



WHEELERS HILL PRIMARY SCHOOL
OUT OF SCHOOL HOURS CARE

Bookings, Cancellation and Waiting List Policy

PURPOSE

- Safety of all children in our care and enrolled in the OSHC program
- Bookings need to be known in advance to enable the co-ordinator to provide a safe, quality program for all children and adequate staffing
- To ensure that appropriate educator/child ratios are followed
- To ensure that there are enough supplies and food for the number of children attending
- To offer the best possible program to children and families

SCOPE

This policy applies to children, families, educators, management and visitors of the Program.

IMPLEMENTATION

Bookings

Bookings should be made in advance to check for availability. Available places each day are based on many factors including, staffing/ratio of educators to current bookings and available spaces/rooms.

- Bookings are made via enrolment forms, text messages, phone calls or booking forms. Emails to only be used for advance bookings not on the day required.
- Parents need to notify the program of non-attendance via text or phone message by 2.30pm. This is to ensure the safety of every child. Emails are not always checked in the afternoon and not appropriate for booking notifications on the day.
- Casual bookings can be made via text message, phone message or completion of casual booking form available in the OSHC room. Email can only be used for advance bookings for future dates
- Emergency causal bookings may be made on the day through the school office, text or phone message by 2.30pm. notification of available place will be approved as educators arrive for the afternoon. Bookings after 2.30pm will not be taken to ensure the safety of the children and ensuring every child knows where they are going before the end of the school day.
- We are unable to take bookings at 3.30pm or during club times as this means educators being taken away from the program to ensure the collection and safety of these children. This compromises the supervision and safety of the children and the quality of the program we are providing

Booking definitions

- Permanent Bookings - a booking made for the same days each week on an ongoing basis – excluding Vacation Care
- Casual Bookings – bookings made for one off days, either in advance or on the day. This may also be for short periods of time
- Vacation Care bookings – booking forms are sent out/available approx. 4 weeks before the program. Booking forms need to be completed and returned to the OSHC program directly to ensure booking order for waiting lists and notification of acceptance
- Invoices will be emailed to families fortnightly. At the end of the fortnight period

Cancellations

To ensure the safety of all children parents are expected to notify the program by 2.30pm if their child is not attending OSHC. We don't automatically receive notification from the school of children away or early pick-ups. Text message is adequate notice by 2.30pm on 0409 007 104

- To permanently cancel permanent bookings 2 weeks written notice is required. Forms are available in the OSHC office or notice of cancellation can be received via email
- Cancellation/non-attendance for individual days can be made via causal cancellation form located in the OSHC rooms or through text or phone message
- All non-attendance will still incur the daily charge regardless of permanent or casual bookings
- Families taking extended holidays (5 days or more) will have their fees deleted once 2 weeks' notice is given.

Fees will not be charged for school camps or closure of the program due to public holidays or whole school events. Families are responsible to notify us of non-attendance due to school camps. Fees will be deleted on notification of camp attendance/cancellation of care.

Waiting lists

- A waiting list will be kept when sessions are totally booked, and family's needs are not being met
- The waiting list will record the order of the people needing sessions. As sessions become available parents will be notified of the vacancies and offered the places in order of their requests
- Waiting lists for Vacation Care programs are kept as they arrive in

REVIEW

POLICY REVIEWED	MODIFICATIONS	NEXT REVIEW DATE
October 2021		October 2023