

# **FORBES PRIMARY SCHOOL**



## Cancellation policy for OSHC

#### **DOCUMENT CONTROL**

File Location:	OSHC office
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Approved By:	Principal:	Governing Council Chairperson:
Principal Governing Council	Kirby Dickinson	Cynthia Auctherlonie

Next Review:	Policy Scope:	Date Approved:
24 Months ( 08/ 2025)	School Specific	August 2023
Alecia Cailes, Director	Kirby Dickinson, Principal	Cynthia Auctherlonie, Governing

#### Aim

Forbes Primary School OSHC aims to provide a quality service to families at an affordable price. We aim to implement processes to ensure that the OSHC service operates efficiently and effectively and that future planning considerations are met through maintaining appropriate records and procedures for children's bookings and cancellations. This will ensure future needs of the service can be met through efficient and accurate record keeping, particularly in relation to bookings and cancellations.

### Implementation of policy

Educators are rostered on a weekly basis, dependent on the number of children booked into the service. Bookings are monitored daily by the Director to ensure correct staff:child ratios.

We understand that at times there is a need for families to alter bookings. We ask that this is done with as much notice as possible. Cancellations and changes to bookings can be done through the current third party software provider, Xplor.

Where cancellations are made with less than 24 hours notice, families will still be charged. This is processed as an absence when claiming ChildCare Subsidy through Centrelink: this means that families are only required to pay the gap for the absent day/days. There are 42 allowable absences per year. It is important to note that this information may change.

For bookings that have been made where a child does not attend and no cancellation notice is given by the family, the booking will be charged as an absence.

For ongoing cancellations to regular bookings, for example a number of days in a row due to illness, we ask that families provide as much notice as possible in relation to the expected time off. Where more than 24 hours notice is provided, bookings will not be charged.

In the event of school holidays (vacation care program), the same 24 hour notice applies. We acknowledge that families are required to make a \$10 deposit for vacation care bookings- this money will be credited towards accounts.

As our third party software provider is accessible to families via technology, we acknowledge that changes can be made remotely and at any time by families. Therefore to assist families the weekend is included in our cancellation time (not only weekdays: for example bookings on a Monday can be cancelled on a Saturday and still provide 24 hours notice, it does not need to be done by the Friday).

Alterations to this policy can be made at the discretion of the Director if required.

Last reviewed: August 2023 Next review due: August 2025