

Early Learning and Care

Fact Sheet 4: Bookings, Absences & Cancellations



Catholic Education
Diocese of Rockhampton

BOOKINGS

Catholic Education - Diocese of Rockhampton endeavours to provide support for the families of children in education and care. To ensure that this support is available to as many people as possible, assistance is requested of parent/carers to notify the service of their requirements in advance.

- **A permanent booking** is where a child attends regular booked days and holds a current enrolment
- **A casual booking** is where a child attends on an occasional/ irregular basis and holds a current enrolment

The **Enrolment Form** requires Parents/Carers to nominate the days on which children will be attending the service. These days will remain in place for the period as indicated on the form, or if no period is indicated, the service will keep the booking in place until the remainder of the year or until written notification is received. Changes to bookings will need to be submitted to the Coordinator/Nominated Supervisor in writing and families must receive confirmation that these changes can be accommodated before altering their attendance.

CANCELLATIONS

Cancellation of a **permanent booking** (including Vacation Care) will require two weeks' notice. All associated fees for the two week period will be paid before leaving the service.

Cancellation of a **casual booking** will require 48 hours' notice. Where this notice is not received, the service reserves the right to record this attendance as an absence and require payment of associated fees.

Exemptions to the above: bookings or cancellations may be approved in exceptional circumstances at the discretion of the Nominated Supervisor of the service, through written application.

Should the service need to cancel an enrolment, the Coordinator/Nominated Supervisor will follow the cancellation of an enrolment procedure as per the Fee Procedure and the Cancellation Procedure.

EMERGENCY CARE

Limited emergency care places are available. Emergency care covers the inclusion of no more than two or more children from the same family who are, educated and cared for at the service in an emergency for a period of not more than two consecutive days on which the service operates. Should use of these places be required on more than 3 occasions during the term or the care of more than the two children from one family is necessary, consultation with the Diocesan Coordinator Early Learning & Care will be required. Exceeding the number of places available will only be permitted if there is no risk to the health, safety and wellbeing of the children at the service.

If service approval places are exceeded as a result of emergency care being provided, an **Emergency Care Notice** will be displayed.