

# WITHDRAWAL OF A CHILD POLICY

To enable our service to meet legal requirements, fill positions and maintain financial viability, families are required to provide notice when withdrawing their child from the service.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service.

## PURPOSE

We aim to ensure families gain a clear understanding of the service requirements when withdrawing their child from our care.

## SCOPE

This policy applies to children, families, educators, staff, students, volunteers and visitors of the service.

## IMPLEMENTATION

During the enrolment and orientation process families are to be made aware of the service requirements should they wish to withdraw their child from the service.

## WITHDRAWING FROM THE SERVICE

- Families are required to provide management with **two weeks written notice** when withdrawing their child from the service.
- The letter must state:
  - the date they are writing the withdrawal notice,
  - the child's last day of attendance.
- Written withdrawal notification can be emailed or handed 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 the Family Assistance Office and 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 **two 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 of the balance (payment is due or no payment due as applicable).
- A copy of the final account and withdrawal form is to be kept in child's file.
- 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.
- If the child does not attend during their **two weeks of notice**, Child Care Subsidy (CCS) will not be paid after their last day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Office in relation to Child Care Subsidy).
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the service will immediately contact the Parent/Authorised Person/s to discuss all options. This may include the termination of the child's position (See Termination of Enrolment Policy).

#### **CONTINUING ENROLMENT FOR THE NEW YEAR**

- Prior to the end of each year, families will be provided with a letter to confirm their child's continuing enrolment for the New Year.
- Failure to return this letter may result in their child not being considered for a future position.
- Families with children going to school the following year will be required to complete the Re-enrolment form confirming that their child will be going to school the following year, adding an end date to their child's care.
- Families who require care in the New Year until the school year starts, will need to advise management in writing on the re-enrolment form, stating their child's last date of attendance at the service. Any extensions to the advised date will be assessed by management and subject to availability which will be confirmed in writing for families.
- Families eligible for CCS are responsible for ensuring that all information requested by Centrelink is provided to them in order to ensure no interruption to CCS payments.

#### **EMPLOYEES WITH CHILDREN AT THE SERVICE**

Employees are welcome to enrol their child at the service; however, if an employee is terminated from their position, the service reserves the right to terminate the child's position due to conflict of interest.

#### **WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE**

If a family has accepted the offer of a placement, then decides to withdraw from the service before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks is payable to the service and is non-refundable.

**SOURCES:**

- ECA Code of Ethics
- Education and Care Services National Regulations
- Family Assistance Office
- National Quality Standards
- Revised National Quality Standard
- The Business of Childcare, Karen Kearns, 2010

**REVIEW**

POLICY REVIEWED	NOVEMBER 2018	NEXT REVIEW DATE	NOVEMBER 2019
MODIFICATIONS	<ul style="list-style-type: none"> <li>• Terminology changed (CCB to CCS).</li> <li>• Added 'Employees with children at service'.</li> <li>• Additional information added to points.</li> <li>• Sources/references alphabetised.</li> <li>• References corrected, added &amp;/or updated.</li> <li>• Incorrect links deleted and replaced with correct ones.</li> <li>• Minor formatting (line spacing &amp; paragraph spacing) for consistency throughout policy.</li> <li>• Added 'withdrawal prior to commencement' section (with modified 'simpler' heading).</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
DECEMBER 2016	New Format created and policy created.	NOVEMBER 2017	
AUGUST 2017	Minor changes made to policy.	AUGUST 2018	
OCTOBER 2017	Updated references to comply with the revised National Quality Standard.	AUGUST 2018	