

## Ending Care Policy

<b>Published</b>	<b>December 2020</b>
<b>Review Date</b>	<b>February 2023</b>
<b>Sources</b>	<p>Education and Care Services National Regulations, October 2020</p> <p>Education and Care Services National Law, February 2018</p> <p>Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017</p> <p>Guide to the National Quality Framework, January 2020</p>

### **Aim:**

To ensure that families provide enough notice to the service of them ending care, and that they do so in a professional manner.

### **Explanation:**

When a family gives notice for them ending care with CKC, a minimum of 2 weeks written notice is required. This provides CKC with time to offer the place to other families who are after care.

### **Responsibilities:**

#### **In relation to the Approved Provider, Co-ordination Unit Staff & Educators**

- Be aware of the requirements of the current Education and Care Services National Regulations and National Quality Standard
- Ensure that families are aware that they need to provide at least 2 weeks' notice in writing when ending care

#### **In relation to Families:**

- Notify CKC in writing of their decision to end their child's care with the service, giving a minimum of 2 weeks' notice
- If 2 weeks' notice is not provided to the service, full fees will be charged for that period of time that falls short of the required notice period

#### **In relation to Children Being Absent from Care on Their Last Day/s:**

- If a child is absent from care of their last day/s of their notice period full fees will be charged if the absence does not meet the guidelines set out by CCS
- Under CCS Rules a service is unable to apply CCS if a child is absent of their last day/s of care with a service, unless the absence falls within the guidelines set out by CCS

### **Related Policies:**

- Code of Conduct
- Communication
- Privacy and Confidentiality
- Governance and Management (Including Confidentiality of Records)
- Fee Payment

**Continual Monitoring and Improvement:**

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Approved Provider and Co-ordination Unit Staff accessing current relevant information
- Approved Provider, Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

**Policy Review**

Date Revised	Comments
June 2019	Scheduled Policy Review – No changes made
December 2020	Scheduled Policy Review – Updated information around absence on last day