

A-6 Bookings

National Quality Standards (NQS)

2.2	Each child is protected.
2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

Reg. 99	Children leaving the education and care service premises
Reg. 158	Children's attendance record to be kept by approved provider
Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures

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, staff and management of the Centre, by ensuring that records and information are kept in a secure place and only disclosed to people have a legal right to know.

Related Policies

- Absent and Missing Children Policy
- Enrolment and Orientation Policy
- Hours of Operation Policy
- Maintenance of Records Policy
- Priority of Access Policy
- Privacy and Confidentiality Policy
- Storage Policy

Procedure

Changes to permanent bookings are made through the Qikkids website using individual log in information. Changes to Casual bookings are made through the Qikkids 'My Family Lounge' smartphone app. 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 and are chargeable despite attendance.

Changed 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 be 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 Qikkids 'My Family Lounge' smartphone app 2pm the day session the change is to take place. "Away" notifications after this time must be made to the Centre. "Away" Permanent sessions are chargeable. Non-notifications of a child's absence from a session may incur additional fees (see Fees Policy).

Permanent bookings falling on a public holiday are non-chargeable.

Casual Bookings

Bookings are considered casual if they are made irregularly or occasionally.

Casual Before School Care bookings must be made through the Qikkids 'My Family Lounge' smartphone app 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. In the event of a waitlist, all casual requests must be made via email to the Centre. Casual bookings can be requested from the start of the week the booking is to take place. Bookings will be subject to availability.

Casual bookings may be cancelled without charge provided the Centre is advised prior to the end of the morning session or the commencement of the afternoon session. If the Centre is not informed by this time the casual session will be charged.

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 Director of their position and appropriate arrangement will be put in place to accommodate these situations. Alternate booking 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 resubmitted for bookings to occur.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard – Australian Children's Education and Care Quality Authority

Date Endorsed: 25/05/2022

Date of Review: 25/10/2023

Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202207	- Updated Related Policies - Minor wording changes	Staff	
V1.202102	- Updated information on how to make and change bookings	Staff	
v.1.202005	- Included process for casual bookings in event of a waitlist	Staff	
v.1.201902	- Separate Policy Created	Staff	