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POLICY AND PROCEDURE

Document Name:	Bookings and Cancellations
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Approved By:	Director
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BOOKINGS AND CANCELLATIONS

1. POLICY STATEMENT AND/OR PURPOSE

Catholic Early Learning and 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 the service to ensure effective business practices are supported. The service will ensure the booking administration meets the needs of families through effective communication of clear process and expectations.

2. APPLICATION

This procedure applies to all Catholic Early Learning and Care Services in the Diocese of Cairns.

Definitions:

Full-time: a child who attends five days a week
Daily: any booking for less than five days a week

3. PROCEDURE

A child must be fully and actively enrolled at Catholic Early Learning and Care before any requests for booking can be processed or accepted. This includes:

- Enrolment forms completed in full
- Relevant supporting documentation (including but not limited to, medical information/action plans, inclusion support plans and immunisation records) provided to the service

CELIC leadership will support Centre Directors in decision-making in terms of placements in line with our core values.

Filling Vacancies

There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place. Services also give priority to providing enrolment confirmation to the following:

- Siblings of existing children enrolled at the Service
- Children attending the Catholic School
- Children attending a Catholic Early Learning and Care Services

For further information, please refer to the Priority of Access Guidelines, as outlined in our Enrolment and Orientation CELC Policy and Procedure.

Bookings

Bookings for sessions of care will be made by the account holders (typically the child's parents). Where the service has reached its compliant capacity, the service will manage a waiting list.

Daily bookings can be made up to five business days in advance, based on the capacity of the service.

Alternate week bookings

From 28th January 2025, CELC services will not accept alternate week bookings without charge as an ongoing arrangement. For any days that the child does not attend, it will be the parents' responsibility to mark them absent on the OWNA app within the required timeframes. (NOTE: These changes do not apply to Kindergartens).

All Child Care Subsidy (CCS) eligible families attract CCS when their child is unable to attend childcare for up to 42 days per financial year. Families are eligible for extra absence days in certain circumstances. *Department of Education – Absences from childcare.*

This includes those families that have **formal shared care arrangements** *through a certified Court Order or parenting plan*. These documents must be provided to Services Australia **as well as** to your Nominated Supervisor and will allow you to then be eligible for CCS on the *additional* absences over your usual 42 allowable per financial year.

Informal agreements are not recognised by CCS so will not attract the CCS subsidy after the initial 42 allowable have been used.

For families without a formal shared care arrangements, or with alternating work rosters, we are requiring a consistent booking **for a child** each week. For any days that the child does not attend, it will be the parents' responsibility to mark them absent on the OWNA app.

Families who exhaust their allocation of allowable absences, may apply in writing to the Director for a reduction in their fees for the remaining days. This will be assessed on a case-by-base basis, by the Director.

A permanent booking only remains such when all booked days are used without interruption. Should there be evidence of a pattern of cancellations, your enrolment may be reviewed at the discretion of the Director.

Changes to and Cancellation of Bookings

All changes must be requested **in writing**; any agreements of changes that have occurred outside of the written process will not be acknowledged.

OSHC

- Any changes to or cancellation of bookings will require notice of at least **one week** (7 days) Term Time and **two weeks** (14 days) Vacation Care.

Early Learning

- **Two weeks (14 days)** notice is required.

Absences

- Should the child not attend a booked session for any reason, fees for the session are still payable if notice period is not given as per fees schedule. CCS will apply in accordance with allowable and additional absence provisions.
- It is the responsibility of parents (account holders) to advise the service directly of absences for any reason, via the OWNA APP.

- Parents who do not notify the Centre, by **1pm and via the OWNA APP**, that their child/children will not be attending a booked session will be charged as per the Fee Schedule. This charge will not attract CCS.
- **Absences must be marked through OWNA. It is not appropriate or acceptable to have this conveyed through the school. We do not rely on school notifications of absences.**

Non-sign in/sign out fee

- Parents who do not sign their child in or out on the OWNA app – and did not speak to the RP regarding any difficulties with the OWNA App - will incur a **\$20** fee per instance.

Absence – uncontactable

Should you have not marked your child absent and you or your authorised nominees cannot be contacted to confirm the whereabouts of your child a fee will be applied. After 15 minutes of unsuccessful contact attempts, you will be charged a \$50 fee. After 30 minutes, an additional \$100 fee will apply.

Re-enrolments and New enrolments - please refer to the **Enrolment Policy**.

Confirmation of Bookings for the Following Year

Please note that bookings for the following year will need to be confirmed, with the respective service, by the last business day in November of the year preceding. No changes to bookings will be allowed until after Week 4 of Term 1 of the new school year. Any permanent cancellations to bookings made prior to this date will incur a \$25 cancellation **fee per session**.

Vacation Care and Pupil Free Days

Program and Forms

- Bookings can be booked using the relevant booking form or via the OWNA APP.
- Bookings are in the nature of “first in, best dressed” and will not be accepted until booking forms are completed and submitted.
- Bookings can be checked via the OWNA app. In the event that a requested day is not available, the family will be notified and given the option of going on a waiting list for that session. An offer of placement may be made if a position becomes available closer to the requested date.
- Vacation Care bookings close 7 days prior to the date of the scheduled holiday program (unless the program is full prior to the 7 days). After this date, bookings may be accepted at the discretion of the Nominated Supervisor and dependent on the service’s circumstances.

Vacation Care Cancellation and Changes to Bookings – please refer to the Fee Schedule and Booking Forms.

Child Care Subsidy - refer to the Services Australia Website for further information

Separated Families

Notwithstanding court orders, parents have rights to their child’s enrolment record, including information about the centre’s program and the child’s activities, medical issues, incidents etc. They do not, however, have access to the other parent’s booking or financial information.

At enrolment (see Enrolment Policy) care should be taken to ensure that both parents are listed correctly as Parent 1 and Parent 2 (court orders notwithstanding).

4. BREACHES OF THIS POLICY

Appropriate disciplinary action will be taken against a person who is found to have breached the requirements contained within this document. Action taken will depend on the nature and circumstance of each breach and could include: an official warning and note on the individual’s personnel file; a formal written and/or verbal apology; counselling; demotion; transfer; or suspension or dismissal for very serious matters.

5. ENQUIRIES

Catholic Early Learning and Care Executive Director - admin@cclc.catholic.org.au

6. SEE ALSO

CELC Policies and Documents

- Enrolment Policy
- Fee Schedule
- Enrolment Terms & Conditions

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, August 2022
- 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.

Other sources

- Family Services Australia

7. APPROVAL

Al Forster

[Alison Forster](#)

Director, Catholic Early Learning and Care

Date: 09/09/2024