

# Vacation Care Booking Policy

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## Policy Statement

This policy is in place to ensure that stakeholders understand requirements regarding Vacation Care bookings. The Administration and Enrolments Manager requires a structured policy and procedure in place to ensure all legally required documentation is received from families when booking for Vacation Care.

## What is Vacation Care?

At Castle Hill Funhouse, the Vacation Care program is developed using the feedback and ideas generated from our stakeholders. The program links closely to our Learning Framework MY TIME OUR PLACE and the outcomes, principles and practises outlined throughout the framework. At Castle Hill Funhouse Vacation Care is an important part of our Educational Program that operates during the school holiday periods. At Castle Hill Funhouse, the program consists of a variety of in-house, workshop and excursion days. Castle Hill Funhouse aims to have the Vacation Care program available to families from week 3-4 of each term.

## Vacation Care Bookings:

- Requesting bookings through the Xplor home app **will no longer be accepted**. The Vacation Care program and booking form will be available to families as paper copies available at Funhouse connect or on the Funhouse website.
- Any bookings **must** be submitted via paper copy or **SCANNED** attachment VIA email only. Not online. *(Funhouse suggests parents use the adobe scan app to scan booking forms)*
- **NO** images of bookings forms sent via email will be accepted, scanned copies ONLY.
- Families will be contacted if forms are incomplete and will be given 2 days to correct errors. If not resolved within the two-day timeframe the booking request will be denied.
- Families will receive confirmation of their bookings via text message or email within a week after the closing date.
- Completed booking forms for Vacation Care must be received by the close of booking period (three weeks after the relevant Vacation Care program is released).
- No bookings can be changed or cancelled after the closing date, if children do not attend their booked day, they will be marked absent.
- No refunds or credits will be given for absences.

## Vacation Care Absence Notification:

- During Vacation Care the non-notification of absences still applies. Families are required to inform the service if their child/ren will be absent during their booked session. If the service is not notified of an absence in line with the information below families will be charged a non-notification fee of \$25.

**In house / workshop days** – Families are to notify the service of an absence BY 12:30PM on the day.

**Excursion days** – Families are to notify the service of an absence BY 7:30AM on the day.

*If families fail to notify the service by the identified times above a non-notification fee will be applied to their account.*

## Roles and Responsibilities

Nominated Supervisor/ Administration and Enrolments Manager/Educational Leader/Assist	<ul style="list-style-type: none"> <li>• Ensure booking form is available to parents from week 3-4 of each term</li> <li>• Ensure all booking forms handed in are correctly completed</li> <li>• Ensure any forms incomplete are sent back with a 2-day timeframe for error correction</li> <li>• Ensure booking confirmations are sent to families within a week after the closing date</li> <li>• Ensure vacation care booking spreadsheet is kept up to date</li> <li>• Adhere to this policy</li> </ul>
Staff Members / Connect Staff	<ul style="list-style-type: none"> <li>• Ensure all booking forms handed in are correctly completed</li> <li>• Ensure booking forms are readily available to families</li> <li>• Assist parents with enquiries</li> <li>• Ensure parents are aware of the policy changes</li> <li>• Adhere to this policy.</li> </ul>
Families	<ul style="list-style-type: none"> <li>• Ensure booking forms are completed correctly.</li> <li>• Ensure incorrect booking forms are fixed and resubmitted within 2 days</li> <li>• Ensure booking form is submitted via hard copy or <b>SCANNED</b> email.</li> <li>• Await booking confirmation for up to a week after bookings have closed.</li> <li>• Ensure ALL details and information on booking forms are correct and up to date</li> <li>• Adhere to this policy</li> </ul>

## Monitoring, Evaluation, and Review

This policy will be monitored to ensure compliance with program requirements and unless deemed necessary through the identification of practice gaps, the service will review the policy as per required.

Families and Early Years Education & Care staff members are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

## Related Information

Related Policies that Support	<ul style="list-style-type: none"> <li>• Family Conduct Guidelines</li> </ul>
Related Legislation	<ul style="list-style-type: none"> <li>• Education &amp; Care Services National Regulations 2011: Regulation 102, 160, 161 &amp; 177</li> </ul>
Related Guidelines, Standards, Frameworks	<ul style="list-style-type: none"> <li>• National Quality Standard 6.1 Collaborate Partnerships with Families and Communities 6.1.1</li> </ul>
Sources	<ul style="list-style-type: none"> <li>• Aussie Child Care Network</li> <li>• Australian Children's Education &amp; Care Quality Authority (ACECQA)</li> <li>• National Quality Framework</li> <li>• Education &amp; Care Services National Regulations 2011</li> </ul>