

Cancellation of a Child Policy

To enable our Service to fill positions and maintain utilisation, notice must be given when a family withdraws their child from the Service.

National Quality Standards (NQS)

Quality Area 7: Leadership and Management	
7.3	Administrative systems enable the effective management of a quality service.
7.3.2	Administrative systems are established and maintained to ensure the effective operation of the Service

PURPOSE

We aim to ensure families gain a clear understanding of the Service requirements when withdrawing their child.

SCOPE

This policy applies to families and management of the Service.

IMPLEMENTATION

Families are to be made aware during the enrolment and orientation process about the Service requirements should they wish to withdraw their child from the Service.

Withdrawing from the Service

- Families are required to provide management with 2 weeks written notice when withdrawing their child from the Service.
- The letter must state the date they are writing the withdrawal notice
- The letter must state the child's last day of attendance
- Withdrawal Notice can be emailed to management. This letter will be placed into the child's file and archived once they have left the Service.
- Management will add an end date into the Service software program to ensure compliance with Centrelink.
- Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the Service during those 2 weeks.
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising that payment is due.
- Families must ensure the account is paid prior to final attendance
- If payment has not been received the debt recovery process is to start immediately.

- CCS will not be paid if the child's last day is an absence day. If the child does not attend during their 2 weeks of notice, CCS will not be paid after their last day of attendance and full fees will be applicable. (This is a policy of the Family Assistance Office in relation to Child Care Benefit)

Vacation care cancellation:

- All vacation care booking(s) are considered confirmed once a confirmation email is sent out to parents.
- All confirmed vacation care bookings are eligible for the applicable fees regardless if the child/ren attend or is absent from the confirmed booking(s).
- If families withdraw their booking(s) before any confirmation email has been sent, no fees will be applied for the relevant days of cancellation.

Continuing Enrolment for the New Year

- Prior to the end of each year, parents will receive new enrolment forms in order to apply for the next years BSC/ASC sessions.
- Failure to do so may result in their child not being considered for future placement.
- Families will receive a confirmation letter via mail to advise them of placements for the following year and wait listed places.
- Families eligible for Child Care Subsidy (CCBS) are responsible for ensuring that all information requested by Centrelink is provided to them.

Source

- The Business of Childcare, Karen Kearns 2010
- Education and Care Services National Regulation 2015
- National Quality Standards
- Family Assistance Office
- Code of Ethics

Review

Policy Review Date
December 2019