I acknowledge:

- receiving the Concongella Primary School Council OSHC Bookings Policy;
- that I will comply with the policy; and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

Your Name:	
Signed:	
Date:	
Concongella Primary School Council OSHC sign off:	Date: