



Conyngham Street  
**Community  
Children's Centre**  
LEARNING TOGETHER, EVERY DAY.

## Policy 7

# Withdrawal of a Child (Cessation of care)

To enable our Service to fill positions and maintain utilisation, 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	<b>Governance</b>	Governance supports the operation of a quality service
7.1.1	<b>Service philosophy and purposes</b>	A statement of philosophy guides all aspects of the service's operations
7.1.2	<b>Management Systems</b>	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	<b>Roles and Responsibilities</b>	Roles and responsibilities are clearly defines, 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.

### SCOPE

This policy applies to families and management of the 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 the Service.

### Withdrawing from the Service

- Families are required to provide management with 2 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
- Withdrawal Notice 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 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 2 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 that payment is due.
- A copy of the final account and withdrawal form is to be kept in child's file.
- If payment has not been received the debt recovery process is to start immediately.
- At the end of the enrolment 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 2 weeks after the child's last day.
- If at any stage of the enrolment it is felt that it is necessary to discuss the viability of the enrolment due to a concern of 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 withdrawal of the enrolment.

#### Source

- The Business of Childcare, Karen Kearns 2010
- Education and Care Services National Regulation 2015
- National Quality Standards
- Family Assistance Office
- Code of Ethics
- Revised National Quality Standards

#### Review

Date Reviewed	Modifications	Next Policy Review Date
August 2018		August 2019