



BELAIR PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE

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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
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RELATED POLICIES

Arrival and Departure Policy Fees Policy Grievance Policy (Families)	Governance and Management Policy Privacy and Confidentiality Policy Enrolment Policy
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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 Care, 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 the child's illness or other medical condition, no fee will be charged if a medical certificate for the child's illness or medical condition is provided to cover the missed session(s). If such 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 for the child's illness 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 information regarding CCS and absences:

If a child does not physically attend OSHC for a period of 14 straight weeks, including being absent for booked sessions, subsidy ceases for that child’s account and CCS takes back the subsidy that was applied to any absent bookings during that time period. When this happens, the account holder is liable for full fees owing for absences during that period.

It is important to note that Belair OSHC does **not** cease enrolments – Services Australia does this.

The following information is from page 34 of the Federal Government’s Child Care Provider Handbook:

When does an enrolment end?

Where an enrolment has an end date, the provider will be notified through the Child Care Subsidy System four weeks before that date. If care is going to continue under the arrangement, the enrolment end date must be updated or else the arrangement will end. If that happens, the child will need to be re-enrolled and a Complying Written Arrangement will need to be re-established.

An enrolment will end for Child Care Subsidy purposes if a child does not attend a session of care for 14 continuous weeks. The provider will be notified after four weeks of no sessions of care being reported. If the child starts attending the service again after 14 weeks or more, the provider will need to re-establish the Complying Written Arrangement with the individual and submit a new enrolment notice.

(Child Care Provider Handbook, last updated Oct. 2023, p.34)

If families have any queries about this rule, they are advised to contact Services Australia.

REVIEW

POLICY REVIEWED	March 2024	NEXT REVIEW DATE	March 2027
	<ul style="list-style-type: none"> Updated absences information from Child Care Provider Handbook. 		
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 		