

WITHDRAWAL OF A CHILD POLICY

To enable our Out of School Hours Care (OSHC) Service fill positions and maintain utilisation, families are required to provide notice when withdrawing their child from Before and After School Care provided by our Service. [This policy does not relate to Vacation Care bookings]

NATIONAL QUALITY STANDARD (NQS)

| QUALITY AREA 7: GOVERNANCE and LEADERSHIP | | |
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| 7.1 | Governance | Governance supports the operations 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 | |
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| 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

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| 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 https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook | |

RELATED POLICIES

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| Acceptance and Refusal Policy Children in the Workplace Policy Enrolment Policy | Governance Policy Orientation of Families Policy Termination of Enrolment Policy |
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PURPOSE

We aim to ensure families gain a clear understanding of the Out of School Hours Service's requirements when withdrawing their child from a session of care.

SCOPE

This policy applies to children, families, staff, the approved provider, nominated supervisor, management and visitors of the OSHC 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 a permanent placement in our Out of School Hours Care Service.

WITHDRAWAL FROM CARE

- Families are required to provide management with two weeks written notice when withdrawing their child from the OSHC 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 [provide email address]
- This letter will be placed into the child's file and archived once they have left the OSHC 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 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 OSHC 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.
- Annual administration fees (if applicable) are non-refundable
- 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*).
- Casual sessions can be cancelled provided a minimum of 48 hours' notice is provided.
- Vacation Care Cancellations- This policy does not apply to Vacation Care bookings.

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 who require changes to their hours of care for school age children must indicate new times, days etc on the re-enrolment 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.

EDUCATORS WITH CHILDREN AT THE OSHC SERVICE

Educators are welcome to enrol their child at the OSHC Service. However, if an educator is terminated from their position for any reason, the OSHC service reserves the right to terminate the child's position due to conflict of interest. (*See Children in the Workplace Policy*).

WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE

If a family has accepted the offer of a permanent placement and then decides to withdraw from the



Service before the agreed commencement date, the annual administration fee remains non-refundable.

14 WEEK RULE

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 ENROLMENT

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.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

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| Notification of Changes to Enrolment Form Family Exit Survey | Termination of Enrolment Form |
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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

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| POLICY REVIEWED BY | Libby Haines | Director | November 2023 |
| POLICY REVIEWED | NOVEMBER 2023 | NEXT REVIEW DATE | NOVEMBER 2024 |
| VERSION NUMBER | V5.11.23 | | |
| MODIFICATIONS | <ul style="list-style-type: none"> • policy maintenance - no major changes to policy • added information re: 14 week rule and updating/ending arrangements and enrolment • additional CCD Related Resources added • sources updated | | |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS | NEXT REVIEW DATE | |
| NOVEMBER 2022 | <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 • link to Western Australian Education and Care Services National Regulations added in 'Sources' | NOVEMBER 2023 | |
| 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 2022 | |
| 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 | NOVEMBER 2021 | |
| NOVEMBER 2019 | New policy created for Out of School Hours Care Services | NOVEMBER 2020 | |