

## 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. 167	Record of service’s compliance
Reg. 165	Record of Visitors
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

THE KIDS CASTLE Policy A-4: Enrolment  
THE KIDS CASTLE Policy A-6: Fees

THE KIDS CASTLE Policy A-8: Dropping off and Picking Up  
THE KIDS CASTLE Policy A-10: Acceptance and Refusal of Authorisations  
THE KIDS CASTLE Policy A-16: Financial Management  
THE KIDS CASTLE Policy A-17: Privacy and Confidentiality  
THE KIDS CASTLE Policy C-5: Professional Development  
THE KIDS CASTLE Policy D-10: First Aid  
THE KIDS CASTLE Policy D-11: Management of Incident, Injury and Trauma  
THE KIDS CASTLE Policy D-12: Death of a Child  
THE KIDS CASTLE Policy D-13: Illness and Infectious Diseases  
THE KIDS CASTLE Policy D-14: Immunisation  
THE KIDS CASTLE Policy D-15: Allergies  
THE KIDS CASTLE Policy D-16: Asthma  
THE KIDS CASTLE Policy D-17: Anaphylaxis  
THE KIDS CASTLE Policy D-20: Medication  
THE KIDS CASTLE Policy: D-28: Workplace, Health and Safety  
THE KIDS CASTLE Policy E-2: Programs  
THE KIDS CASTLE Policy E-5: Excursions  
THE KIDS CASTLE 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. "Away" notifications after this time must be made by contacting the Centre. "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) providing the change is logged online by 12pm (midday) the day prior to the session being transferred from or to and that they are for the same session type (i.e. Morning for Morning, Afternoon for Afternoon).

Permanent bookings falling on a public holiday or day of closure 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. If the centre is not informed by this time the casual session will be charged.

Casual bookings will not be accepted if fees are outstanding for prior bookings unless arranged by written agreement.

### **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.

Alternate bookings should be logged online 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
- Children and Young Persons (Care and Protection) Act 1998

Endorsed: 23/03/2019

Review date: 23/03/2021