


BELAIR PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE

45 – 83 Main Road,

BELAIR 5052 S.A.
Phone: 82787609
FAX: 8370 2651
Web: www.belairschools.sa.edu.au
Email: Belair.OSHC537@schools.sa.edu.au

 Government of South Australia
 Department for Education

CANCELLATION POLICY

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
172	Notification of change to policies and procedures

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017 A New Tax System (Family Assistance) Act 1999	Family Law Act 1975 Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook
--	--

RELATED POLICIES

Arrival and Departure Policy Fees Policy Grievance Policy (Families)	Governance and Management Policy Privacy and Confidentiality Policy Enrolment Policy
--	--

PURPOSE

The Belair Primary School OSHC service endeavours to balance family needs with complying with the *Service Approval Education and Early Childhood Services (Registration and Standards)*.

SCOPE

This Policy applies to all OSHC sessions: Before and After School, Vacation Care and Pupil Free Days.

Cancellation Procedures:

Cancelling a booking:

No fee is charged for bookings that are cancelled by phone, email, or in person by 8.00am five working days prior to the day of the booking. (Example: To cancel a Monday before or after school care booking, you need to cancel by 8.00am the previous Monday.) If five working days' notice is not provided, the session will be marked as 'absent' and will be charged the full amount.

Instances when parents/carers are required to notify OSHC of cancellation/absence:

- when child is unwell;
- when child will not be attending OSHC due to a school-related event, including but not limited to sports day, school 3-way conversations, an excursion and school camp;
- when child will not be attending OSHC due to a family-related event, including but not limited to family holiday;
- when child will be collected from school early, including but not limited to school early finish days;
- when child will not attend OSHC due to significant local events including but not limited to bushfires, extreme weather (not including catastrophic weather days, in which case OSHC will be closed), pandemic or other illness outbreaks.

Illness with medical certificate:

When a booking is cancelled within five working days due to illness or other medical condition, no fee will be charged if a medical certificate is provided to cover the missed session(s). If a medical certificate is not provided, the session will be marked as 'absent' and charged the full amount.

Children who are sent home early from school due to illness and are booked to attend OSHC that same day, will be marked as 'absent' and charged the full amount. No fee will be charged if a medical certificate is provided to cover the missed session.

Children referred from school:

Children not collected from school by 3:45pm and who are enrolled with the OSHC service will be taken to OSHC. The parent/carer will be liable for any fees incurred.

NB: Families are entitled to receive the Australian Government Child Care Subsidy for up to 42 absences per year. Further information on Child Care Subsidy is available at www.education.gov.au

Important: Please read the information below from the Australian Government Department of Education Child Care Provider Handbook (last updated December 2022) regarding some instances when government subsidy is NOT paid by the government:

Can absences be reported before the child first attends care?

Generally, Child Care Subsidy will not be paid for absences where a provider charges a family to reserve a place for a child who has not yet physically started care.

In addition, if a child is booked in to start at a service on a particular date but does not attend on that day, no Child Care Subsidy will be paid until the child physically attends a session of care.

Similarly, a child care service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care under an enrolment. This means that absences submitted after a child last physically attends a session of care are not eligible for Child Care Subsidy.

If a family has confirmed their child's last day at a service, but that child does not attend their last booked session of care, no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service.

If a provider continues to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice, Child Care Subsidy will not be payable for these sessions of care. If absences are reported in the above circumstances and Child Care Subsidy is incorrectly paid, these amounts must be remitted to Services Australia and if not will be recovered from the service.

(Child Care Provider Handbook, last updated Dec. 2022, p.61)

REVIEW

POLICY REVIEWED	FEBRUARY 2023	NEXT REVIEW DATE	FEBRUARY 2024
MODIFICATIONS	<ul style="list-style-type: none"> Addition of absences information from Child Care Provider Handbook. 		
MODIFICATIONS	<ul style="list-style-type: none"> Addition of NQS, related legislation and related policies 		