

Cancelling Child Care or Kindergarten

June 2018

When cancelling child care or kindergarten arrangements with our Service, parents must notify the Service with at least two weeks notice. Notice to cancel care arrangements may be given in writing or verbally. Parents/guardians are not required to provide a reason for the cancellation however in the interests of improving our service parents/guardians may be asked for the reason why the booking is no longer required & to ensure they do not attempt to claim Child Care Subsidy from more than one Service for the same booked period.

Should the child not attend on the final days of this notice period, no Child Care Subsidy can be claimed for the non-attendance days, and the family will be charged the full fee for all absences since the last attendance day (NQS QA 7). This rule is a requirement under the Service's agreement with the Department of Education and Training who issue the Child Care Subsidy under Family Assistance Law. If notice is not given the full scheduled fee will be charged for the normal booking for a period of two weeks. Our nominated third party Debt Collection Service will be notified to recover any unpaid fees if a family has left the Service with outstanding fees including Child Care Subsidy amounts estimated by the Service in advance but not forwarded by Centrelink due to changes in a parent/guardian's eligibility. As part of the Government's new Child Care Subsidy package some families may be eligible for greater fee assistance during times of disadvantage. Families can enquire directly with Centrelink.

On occasion the Service may become aware that a child is not settling into the program and may feel that continuation in the program could be detrimental to the health, safety and wellbeing of that child or other children or adults in the program. We acknowledge that all children have the right to access our programs and will make every effort to ensure a child settles into our Service however sometimes this is not always possible. In the unlikely event that this situation occurs the following steps may be taken:

The Approved Provider may request that the family cancel the child's placement for a short period of time. The parent will not need to give the required two weeks notice however depending on vacancies the Service may be unable to hold a position open for this child. When a situation such as this occurs every effort is made by the Approved Provider in collaboration with the child's Lead Educator and family to determine the best outcome possible for the child and for any other person involved.

Additional inclusion support may be available to the Service to support a situation such as this by providing funding for additional educators or resources however this can only be accessed with permission from the child's parent/guardian and an application must be made to the relevant organisation for approval. In some instances the Service may request a parent/guardian seeks a referral from their child's doctor to a paediatrician who can provide more specialised advice and support. A paediatrician can access additional support for the child on the family's behalf such as early intervention services and/or speech therapy, physiotherapy or occupational therapy. A behaviour management plan which will be reviewed weekly may also be written at any stage during this process by the Service in collaboration with the child's family to assist the child to continue their placement at the Service.

References:

Department of Education and Training & Child Care Service Handbook
National Quality Standard for Early Childhood Education and School Age Care

28/05/2018

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