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|  | | EHPS OOSH POLICY | |
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|  | | EASTWOOD HEIGHTS OOSH POLICY | | |
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| Written By Nominated Supervisor | Reviewed By EHOOSH Management committee | Approved By EHOOSH Management committee | Supersedes Version 2.00 | Effective Date January 2021 |

Eastwood Heights OOSH

Booking Policy



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| 1.1 | 22.11.2021 | Review and evaluation |
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| 2.0 | 1/1/2022 | Endorsed by OOSH executive committee |
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1. POLICY STATEMENT

Eastwood Heights OOSH (the Service) aims to offer an efficient booking system that meets the varying needs of the families in our community. We respect the changing circumstances of families and provide flexible procedures for cancellation and change where possible. Under Family Assistance law, childcare services must adhere to the “Priority of Access Guidelines” if there is a waiting list for care.

2. PROCEDURES

A child must be enrolled in the Service before a booking can be made for either before or after school care, or Vacation Care.

2.1 Booking Forms

Booking Forms are available on the EHOOSH website or from the EHOOSH office. Completed Booking Forms (and Change of Booking Forms) can either be handed in to the EHOOSH office personally or submitted as an attachment to an email.

2.2 Permanent Bookings

If your child is to attend the same session/s each week, then a permanent booking is required. Permanent bookings must be paid for even if children are absent. Permanent bookings must apply for a minimum period of two weeks. A permanent booking may be changed or terminated by advising the service by email at least two weeks before the change is to take effect. Permanent bookings falling on a public holiday are not charged. Permanent bookings need to be re-booked in December each year for the following year

2.3 Workers and Shared Custody Bookings

Subject to the capacity of the Service, shift workers may submit their bookings one week prior to the required care in order to be charged a permanent rate for the days they are rostered on to work. Additional sessions booked in at shorter notice will be charged at the higher casual rate. No minimum period of care applies for children of shift workers. Separated parents sharing custody of their children can also apply for fee relief when only one parent requires the Service and the child spends alternate weeks (for example) with each parent.


2.4 Transfer of Days

Transfers between sessions and/or days cannot be made.

2.5 Casual Bookings

If a child needs to attend the Service occasionally or on irregular days, then a casual booking can be made by advising the service by phone or email. Casual bookings are only accepted if places are available for the particular session required. If a family requests a booking by phone or email during the school day for the afternoon session, they must contact the school administration office to ensure that a message is given to their child to attend the Service that afternoon. This is the responsibility of the parent or guardian not the educators.

To cancel a casual booking notice must be given by text or email by 6.00pm on the day prior to a morning session and by 9.00am on the day of an afternoon session. Notice is required to allow time for the Service to re adjust staffing levels. If the appropriate notice is not given, normal charges apply.

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2.6 Vacation Care and School Development Days (Pupil-Free Days)

Care during school holidays (Vacation Care) and pupil-free days is only available to children currently enrolled at Eastwood Heights Public School.

Bookings for Vacation Care and pupil-free days can be made by completing the online Vacation Care Booking and permission forms available on the EHOOSH website.

Bookings can be taken once the Vacation Care program is made available to families. Bookings are allocated on a “first in, first served” basis. Only children who have already started school are eligible to attend Vacation Care. Children in Year 6 are permitted to attend Vacation Care in the December/January program that falls at the conclusion of the year they finish primary school.

Bookings for Vacation Care must be received by the close of booking period. Payments will be debited from parents’ accounts prior to the start of Vacation Care. Booking payments are non-refundable. Late bookings will incur a \$10.00 administration charge and will be dependent on availability.

3. REFERENCES

3.1 Statutory authority

- Education and Care Services National Law Act 2010 (Regulation 168)
- National Quality Standard (Standard 7.3)
- Australian Government, Department of Education and Training, “Priority for allocating places” policy (<https://www.education.gov.au/priority-allocating-places>)

3.2 Service policies

- Confidentiality Policy
- Enrolment and Orientation Policy
- Fees Policy
- Excursion Policy