



## LOCKLEYS NORTH OUT OF SCHOOL HOURS CARE PROGRAM

*providing care for kids and service to families*

### **4A. CANCELLATION POLICY**

To allow the OSHC and Vacation Care Programs to run smoothly and to ensure appropriate staffing **2 WEEKS NOTICE IN WRITING OR VIA E-MAIL OF ANY CANCELLATION** is required. This will apply to all sessions including Before School/After School Care, Vacation Care, Pupil Free Days, School Closures, Sports Day, Camps and Early School Dismissal. The service is unable to swap days or sessions. Parents are required to notify the service if their child/ren will not be attending the session. Please call the service and talk to an educator or leave a message on the answering machine.

In regards to children's absences, parents/caregivers will be charged, as you will still receive benefits for that day, as stated below:

*"Under the Child Care Management System(CCMS) and Child Care Benefit(CCB) parents are entitled to be paid up to 42 days absences for each child per financial year without the need to provide documentation such as medical certificates."*

#### **Vacation Care**

To allow the Vacation Care Programs to run smoothly, **2 WEEKS NOTICE IN WRITING OR VIA E-MAIL OF ANY CANCELLATION** is required. A **Non-refundable** deposit of **\$15 per day per child** is required **before** the child/ren can be accepted into Vacation Care. Payment details are inside the Vacation Care booklet with a filled in booking sheet and consent form.

Parents/Caregivers are notified by phone if there are no vacancies for your child/ren.

#### **Pupil free days / School closure days**

Please check with educator or the school for dates and details.

For the service to operate on a Pupil Free Day or School Closures Day a minimum of 15 bookings is required. The Director will ask parents to express their interest for use of the service on that day in advance and will notify parents 7 days prior if the service will be operating or not. The fee is \$56 per day, there is a non-refundable deposit of \$15 per child which is required upon booking.

**2 WEEKS NOTICE IN WRITING OR VIA E-MAIL OF ANY CANCELLATION** is required.

*Parents are required to notify the service if their child/ren will not be attending the session.*

*Please call the service and talk to an educator or leave a message on the answering machine.*

### **OUT OF SCHOOL HOURS CARE FEE STRUCTURE**

**Before School cancellations will incur a full fee charge if not cancelled two weeks in advance**

Service Component	Operating hours	Fee
Before School Care permanent booking	7am-8.30am	\$11.00
Before School Care casual booking		\$16.00
<b>Non Booked session is an additional charge for attendances with no prior booking</b> (should a place be available)		\$20.00

**After School cancellations will incur a full fee charge if not cancelled two weeks in advance**

	Operating hours	Fee
After School Care permanent booking	3.10pm-6.00pm	\$21.00
After School Care casual booking		\$26.00
<b>Non Booked session is an additional charge for attendances with no prior booking</b> (should a place be available)		\$30.00

**Early Dismissal cancellations will incur a full fee charge if not cancelled two weeks in advance**

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	Operating hours	Fee
Early dismissal Care extended session permanent booking	2.10pm-6.00pm	\$25.00
Early dismissal Care extended session casual booking	2.10am-6.00pm	\$30.00
<b>Non Booked session is an additional charge for attendances with no prior booking (should a place be available)</b>		\$34.00

**Vacation Care cancellations will incur a full fee charge if not cancelled two weeks in advance**

	Operating hours	Fee
Vacation Care booking	7.00am-6.00pm	\$56.00
Pupil Free days/ School Closures bookings		\$56.00
<b>A Non-Refundable deposit will be charged per day per child</b>		\$15.00

**Vacation Care cancellations will incur a full fee charge if not cancelled two weeks in advance**

<b>Late Collection Fee</b>	After hours	Fee
When children are not collected by 6.05pm, a late fee of \$15.00 will apply. <b>Parents/carers are to cover the full cost of wages for two educators at overtime rates x1.5 hourly rate for a qualified &amp; unqualified after 6.05pm.</b> Should Children not be collected by 6.30pm, Crisis Care or the police may be contacted to collect your child/ren.	6.05pm  After 6.05pm	\$15.00  2 x educator overtime

*Due to increasing cost, fees are reviewed regularly and are subject to change, parents will be notified prior to these changes taking place.  
(We are GST free)*

**NQS-** *The National Quality Standards allows our service to adopt approaches that are most appropriate to children being educated and cared for at our service*

<b>QA 4</b>	<b>4.1.1</b>	Educator-to-child ratios and qualification requirements are maintained at all times
<b>QA 6</b>	<b>6.1</b>	Respectful supportive relationships with families are developed and maintained
	<b>6.1.1</b>	There is an effective enrolment and orientation process for families
	<b>6.3.2</b>	Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities
<b>QA7</b>	<b>7.1.3</b>	Every effort is made to promote continuity of educators and co-ordinators at the service
	<b>7.3</b>	Administrative systems enable the effective management of a quality service
	<b>7.3.2</b>	Administrative systems are established and maintained to ensure the effective operation of the service

#### National Regulations

<b>Reg</b>	<b>157</b>	Access for parents
	<b>160</b>	Children's enrolment records to be kept by approved provider
	<b>161</b>	Authorisations to be kept in enrolment records
	<b>158</b>	Children's attendance records to be kept by approved provider
	<b>181</b>	Confidentiality of records kept by approved provider
	<b>183</b>	Storage of Records and other Documents

#### My Time, Our Place

<b>Outcome 1</b>	Children feel safe, secure and supported
<b>Outcome 2</b>	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation Children become aware of fairness
<b>Outcome 3</b>	Children become strong in their social and emotional wellbeing

#### Related Policy

- 1 Mission Statement, Philosophy, Children's Vision Statement, Parents Vision Statement, Hours of Operation, OSHC Program
- 2 Access to Service Policy
- 2D. Authorisation for Collection Children Policy
- 4C. Late Collection
- 2F. Children Leaving Program to Pursue Another & Returning to Program Policy
- 3B. Records Policy
- 2I. Confidentially Policy
- 2J. Equal opportunity Policy
- 10A. Anti-bias, Inclusion & Diversity Policies
- 5A. Mandatory Notification- Child Protection Policy
5. Health and Safety Policy

#### Review

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: July 2013

Date reviewed: August 2014

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