

5.4 Cancellation of Care Policy

Policy number: 5.4
Date last reviewed: September 2023
Reviewed by: Child Care Team

This policy relates to	
National Quality Standards Early Childhood Education & Care	

Purpose

Parent Care Arrangements outline the notice periods to be given by educators or families when cancelling care. This can be 1 or 2 weeks’ notice of care ceasing. However, if care does not occur, Child Care Subsidy is not applicable unless the absence from care is due to an additional absence reason with evidence provided. The service will not submit absences for the last day of care unless the evidence of a e.g. approved evidence -doctors certificate has been supplied with the dates relevant to the last day of care. Evidence is only valid/accepted if the child has attended care in the previous 6 days in line with Family Assistance guidelines.

Policy

Cancellation of care form must be completed signed by the parent and educator and sent to the office as soon as the notice has been given. Fees should be paid in full before the last day of care and any adjustments will occur as needed.

Two (2) weeks notice to the other party is required if a parent of educator wishes to terminate the booking based on the Parent Care Arrangement form, unless otherwise agreed by the educator or service.

Where there are exceptional circumstances, the period of notice may be waived at the discretion of the educator or the service.

For In Home Care, cancellation of care can be immediate without a notice period where there has been a change in circumstances, a relationship breakdown between the family, educator or service, or a serious incident.

Some services continue to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice. This is a business decision for the individual educator service. However, it is not possible under family assistance law for Child Care subsidy to be paid for sessions in these circumstances. Services cannot report absences in these cases.

If a child does not attend care during the notice period without any additional absences in place after exceeding the initial 42 allowable absences, the educator is able to charge the family full fees or use the initial bond/advance payment from the family for this period.

Outstanding fees

If there is no bond in place and the family leaves on a bad debt the educator will send invoices to the family cc to service manager and if not paid the educator will engage a debt collection service to recover fees.

If parents do not make payments the family is not eligible for the child care subsidy for that period of care and the subsidy will be recovered by Centrelink as a debt to the commonwealth- there may be additional penalties to the parent for not paying their gap fee as required under Family Assistance Law.

Educator's Parent Care Arrangements vary due to the educator being self-employed. For this reason, it is the educator's responsibility to follow up with any notice periods and outstanding fees associated with this period.

Coordinators will contact families after care has ceased to obtain feedback for quality improvement. Information and feedback relating to educators will be shared for quality improvement purposes.

Associated Beaucare Policies and Documents

[Appendix A Legislation](#)

[Appendix D Privacy and Communication](#)

[Appendix F QIP and Compliance](#)

Relevant Legislation