



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.
QA. 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. 177	Prescribed enrolment and other documents to be kept by approved provider
Reg. 181 - 184	Confidentiality and storage 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

If a child is to attend Concord OSHC on a regular basis a permanent booking is required. A Permanent booking must be paid for whether or not the child attends. There is a small discount (relative to the casual booking rate) for booking your child or children in on a permanent basis.

Related Policies

- Concord OSHC Policy A-4: Enrolment
- Concord OSHC Policy A-6: Fees
- Concord OSHC Policy A-8: Dropping off and Picking Up
- Concord OSHC Policy A-10: Acceptance and Refusal of Authorisations



- Concord OSHC Policy A-16: Financial Management
- Concord OSHC Policy A-17: Privacy and Confidentiality
- Concord OSHC Policy C-5: Professional Development
- Concord OSHC Policy D-10: First Aid
- Concord OSHC Policy D-11: Management of Incident, Injury and Trauma
- Concord OSHC Policy D-12: Death of a Child
- Concord OSHC Policy D-13: Illness and Infectious Diseases
- Concord OSHC Policy D-14: Immunisation
- Concord OSHC Policy D-15: Allergies
- Concord OSHC Policy D-16: Asthma
- Concord OSHC Policy D-17: Anaphylaxis
- Concord OSHC Policy D-20: Medication
- Concord OSHC Policy: D-28: Workplace, Health and Safety
- Concord OSHC Policy E-2: Programs
- Concord OSHC Policy: E-5 Excursion
- Concord OSHC Policy: E-10 Out of Centre Activities

Procedure

Changes to bookings are made through the Centre's webserver using individual log in information. Last minute changes for transfers, casual bookings and absences that are made after the cut off time can be made by contacting the Centre.

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. These 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 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 by contacting the Centre. "Away" Permanent sessions are chargeable. 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 change 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 or day of closure are non-chargeable.



Casual Bookings

Bookings are considered casual if they are made irregularly or occasionally.

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 or the commencement of the afternoon session. If the centre is not informed by this time the casual session will be charged.

Alternate Bookings

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

Alternate bookings 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
- Australian Tax Office – Legal Requirements for Record Keeping
- Network of Community Activities – “Record Keeping” Factsheet #28
- Office of the Children’s Guardian Working with Children Check
- Funding Agreement
- Accident records, Insurance requirements
- Children and Young Persons (Care and Protection) Act 1998

Endorsed: 08/07/2021

Review Date: 08/07/2023