

# 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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
160	Child enrolment records to be kept by approved provider and family day care educator
168	Education and care services must have policies and procedures
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider and Responsibilities
183	Storage of records and other documents

## RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Child Care Subsidy Minister's Rules 2017
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook <a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a>	

## 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, approved provider, nominated supervisor, staff, educators and management 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.
- All records related to a child's enrolment must be kept securely until the end of 3 years after the last day of the child's attendance.
- 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).

- At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial Bond payment made on enrolment will be refunded to the family within two weeks of the child's last day.
- 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.
- The Complying Written Arrangement will be updated
- Families eligible for Child Care Subsidy 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 holding deposit/bond is payable to the Service and is non-refundable.

### 14 WEEK RULE (CCS)

An enrolment will end for Child Care Subsidy purposes, if a child does not attend a session of care at our Service for 14 continuous weeks. This is a rule set by CCS and the Department of Education. For further information see the CCS Handbook.

### UPDATING AND ENDING ARRANGEMENTS AND ENROLMENTS

Enrolment notices must be updated in the following circumstances:

- The family disagrees with details of an enrolment and the service agrees an update is required
- The care arrangement between the service and family changes
- The service notices information on the enrolment is incorrect
- The enrolment ends

Our Service will update the enrolment notice with our CCS Software (or PEP) with 7 days of any of the events above occurring.

### CONTINUOUS IMPROVEMENT/REFLECTION

Our *Withdrawal of a Child Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

### SOURCES

Australia Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).

Australian Government Department of Education (2023) Child Care Provider handbook

<https://www.education.gov.au/child-care-package/child-care-provider-handbook>

Australian Government Services Australia Child Care Subsidy

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Early Childhood Australia Code of Ethics. (2016).

[Education and Care Services National Regulations](#). (Amended 2023).

[Western Australian Education and Care Services National Regulations](#)

### REVIEW

POLICY REVIEWED BY	Katherine Austin	Approved Provider	29 <sup>th</sup> August 24
POLICY REVIEWED	August 2024	NEXT REVIEW DATE	July 2025

