

Attendances and Cancellations

QUALITY AREA: 7 LEADERSHIP AND SERVICE MANAGEMENT

Introduction

We try to accommodate for all family's needs at the centre. If days are booked and not properly cancelled it disadvantages others who are waiting for a position to arise. We would appreciate your family's cooperation on this matter.

Statutory legislation/ considerations

- Education and Care Services National Regulations 2011:
- National Quality Standard

CANCELATION OF PERMANENT POSITION

- If you wish to cancel your Child's permanent attendance you must give 2 weeks' notice in writing

CANCELATION OF CASUAL POSITION

- If you wish to cancel your child's casual booking at the centre you **MUST** give at least 24 hours' notice to the Coordinator. If this process is not done then you will be charged for the day/s you have booked.

CANCELATION OF VACATION CARE DAYS

- If you wish to cancel vacation care days you must give a **MINIMUM** of one week notice in writing to the Coordinator so that we can allocate your child's position to someone on the waitlist. If you do not give this notice you will still be charged for that day.

CASUAL BOOKINGS & ABSENT NOTIFICATIONS

Absent notifications

Done via text message and must include the following

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- *Child's name
- *School they attend
- *Day for the booking
- *Date of the booking

ABSENT NOTIFICATION

Text Message Sample

John smith from **OLSOTS** is absent for
AFTER SCHOOL CARE for Monday
10th March

Failure to notify of absent days will result in a \$20 finder's fee

Casual bookings for after school collection

Done via text message (if done on the day or day before) must include the following

- *Child's name
- *School they attend
- *Day for the booking
- *Date of the booking

CASUAL BOOKING

Text Message Sample

Could I please book in John smith
from **OLSOTS** for BEFORE SCHOOL
CARE or AFTER SCHOOL CARE

Done via email message (if done in advance) must include the following

- *Child's name
- School they attend
- Day for the booking
- Date of the booking

School Codes

Miranda North = MN

Taren Point = TP

Our Lady Star Of The Sea = OLSOTS

Link to National Quality Standard

7.1.1 Appropriate governance arrangements are in place to manage the service.

