



Booking Policy

Policy Number	QA 7/3	Title	Booking Policy
Revision	2.1	Written By	Policy Team and Nominated Supervisor
Reviewed By	EHOOSH Management Committee	Approved By	EHOOSH Management Committee
Supersedes	Version 2.0	Effective Date	August 2025

1. Policy Statement

Eastwood Heights OOSH provides a streamlined and flexible booking system to cater to the varied needs of our families. We appreciate that circumstances change and aim to offer flexibility where possible, ensuring that any adjustments are managed efficiently. In periods of high demand, we follow the Department of Education's 'Priority for Allocating Places' policy to ensure a fair process for all families.

We are committed to inclusive, equitable access through timely, fair and responsive booking practices.

2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for the booking of children from the service.

3. Procedure

A child must be enrolled in the Service before a booking can be made for either before or

after school care, or Vacation Care. The child must also be a student of Eastwood Heights Public School.

4.1 Booking Forms

Booking Forms are easily accessible online or at the EHOOSH office. For convenience, completed forms can be submitted through our online portal, by email, or handed in directly. Our aim is to make this process quick and simple for all families, ensuring timely confirmation of bookings.

4.2 Permanent Bookings

If your child attends regularly, a permanent booking ensures their spot for the same sessions each week. Permanent bookings are charged even if a child is absent, and they must apply for at least two weeks. To change or cancel bookings, inform the EHOOSH office at least a week in advance by submitting a Change of Booking Form online, via email, or in person. There's no charge for public holidays, and families are to renew their permanent bookings in December each year to lock in their child's place for the following year.

4.3 Workers and Shared Custody Bookings

We recognise that some families, such as shift workers or those with shared custody arrangements, may have special requirements. Shift workers can submit bookings one week in advance to secure a permanent rate. For families sharing custody fee relief is available when only one parent requires the service.

4.4 Transfer of Days

Transfers between sessions or days are not permitted. Families must cancel and rebook using the standard process.

4.5 Casual Bookings

If a child needs to attend the Service occasionally or on irregular days, then a casual booking should be requested by submitting a Change of Booking Form, either personally or as an email attachment. Casual bookings are only accepted if places are available for the session required. Parents will be informed as soon as possible whether a position is available. 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 message by 6.00pm 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 readjust staffing levels. If the appropriate notice is not given, normal charges apply.

4.6 Vacation Care and School Development Days

Care during school holidays (Vacation Care) and pupil-free days is only available to children currently enrolled at Eastwood Heights Public School. The Department of Education's "Priority for allocating places" policy will apply when there is a waiting list.

Bookings for Vacation Care and pupil-free days can be made by completing the Vacation Care Booking Form available on the EHOOSH website. The completed Booking Form should be submitted online or personally. Vacation Care bookings will not be accepted if fees for care provided during school term remain outstanding.

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 (two weeks after the relevant Vacation Care program is released) and payment will be debited from parents' accounts prior to the start of Vacation Care. Booking payments are non-refundable. Late bookings will only be accepted under exceptional circumstances and will incur a \$20 administration fee.

5. Roles and Responsibilities

Approved Provider

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met.

	<ul style="list-style-type: none"> • Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the <i>Booking Policy</i> and procedures. • Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection. • Notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> ○ Affect the bookings are made ○ Significantly impact the service's education and care of children ○ Significantly impact the family's ability to utilise the service.
Nominated Supervisor	<ul style="list-style-type: none"> • Ensure that regulatory obligations are met in relation to bookings • Implement procedures of booking in children at the service. • Follow the priority for allocating places policy
Admin Officer	<ul style="list-style-type: none"> • Communicate with families at enrolment about the procedures on how to book • Monitor bookings made and assist in staffing accordingly to maintain ratio • Follow the priority for allocating places policy
Educators and Support Staff	<ul style="list-style-type: none"> • Be familiar with the <i>Booking Policy</i> and procedures. • Support families to approach the person whose role it is to collect bookings
Families	<ul style="list-style-type: none"> • Ensure they understand the service's booking requirements and expectations at enrolment and any ongoing changes. • Raise any booking related questions with the person responsible for booking at the service

6. References

6.1 Statutory Authority

- Education and Care Services National Law Act 2010 (Regulation 158, 168, 172, 173)
- National Quality Standard (Standard 7.3)
- Australian Government, Department of Education and Training, “Priority for allocating places” policy
- Privacy Act 1988

6.2 Relevant Service Policies

- *Confidentiality and Privacy Policy*
- *Delivery and Collection of Children Policy*
- *Enrolment and Orientation Policy*
- *Governance and Management Policy*
- *Maintenance of Records Policy*
- *Payment of Service Fees*

7. Legislative Requirements.

Education and Care Services National Law Act 2010

Regulation 111	Administrative space
Regulation 158	Children's Attendance Records
Regulation 160	Child Enrolment Records
Regulation 168	Education and care service must have policies and procedures
Regulation 169	Additional Policies for Family Day Care
Regulation 170	Policies and procedures to be followed

Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures

Revision Chronology		
Version Number	Date	Reason for Change
1.0	April 2018	Endorsed by OOSH executive committee
1.1	February 2021	Updated policy
2.0	October 2024	Updated policy with new policy template
2.1	August 2025	Reviewed and Updated Policy