

Parent Information Fact Sheet 4

St. Andrew's Outside School Hours Care BOOKINGS, ABSENCES AND CANCELLATIONS

BOOKINGS

Centacare Child Care Services endeavours to provide support for the families of children in its care. In order to ensure that this support is available to as many people as possible assistance is requested of parent/guardians to notify of care requirements in advance.

- **A permanent booking** is where a child attends regular booked days in BSC, ASC or both and holds a current enrolment
- **A casual booking** is where a child attends on an occasional irregular basis and holds a current enrolment

The **Booking Form** requires Parents/Carers to nominate the days on which children will be attending the OSHC. These days will remain in place for the period as indicated on the form, or if no period is indicated, the service will keep the booking in place until the remainder of the year or until written notification is received. Changes to bookings will need to be submitted to the Coordinator in writing using the **Changes/Cancellation/Alteration to a Booking Form**.

ABSENCES

Notice is required if children are unable to attend on booked days. Failure to provide notice will result in full fees being charged. No fee is charged for bookings, either casual or permanent when notification of an absence is received within the prescribed timeframe.

Before School Care	Notice of absence received by6.45am the day before (24hrs)
After School Care	Notice of absence received by.....2.45/pm the day before (24hrs)
Vacation Care	As noted on Vac Care Booking Forms

CANCELLATIONS

Families wishing to cancel an enrolment must submit the cancellation in writing to the Coordinator.

Should the service need to cancel an enrolment, the Coordinator will follow the cancellation of an enrolment procedure as per the Fee Policy and the Cancellation Policy.

EMERGENCY CARE

Limited emergency care places are available. Should use of these places be required on more than 3 occasions during the term, consultation with the Regional Coordinator will be required.

An **Emergency Care Notice** will be completed for children being taken into emergency care and to notify other Parents/Guardians that emergency care is being given if that care causes the service to exceed licensed places.

If licensed places are exceeded as a result of emergency care being provided, an **Emergency Care Notice** will be displayed.

Emergency care over and above licensed places is limited to:

- One child or
- A group of siblings from the same family