

Booking and Cancellations of Child Care booking

Links to:

Education and Care Services National Regulations 2011.

158, 161, 168, 170, 171, 172

National Quality Standards.

Quality Area 4 - staffing

Quality Area 6- Standard 6.1, element 6.1.1

Quality Area 7-Standard 7.1, element 7.1.2

1. INTENT

- 1.1 To provide clear guidelines to families the expectation of booking and cancellation, and to ensure our childcare service is financially viable.

2. PURPOSE

- 2.1 To outline expectation regarding making booking and cancellation of bookings whilst using Family House Child Care.

3. SCOPE

- 3.1 This policy applies to all families in our community with, when demand, outweighs places available, priority of access being given to:
 - Priority 1: A child at risk of serious abuse or neglect.
 - Priority 2: A child of a single parent or parents who satisfy the work/training/study test under section 14 of the "A New Tax System (Family Assistant) Act 1999.
 - Priority 3: A child or/a parent/carer with disabilities.
 - Priority 4: A child, who parent/care are engaged in the Community Centre activities.
 - Priority 5: Any other child.

4. DEFINITIONS

- 4.1 Abuse: *Harmful or injurious treatment.*
- 4.2 Neglect: *To pay little, or no attention to: to ignore.*
- 4.3 Permanent booking: *A regular booking that is continuous*
- 4.4 Casual booking: *Same as Occasional care.*
- 4.5 Cancellation: *To Withdraw the booking*

5. IMPLEMENTATION

- 5.1 On enrolment families will be informed of this policy.
- 5.2 All booking can be made in advanced or by 3:00pm the day before. Either via phone, email, in person or through KidsXap. We do except bookings on the day, should there be places available.
- 5.3 A permanent booking will apply all year round.
- 5.4 Permanent booking will be agreed upon between the Centre Director and the parent/main caregiver.
- 5.5 A permanent booking that is not attended, without notice, fees will be charged.

- 5.6 If a booking is permanent, 1 week’s written notice is required for no-attendance, this will be a absent booking. All families who are receiving Child Care Subsidy are entitled to 42 absent days a year and the CCSS will still applied.
- 5.7 Changes to a permanent booking require 2 weeks written notice.
- 5.8 One off change, to a permanent booking requires 1 week’s written notice.
- 5.9 If a booking is casual, if we are given 24 hours’ notice of a non-attendance, no fees will be charged, however if we have less than 24 hours a full fee will be charged.
- 5.10 All non-attendance booking (permanent or casual) can be swapped within a week. If parents/cares require more time, it is at the discretion of the Centre Director and space availability.
- 5.11 Holiday fee: 2 weeks written notice and holiday fee of 50% is payable for only up to 4 Weeks in a financial year.
- 5.12 If any fees are outstanding, this may lead to a loss of bookings. Fees will need to be paid in full before returning to care.
- 5.13 All changes are requiring in writing; email or SMS is accepted as written notice.

6. SUPPORTING DOCUMENTS

- 6.1 Fee policy.
- 6.2 Acceptance and Refusal of Authorisation Policy.
- 6.3 Enrolment and Orientation Policy
- 6.4 Security and collection of children Policy

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