



QA7: WITHDRAWAL OF A CHILD POLICY

To enable our Family Day Care Service to fill positions and maintain utilisation, families are required to provide notice when withdrawing their child from our 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 |
| 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 | Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.education.gov.au/child-care-package/child-care-provider-handbook |

RELATED POLICIES

| | |
|---------------------------------------------------|-------------------------------------------------------------------|
| Acceptance and Refusal Policy Enrolment Policy | Orientation of Families Policy Termination of Enrolment Policy |
|---------------------------------------------------|-------------------------------------------------------------------|

PURPOSE

We aim to ensure families gain a clear understanding of our Family Day Care Service's requirements when withdrawing their child.

SCOPE

This policy applies to children, families, educators/educator assistants, Approved Provider, Nominated Supervisor, management and visitors of the Family Day Care Service.

IMPLEMENTATION

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



WITHDRAWING FROM THE FAMILY CARE SERVICE

- Families are required to provide management with two weeks written notice when withdrawing their child from the Family Day Care Service.
- The letter must state:
 - the date they are writing the withdrawal notice and
 - the child's last day of attendance.
- Written withdrawal notification can be emailed or handed to management / nominated supervisor or Family Day Care Educator.
- This letter will be added to the child's file and archived once they have left the Family Day Care 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 Family Day Care 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 Family Day Care Service during those two weeks.
- A final account is to be processed by the educator. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable).
- 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, Murilla Family Day Care 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 IN 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 Change of details 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 their educator in writing on the change of details form, stating their child's last date of attendance at the Family Day Care 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 end date will be updated
- Families who require changes to their hours of care for school age children must indicate new times, days etc on the change of details form.
- 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.

WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE

If a family has accepted the offer of a placement, then decides to withdraw from the Family Day Care Service before the agreed commencement date, the written notice period applies.

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 Family Day Care Service for 14 continuous weeks.

This ensures that enrolments at our Service are current and do not remain open indefinitely in the Child Care Subsidy system.

UPDATING AND ENDING ARRANGEMENTS AND ENROLMENT

When the arrangement for care ends, the approved provider / nominated supervisor must update an enrolment notice in the Child Care Subsidy System within seven days of the change or event which caused the change to the arrangement.

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.

SOURCE

Australian Government Department of Education (2022) 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](#). (2011).

Education and Care Services National Law and the Education and Care Services National Regulations. (2017).

Revised National Quality Framework. (2017). (Amended 2020).



REVIEW

| POLICY REVIEWED | September 2023 | NEXT REVIEW DATE | As Required |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|
| September 2023 | <ul style="list-style-type: none"> • policy maintenance - no major changes to policy • hyperlinks checked and repaired as required • minor formatting edits within text • continuous improvement/reflection section added | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | | |
| NOVEMBER 2021 | <ul style="list-style-type: none"> • Updated reference to Department of Education, Skills and Employment and Family Law in policy • Updated sources/links to DESE minor edits | | |
| NOVEMBER 2020 | <ul style="list-style-type: none"> • addition of Family Law legislation • minor additions to policy re: 14-week rule policy reviewed and sources checked for currency | | |