

A-7 Bookings

NQS

QA.2.2.1	Supervision.
QA.4.1.1	Organisation of educators.
QA. 4.2.2	Professional standards.
QA.6.1.1	Engagement with the service.
QA.6.1.3	Families are supported.
Q.A. 7.1.1	Service philosophy and purpose.
QA.7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.

National Regulations

Reg. 145 - 151	Staff and Educator Records
Reg. 158 – 162	Attendance and Enrolment Record
Reg. 165	Record of visitors
Reg. 167	Record of service's compliance
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider
Reg. 181 - 184	Confidentiality and storage records

My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 2	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
LO. 5	Children interact verbally and non-verbally with others for a range of purposes

Policy Statement

We will ensure that appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all families, educators and management of the Centre, by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

Related Policies

- NORMANHURST OSHC Policy A-4: Enrolment
- NORMANHURST OSHC Policy A-6: Fees
- NORMANHURST OSHC Policy A-8: Dropping off and Picking Up
- NORMANHURST OSHC Policy A-10: Acceptance and Refusal of Authorisations
- NORMANHURST OSHC Policy A-16: Financial Management

- NORMANHURST OSHC Policy A-17: Privacy and Confidentiality
- NORMANHURST OSHC Policy C-5: Professional Development
- NORMANHURST OSHC Policy D-10: First Aid
- NORMANHURST OSHC Policy D-11: Management of Incident, Injury and Trauma
- NORMANHURST OSHC Policy D-12: Death of a Child
- NORMANHURST OSHC Policy D-13: Illness and Infectious Diseases
- NORMANHURST OSHC Policy D-14: Immunisation
- NORMANHURST OSHC Policy D-15: Allergies
- NORMANHURST OSHC Policy D-16: Asthma
- NORMANHURST OSHC Policy D-17: Anaphylaxis
- NORMANHURST OSHC Policy D-20: Medication
- NORMANHURST OSHC Policy: D-28: Workplace Health and Safety
- NORMANHURST OSHC Policy E-2: Programs
- NORMANHURST OSHC Policy E-5: Excursion
- NORMANHURST OSHC Policy: E-10 Out of Centre Activities

Procedure

Changes to bookings are made through the Centre's webserver using individual log in information. There are three types of bookings; Permanent, Casual and Alternate bookings.

Permanent Bookings

Bookings are considered permanent if they are made for the same session for a minimum of two consecutive weeks. These are chargeable despite attendance.

Changes to permanent bookings, either cancellations or session additions, must be made through the Centre's webserver by 9am of the Friday prior to the week that the changes are to take place. Additions not put through by this time will at the discretion of the Centre Director. Cancellations not put through by this time will be charged.

An "Away" booking change must be entered through the Centre's webserver by 12pm (midday) the day prior to the session the change is to take place for. "Away" notifications after this time must be made to the Centre via email or phone. "Away" Permanent sessions are chargeable. Non-notification of a child's absence from a session may incur additional fees (See Policy A-6: Fees).

Permanent bookings may be transferred from one day to another in the same week (Monday to Friday). Transfers must be completed online by 12pm the day prior to either the original session, or the prospective session; whichever is earliest. Transfers are only applicable for the same session type (i.e., morning for morning, afternoon for afternoon).

Permanent bookings falling on a public holiday are non-chargeable.

Casual Bookings

Bookings are considered casual if they are made irregularly or occasionally.

Casual bookings must be made online by 12pm (midday) the day prior to the required booking. After this time, bookings must be confirmed directly with the Centre, and must be made prior to the commencement of the session required.

Casual bookings may be cancelled without charge provided the centre is advised prior to the commencement of the session. The centre will communicate to all families when a casual booking can be altered or cancelled. If the centre is not informed as per the centre's specified time that has been communicated the casual session will be charged.

Alternate Bookings

Where a parent is involved with shift or rostered work the Centre will endeavour to arrange permanent bookings for their children on a week to week basis. Parents should advise the Centre Director of their position and appropriate arrangements will be put in place to accommodate these situations.

Once families have been approved by the Centre Director for alternate bookings, the alternate booking option will be enabled on the online system. Families must then log on to the system to enter in the bookings they require for the term.

Bookings made as alternate bookings are charged at a permanent rate and the same cancellation and booking rules apply as permanent bookings. Bookings must be entered or cancelled by Friday 9am prior to the week that the bookings are to take place. Alternate bookings do not carry over at the end of each school term and must be re-submitted for bookings to occur.

Sources

- Education and Care Services National Regulations (2011)
- My Time, Our Place
- Australian Tax Office – Legal Requirements for Record Keeping
- Network of Community Activities – “Record Keeping” Factsheet #28
- Office of the Children’s Guardian Working with Children Check
- Funding Agreement
- Accident records, Insurance requirements
- Child Care and Protection Act 1988

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