

BOOKINGS AND CANCELLATIONS

1. Numbers in the OSHC Program are as outlined: (Licensed for 27 School Age)
School Age Ratio: 1:15 2:27
Pre School Children included: 1:10, 2:25
2. Parents can enrol their child by completing an Enrolment Form available at the school office or through the Coordinator. Children cannot commence in the Service unless an enrolment form has been completed. This rule may be waived in exceptional circumstances, at the discretion of the Principal.
3. Parents can book children in either as a permanent or casual booking:
 - A permanent booking is an ongoing position kept available in the program and must be paid for even if the child is absent. To cancel a booking, 1 weeks' notice is required to avoid being charged, this includes when your child is on excursions, school camps, sleepovers and holidays.
 - Casual bookings are for positions made available on a daily basis and are subject to availability. Bookings must be paid for if cancelled with less than 1 weeks notice.
4. Places are allocated according to Priority of Access Guidelines which are set by the Commonwealth Government. Therefore places shall be allocated according to the following:
 - Priority 1: a child at risk of serious abuse or neglect
 - Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the A New Tax System (Family Assistance) Act 1999
 - Priority 3: any other child

Within these main categories priority should also be given to the following children:

 - Children in Aboriginal and Torres Strait Islander families
 - Children in families which include a disabled person
 - Children in families on low incomes
 - Children in families from culturally and linguistically diverse backgrounds
 - Children in socially isolated families
 - Children of single parents

School children shall also be given priority over those children who have not commenced school.
5. Children can attend the program after sports training and after school activities.
6. Permanent bookings can be made by:
 - indicating times and days on the Enrolment form (permanent bookings)

- notifying the Coordinator of the OSHC Program
7. Casual bookings can be made by:
- notifying the coordinator of the next booking as you collect your child from the program

Casual bookings are subject to availability.

8. The OSHC Program cannot accept verbal messages from children in relation to bookings/cancellations.
9. It is the parents' responsibility to keep the Service up to date with all family details including changes to contact numbers and addresses, emergency contacts, medical and custody details.
10. Parents will be required to complete a new enrolment if circumstances change.

Cancellations:

1. The OSHC Coordinator is to be contacted by the parent/guardian in the instance of a child's absence. If the child is expected in the program and hasn't arrived, the staff member will contact the parent to ascertain the child's whereabouts.
2. Both Casual and Permanent Bookings must be paid for even if the child is absent. To avoid being charged for cancellations, **1 week's** notice shall be required.

Allowable and Approved Absences

1. Allowable and approved absences only relate to situations where a child is absent and is charged for a booking eg. permanent booking or where a child does not arrive for a casual booking. These are based on the Commonwealth's Guidelines for CCB (Childcare Benefit).
2. Parents are granted 42 **allowable absences** per child per financial year. Therefore their child can be absent for any reason on 42 occasions. Once a parent exceeds 42 allowable absences they will be charged a full fee (with no CCB deducted) for any further absences in that financial year (unless it is deemed an Approved absence).

Sources:

Department of Education, Employment and Workplace Relations (DEEWR)

- Child Care Services Handbook
- Child payment team
- FAO - Centrelink

Community Child Care - Melbourne

www.familyassist.gov.au

Australian Government Family Assistance Office