

Ending Care Policy and Guideline

Published	December 2020
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Sources	Education and Care Services National Regulations, October 2020 Education and Care Services National Law, February 2018 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017 Guide to the National Quality Framework, September 2020
Related Policies	Code of Conduct Communication Privacy and Confidentiality Governance and Management (Including Confidentiality of Records) Staff Code of Conduct Fee Payment

Aim:

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

Explanation:

When an Educator gives notice for them ending care with CCEL, a minimum of 4 weeks notice is required. Providing CCEL with as much notice as possible will ensure that the children's best interests are taken into account and enable the service to provide alternate care arrangements for the children and families.

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

When an Educator wishes to change care arrangements or end a family care a minimum of two weeks notice is required to be given to the family.

Responsibilities:

In relation to Co-ordination Unit Staff:

- Be aware of the requirements of the current Education and Care Services National Law, Education and Care Services National Regulations, National Quality Standard and Family Assistance Law
- Ensure that Educators giving their notice to end care with the service do so in writing and have given a minimum of 4 weeks notice
- Notify parents of the Educators decision to end their care with the service, ensuring that they are also given a minimum of 4 weeks notice
- Work with Educators to assist families in obtaining alternate care arrangements within the service
- Ensure priority of allocation is given to children moving to new care arrangements
- CCEL will determine the notice period required for children moving to alternate care arrangements within the service. This means that if a family is able to find alternate care

with another Educator within CCEL prior to the end of the Educators notice period they will be able to move their child's care arrangements as soon as is practicable and without any penalty

- Arrange for all documentation relating to the children and families enrolled with the Educator to be collected and archived at the service
- Arrange for the collection of any CCEL Resources to be returned to the Resource Library
- Arrange to cancel the Educators Subscription with Harmony Web

In relation to Educators:

- Be aware of the requirements of the current Education and Care Services National Law, Education and Care Services National Regulations, National Quality Standard and Family Assistance Law
- Notify CCEL in writing of their decision to end care with the service, giving a minimum of 4 weeks notice
- In consultation with CCEL notify parents of their decision to end care with the service, giving a minimum of 4 weeks notice
- When ending or changing care arrangements for families under circumstances other than cessation of operating a Family Day Care Service, a minimum of two weeks notice in writing is to be provided to the family
- Work with CCEL in assisting parents to seek alternative care arrangements within the service
- Collate all documentation related to the children and families enrolled with them ready to be returned to CCEL for archiving, this includes:
 - Educator Diaries
 - Children's Portfolios and Assessment and Evaluation Records
 - Children's Enrolment Forms (Registration Form, Birth certificate and Immunisation Records, Court Orders, Medical Management Plans and Risk Minimisation and Communications Plans)
 - Children's Care Contracts
 - Children's Incident/Illness/Injury & Trauma Forms
 - Children's Medication Forms
 - Visitors Book/Records
 - Excursion Records and Risk Assessments
 - Any remaining paper-based Attendance Records/Timesheets
 - Receipts for Parent Payments if not via Harmony Web
- Ensure that when collating all documentation relating to children and families, that it is kept in a safe and secure place until collection by CCEL Staff
- Ensure that when collating all documentation relating to children and families their privacy is maintained
- Prepare CCEL Resources borrowed from the Resource Library ready for return

In relation to Families:

- Notify their Educator and/or CCEL 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
- Under CCMS 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

Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

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