



School No: 2068 Established 1878

9.2 Booking



Help for non-English speakers

If you need help to understand the information in this policy please contact 03 5996 1744.

Cranbourne 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.

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 150 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 (Coordinator) in writing.

Where a child will not be attending a permanent session, the booking must be cancelled prior to 7am on the day of care for before school care and prior to 10.00am for after school care, to avoid a late cancellation fee of 50% of the session charge.

Relevant Laws and Regulations

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)

Relevant Policies

Access

Communication with Parents Enrolment

Fees

Review Information

Policy last reviewed	Sep 2022
Approved by	School Council
Next scheduled review date	Sep 2025