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 PERMENENT bookings are to be made by email notification to the Centre.

Changes to CASUAL can be made via the XPLOR App or email. 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 continuously for a minimum of two consecutive weeks. These are chargeable despite attendance.

Changes to permanent bookings, either cancellations or session additions, must be made by email before 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 “ABSENT” booking change must be entered through the Xplor App before the session starts ie. 7:15 am or 3:25 pm. “ABESENT” notifications after this time must be made via email to the Centre. **“ABSENT” 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 can be cancelled with **two weeks’ written notice**. Full fees applied to bookings within the two weeks’ notice period, regardless of attendance.

If a member wishes to cancel one permanent booking and re-book in the same two-week period, the booking will be charged at a casual rate instead of a permanent rate.

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 via the XPLOR App OR EMAIL REQUEST.

Casual bookings may be cancelled without charge provided the centre is advised **24 HRS prior to the commencement of the session.** If the centre is not informed by this time the casual session will be charged – **SUBJECT TO THE DIRECTOR'S DISCRETION.**

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

VACATION CARE BOOKINGS

Vacation care bookings are only accepted via Email or Xplor Home App. Places are given on a first come first serve basis and there are a limited number of places available for incursions & excursions. Bookings can be made up to 3 days prior to the selected day.

Cancellations to a booking must be made 5 business days **prior** to session start and no fees apply. Full fees apply to any sessions within the cancellation notice period.

The vacation care program is subject to change dependent upon enrolment numbers. The Kids Castle reserves the right to cancel care should numbers fall below 15 enrolments per day. The Kids Castle will endeavour to provide a minimum of five business days' notice to families.

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

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