

## 2.14 Bookings and Cancellations

### Policy Statement

Middle Park State School Outside School Hours Care is committed to delivering an efficient and effective service for children and families. Management of the bookings and cancellation is critical in providing a quality and efficient service for the community. Parents and families have a role in communicating bookings and cancellations with Middle Park State School Outside School Hours Care to ensure effective business practices are supported. Middle Park State School Outside School Hours Care will ensure the booking administration meets the needs of families through effective communication of clear processes and expectations.

### Related Policies

- 2.4 Arrivals and Departures of Children
- 3.5 Excursions
- 9.1 Access for Families
- 9.2 Enrolment
- 9.3 Interactions and Communication with Families
- 10.4 Setting, Reviewing and Managing Fees

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure administration practices support the provision of quality care, including compliance with law, regulations and CCS obligations.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Provide effective communication to families to ensure their responsibilities and obligation in notifying the service of bookings or cancellations.</li><li>• Monitor and support the application of the service's fees and booking management procedures.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Support the administration of bookings and cancellations, including documenting notification as required.</li></ul>

### Procedures

A child must be fully and actively enrolled at Middle Park State School Outside School Hours Care before any booking requests can be processed or accepted (see 9.2 Enrolment). This includes:

- Enrolment paperwork completed in full.
- Providing relevant supporting documentation (including but not limited to medical information/action plans, inclusion support plans and immunisation records).

### Before and After School Care

#### Permanent Bookings

Bookings for Before and After School Care sessions can be made by the account holders (typically the child's parents) or an authorised nominee, where consent has previously been obtained. Where Middle Park State School Outside School Hours Care has reached or exceeded requests for bookings beyond the maximum number of children stipulated in Middle Park State School Outside School Hours Care approval, the procedures outlined in 9.1 Access for Families will be followed.

#### Care needs for those parents/caregivers that work a rotating roster

Parents with shift-working employment can have their needs addressed on a case-by-case basis. Parents with these circumstances will need to liaise with the Coordinator / Nominated Supervisor to negotiate this arrangement. Evidence (e.g. a copy of a working roster) will be required when requested by Middle Park State School Outside School Hours Care. Bookings of this nature are considered permanent bookings. Therefore, these arrangements have the same conditions as permanent bookings.

#### Changes to Permanent Bookings

- Any booking changes will require notice of at least **one week** (7 days); any notice that is less than 7 days will incur the regular fee and will be noted as a CCS absence where applicable.
- All changes must be requested **through the Myfamily lounge online portal**. Any agreements of changes that have occurred outside the online booking process will not be acknowledged.

#### Casual Bookings

- Casual bookings will only be available where Middle Park State School Outside School Hours Care has approved places available. Permanent bookings will take priority over casual bookings.
- Casual booking requests must be made **through the Myfamily lounge app**. Any agreements of changes that have occurred outside the email process will not be acknowledged.
- If placement is unavailable when the request is made, the request will be placed on a waiting list. An offer of placement may be made if a position becomes available closer to the requested date.

### **Cancellations (Advising of Absences)**

Should the child not attend a booked (either permanent or casual) OSHC session for any reason, fees for the session are still payable. CCS will apply in accordance with allowable and additional absence provisions.

Please note that this is 7 whole days prior to the day of booking regardless if it is an ASC or BSC session.

### **Permanent Bookings**

- 7 days notice of cancellation is required via, or a fee equal to the fee for that session will be charged.

### **Casual Bookings**

- 7 days written notice of cancellation is required, or a fee equal to the fee for that session will be charged.

Please note that this is 7 whole days prior to the day of booking regardless if it is an ASC or BSC session.

It is the responsibility of parents (account holders) to advise Middle Park State School Outside School Hours Care of absences for any reason. The notification must be prior to the start of the session (i.e. before 2.45 pm for ASC).

All cancellations are to be notified *through the Myfamily lounge app*. Parents (or authorised nominees) should notify Middle Park State School Outside School Hours Care before the sessions of any planned absences.

MyFamily Lounge has the capacity to make cancel or book sessions up to 10 weeks in advance.

## **Vacation Care**

### **Program and Forms**

Vacation Care bookings can be booked using the Myfamily Lounge app.

Pupil Free Day bookings will also be booked through the MyFamily Lounge App. The planned program and relevant information will be communicated to families through our chosen communication platforms. Details including fees, timelines for booking, and session capacities will be noted on the program/form. Unless stated otherwise, Pupil Free Days will have the same conditions as Vacation Care.

If a requested day is unavailable, the family will be put on a waiting list for that session. An offer of placement may be made if a position becomes available closer to the requested date.

All Vacation Care bookings received after one week prior to the date of the scheduled holiday program will be charged a Vacation Care casual fee.

### **Vacation Care Cancellation and Changes**

Cancellations and changes to bookings for Vacation Care must be made via the MyFamily Lounge app at least **one week** (7 days) before the closing date for the specific holiday program. Cancellations outside this timeline will incur a fee, equal to the fee for that session.

## ***Child Care Subsidy***

### ***Accessing CCS***

It is the responsibility of the parents/caregivers to communicate with Centrelink about their child/ren attending a care service. When the booking is added to the system and the child/ren has attended their first session, a Complying Written Arrangement (CWA) is generated. This requires parents/guardians to approve the booking through their Centrelink online account (accessed through MyGov or the Centrelink app) prior to any CCS being payable to Middle Park State School Outside School Hours Care as a fee reduction for the family.

### ***Reporting Absences (CCS)***

Child Care Subsidy is payable for up to 42 absence days for a child in a financial year, for sessions of care a child is enrolled in and did not attend, and where there is still a liability to pay a fee for the session.

Once 42 absence days have occurred in a financial year, Child Care Subsidy can only be paid for any additional absences that are taken for a reason set out in Family Assistance Law. These reasons are:

- the child is attending preschool,
- alternative arrangements have been made on a pupil-free day,
- the child has not been immunised against infectious disease, the absence occurs during an immunisation grace period, and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child,
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child,
- the service is closed as a direct result of a period of local emergency,
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service) during the period of the emergency or up to 28 days afterwards, or
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

In the event of government-directed non-attendance (e.g. a snap lockdown due to a pandemic or severe emergency), it is the responsibility of the parents/caregivers to advise of non-attendance via the My Family Lounge App.

In the event of an emergency that requires a snap lockdown, the service will not remove bookings from roles or alter family accounts until further direction from the government is announced.

It is anticipated that the government will provide direction in this period regarding the provision of funding and any additional community support. .

If no direction is provided by the government within 7 days of the directed non-attendance, the Director of Operations will provide a response to families taking into account business needs of the service.

Child Care Subsidy and Additional Child Care Subsidy is payable for all additional absences, and there is no limit on the number of additional absence days a recipient may claim, providing the absence days are taken for specified reasons and supporting documentation, where required, is provided.

Middle Park State School Outside School Hours Care Leadership Team will liaise with families to ensure relevant supporting documentation is received from families where this is required. Families failing to produce a valid reason and/or supporting documentation may not receive a subsidy payment and will, therefore, be liable for the full fees for the absent session.

## Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *A New Tax System (Family Assistance) (Administration) Act 1999*
- *Australian Government Child Care Provider Handbook*
- *National Quality Standard, Quality Areas: 2 – Children’s health and safety; 3 – Physical environment; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

## E&CS Legislation Compliance

- *Education and Care Services National Regulations 99 and 101.*

<b>Policy Controls</b>			
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