BOOKINGS
Centacare Child Care Services endeavours to provide support for the families of children in its care. In order to maximise available vacancies assistance is requested of parent/guardians to notify in writing changes/requests for care requirements in advance.

- **A permanent booking** is where a child with a current enrolment attends regular booked days/sessions.
- **A casual booking** is where a child with a current enrolment attends on an irregular basis (based on vacancies and absences)

The Request for Booking Form requires Parents/Carers to nominate the preferred days of attendance for their child/ren. These days will remain in place for the period indicated on the form or until written cancellation/notification is received. Changes to bookings will need to be submitted to the Coordinator/Director in writing using the Changes/Cancellation/Alteration to a Booking Form.

ABSENCES
In order to receive Child Care Benefit (CCB) for absences, parents are required to sign the absence on the service’s daily sign in/out sheet. CCB is paid for up to 42 days absences for each child per financial year. All absences beyond the first 42 will only be paid for ‘additional absences’ if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Follow the links to [www.facsia.gov.au/childcare](http://www.facsia.gov.au/childcare)

OSHC
Notice is required if children are unable to attend on booked days. Full fees will be charged for all absences. If notice period is not provided, child care benefit (if applicable) may not be payable.

- Full fees are charged for all absences
- Full fees apply to Public Holidays with the exception of the Christmas break when the centre is closed
- Notice is required if child/ren are unable to attend on booked days. A $5.00 Non Communication Fee will be charged if notice is not provided within the timeframes below
  - Before School Care Notice of absence received prior to the beginning of the session
  - After School Care Notice of absence received by 2pm on the day of the booking
  - Vacation Care 24 hours notice

LONG DAY CARE
A bond is required at the beginning of an enrolment, which will be held until the child leaves the service.

- Full fees are charged for all absences.
- Full fees apply to Public Holidays with the exception of the Christmas break when the centre is closed.
- When on holidays it is still necessary to pay fees to retain your child’s place within the service. We will retain correct educator child ratios at all times. It is not possible to reduce fees when a child is absent.
- Please notify the centre before 8.30am each day if your child will be absent. If the service has not received information concerning absence for two weeks, the child will be regarded as having left.

CANCELLATIONS
Families wishing to cancel an enrolment must submit the cancellation in writing to the Coordinator/Director, giving a minimum of two weeks notice.

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

Child Care Benefit and Child Care Rebate will only apply at the service until the child’s last day of actual attendance. The child must attend their final day of care to be able to claim Child Care Benefit.