

# Outside School Hours Care (OSHC) Booking Procedures & Policy

## AIM

This policy provides information about the Loch Primary School's Outside of School Hours Care (OSHC) policy for requesting and accepting bookings, including prioritisation of bookings.

## POLICY

Loch Primary School OSHC is a not-for-profit service that is committed to accurate, timely and equitable access to bookings where possible.

Loch Primary School OSHC defines permanent bookings as bookings that are the same each week during school term. For example, every After School Care session on Tuesday and Wednesdays each week.

Loch Primary School OSHC defines casual bookings as bookings that change week to week.

**The following processes will be followed for service bookings:**

- Loch Primary School OSHC will accept booking requests made in person, over the phone, in writing or via the Xplor home app (casual bookings only) to the OSHC service
- Not all requested bookings are able to be met, depending on the licensed capacity of the service and the staffing arrangements per session
- Loch Primary School OSHC will endeavour to staff to allow for casual bookings where practical
- Loch Primary School OSHC will endeavour to meet all booking requests where practical
- Parents and carers will identify permanent bookings in the enrolment form and Loch Primary School OSHC will action these booking requests where practical
- Casual bookings for before school care and after school care will attract a higher fee due to the nature of the booking and irregular pattern of attendance (see OSHC Financial Integrity and Fee Policy)
- Loch Primary School OSHC will adjust permanent bookings as requested by parents or carers, provided the identified notice period is adhered to in order to avoid cancellation fees
- Parents and carers must provide notice for booking changes as follows:
  - Notify OSHC via email, phone or Xplor Home app, 24 hours prior, for booking changes and cancellations for Before School Care and After School Care sessions

- Notify OSHC via email, phone or Xplor Home app, as soon as possible if your child is unwell and is unable to attend their booked Before School Care and After School Care sessions.
- A person with management or control of the approved provider Loch Primary School OSHC, (or a person to whom the task is delegated to by the provider) will regularly undertake the management of reporting of sessions of care, absences and business continuity payments as required as under Child Care Subsidy approval (see **Appendix 1**).

## ACCESS AND INCLUSION

- Loch Primary School OSHC has a licensed capacity for the number of children that a service can support at one time
- All children and families have a right to access the service as per the Equal Opportunity Act
- In situations where the demand exceeds places, Loch Primary School OSHC will allocate bookings based on the Priority of Access Guidelines (Refer to Enrolment and Orientation Policy and **Appendix 1**: OSHC Priority of Access Guidelines).

## ROLES AND RESPONSIBILITIES

Role	Responsibility
Educators and Supervisors	Person with Management or Control, Educators, Supervisors, Nominated Supervisor/Educational Leader will oversee the implementation and service adherence to this policy All Educators are responsible for the daily implementation of the policy when directly supervising children.
Parent or carer	As account holders, parents or carers must ensure they fulfil their payment obligations and provide their banking details prior to their child starting care, as required.
School Council / Principal	Provide official sign off on the Policy

## REFERENCES

### LEGISLATION, STANDARDS AND PROVISIONS

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)
- [A New Tax System \(Family Assistance\) Act 1999](#)
- [Family Law Act 1975](#)
- [Child Care Subsidy Secretary's Rules 2017 \(legislation.gov.au\)](#)
- [National Quality Standards - Quality Area 2: Children's Health and Safety](#)
- [National Quality Standards Quality Area 6 – Collaborative Partnership with Families and Communities](#)
- [Equal Opportunity Act 2010 \(Vic\)](#)
- [Privacy Act 1988 \(Cth\)](#)

- [Privacy and Data Protection Act 2014 \(Vic\)](#)

## SUPPORTING DOCUMENTS

- [Department Education and Training \(DET\) - School Operations](#)  
[Department Education and Training: Information Security, InfoSafe](#)
- [Australian Children's Education and Care Quality Authority \(ACECQA\)](#)  
[ACECQA National Quality Standard](#)  
National Quality Agenda IT System
- [Australian Government Department Education, Skills and Employment \(DESE\)](#)  
[Child Care Provider Handbook – Child Care Subsidy System 2019](#)  
[Guide to Additional Child Care Subsidy](#)  
[Child Care – Financial Integrity](#)

## POLICY REVIEW AND APPROVAL

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Loch Primary School OSHC and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g., parents, school community etc. will also inform policy updates and review.

This policy was last reviewed and updated by both School Council and OSHC staff on **27<sup>th</sup> March 2023** and is scheduled for review in **March 2024**.

## STAFF ACKNOWLEDGEMENT

I acknowledge:

- receiving the Loch Primary OSHC Booking Policy;
- that I will comply with the policy; and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

Your Name:		
Signed:		
Date:		
Loch OSHC sign off:		Date:

## APPENDIX 1

## MANAGING AND REPORTING SESSIONS OF CARE

The delegated person responsible for Child Care Subsidy (A person with management or control of the approved provider Loch Primary School OSHC, or a person to whom the task is delegated to by the provider) will regularly undertake the management of reporting of sessions of care, absences, and business continuity payments. Session reports will be provided for each child for each week that care.

Topics addressed and details of information required in the weekly session report include:

Topic	Details
Type of Report	Can be: <ul style="list-style-type: none"><li>• initial report</li><li>• variation (change) to a report, or</li><li>• withdrawal of a report.</li></ul>
Dates	Start and end dates of the week the report covers.
Session Details	Include: <ul style="list-style-type: none"><li>• date</li><li>• session start and finish times.</li></ul>
Attendance Times	Child's actual in and out attendance times must be reported for each session of care (except where an absence is reported).
Absences	Include: <ul style="list-style-type: none"><li>• notification of absences (if applicable)</li><li>• a reason for any additional absence (where child has used more than 52 absence days in 2022/2023 financial year, 42 2023/2024).</li></ul>
Actual Fee Charged	<p>The actual fee charged must reflect the amount the parent was liable to pay for the session of care.</p> <p>Where the parent directly benefits from another subsidy or discount that reduces their fee liability for the session (that the [insert school name] OSHC knows of), the amount in this field must reflect the remaining amount after the other subsidy or discount has been applied.</p> <p>Likewise, if the parent is not liable to pay the whole fee charged for the session (because a third party has accepted liability to pay some of the fee), this field must only reflect the portion that the parent is liable for.</p>
Other Subsidies paid to Loch Primary School OSHC to reduce the individual's fee liability	<p>Where the actual fee charged for the session was reduced by the amount of another subsidy that the parent directly benefited from (for example, employer contribution to parent's childcare fees):</p> <ul style="list-style-type: none"><li>• must indicate—yes/no.</li></ul> <p>If 'yes':</p> <ul style="list-style-type: none"><li>• name of the other subsidy payer</li><li>• other subsidy amount—hourly or session amount.</li></ul>

## REPORTING ABSENCES

Child Care Subsidy is payable for up to 52 days for the 2022/2023 financial year, and 42 absence days for a child in all financial year following, for sessions of care a child is enrolled

in and did not attend, but only for sessions of care where an individual still incurs a genuine fee liability to pay for the care. A reason does not need to be provided for a child's initial 42 days of absence.

Once 42 absence days have occurred in a financial year, Loch Primary School OSHC will ensure that Child Care Subsidy is only paid for any additional absences where they are taken for a reason set out in Family Assistance Law. These reasons are:

- the child, the individual who cares for the child, the individual's partner, or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner
- alternative arrangements have been made on a pupil-free day
- the child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child
- the service is closed as a direct result of a period of local emergency
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency.

In shared care arrangements (where separated parents both claim the Child Care Subsidy for the child's care), the 42 absences are allocated to the child, not to each individual parent.

Childcare fee assistance is payable for sessions of care provided to a child for an attendance or an allowable absence and not on the number of places a childcare service has available on a day. Therefore, where a child is absent from a session of care that was pre-booked and Loch Primary School OSHC will charge the family and claims an absence on their behalf, the service can offer the absent child's place to another child.

Loch Primary School OSHC may decide to discount fees in situations where a parent is able to provide advance notice and the place can be filled by another child. If the fees are discounted, Loch Primary School OSHC will report the discounted fees to the Department of Education, Skills and Employment (DESE) so that the correct Child Care Subsidy can be calculated based on the actual fee the parent is charged for that session.

## **REPORTING ATTENDANCE TIMES**

Loch Primary School OSHC will provide children's actual in-and-out attendance times in both statements of entitlements to families and session reports to the Australian Government. Attendance times are not used to calculate Child Care Subsidy or Additional Child Care Subsidy. Child Care Subsidy and Additional Child Care Subsidy are calculated based on the length of each session of care individuals are liable to pay for as reported in the session report. Reporting actual attendance times is intended to help parents understand the relationship between the fees they are charged, the amount of subsidy paid to their childcare provider on their behalf, and their out-of-pocket expenses.

## MAKING BUSINESS CONTINUITY PAYMENTS

Business continuity payments may be made if a situation arises that is beyond the control of the Loch Primary School, and they are prevented from submitting session reports for reasons beyond their control. These payments are an emergency measure only and do not replace the requirement to submit session reports.

Examples of situations where business continuity payments may apply are:

- a disruption to the operation of communication infrastructure the service uses that cannot be rectified by the end of the relevant period
- where the service is significantly affected by a natural disaster, such as flood, storm, fire, or earthquake.

Business continuity payments are intended to allow a service to continue operating until electronic reports can be provided. Payments made in this way should still be passed on to parents as fee reductions. Then, once Loch Primary School OSHC is able to provide session reports again, any business continuity payments will be offset against Child Care Subsidy payments (including those that are calculated for a past period in respect to which any business continuity payments were made).

The amount to be paid will be based on the average weekly amount paid to the service during a similar previous period (for example, a similar number of children and similar time of year), known as a 'test period'. The amount of the weekly payment will be rounded to the nearest \$100.

When the service is new and there is no payment history to establish a test period, the amount will be 50 per cent of 50 hours of care for the estimated number of children in care for the week at the Child Care Subsidy hourly rate cap for the service type.

If Loch Primary School OSHC is in a situation where it cannot submit session reports for reasons outside its control, the Nominated Supervisor or Person with Management Control will contact the Department of Education, Skills and Employment Child Care Subsidy Help Desk, 1300 667 276 or email: [ccshelpdesk@dese.gov.au](mailto:ccshelpdesk@dese.gov.au) for support.