

## Policy Statement

This policy acts to ensure that:

- Families and Family Day Care Educators 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 our service, a minimum of 2 weeks written notice is required. This provides the service with time to offer the place to other families who are after care.

When a Family Day Care 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 Day Care 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.

## Goals

- Provide a clear and transparent process for families ending care with the service

## Roles and Responsibilities

### Approved Provider

- Ensure that families are aware that they need to provide at least 2 weeks' notice in writing when ending care

### Families

- Notify the service 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

**Policy Created**  
February 2016

**Policy Last Updated**  
March 2023

**Policy Review Date**  
February 2025

## Children 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 on their last day/s of care with a service, unless the absence falls within the guidelines set out by CCS

## Family Day Care

### Approved Provider

- 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
- 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

### Educators

- 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

#### LINKS TO:

- [Education & Care Services National Law Section 174A, 175](#)
- [Education & Care Services National Regulations 158, 159, 168, 169, 170, 171](#)
- [National Quality Standards/Elements: 7.1, 7.2](#)
- [Child Safe Standards 1, 2, 3,4, 5, 6,7, 8, 9,10](#)

- 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
- 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

## Continual Monitoring and Improvement

Continual improvement and monitoring will occur in the following ways:

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

## SOURCES

- Education and Care Services National Regulations - December 2021
- Education and care Services National Law - January 2022
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations - October 2017
- Guide to the National Quality Standard - January 2020
- Implementing the Child Safe Standards: A Guide for Early Education and Outside School Hours Care Services, NSW Department of Education, 2021
- A Guide to the Child Safe Standards, NSW Office of the Children’s Guardian, 2020
- ACECQA – FDC Approved Provider compliance responsibilities – October 2017
- Be You
- ECA Code of Ethics
- United Nations Convention on the Rights of the Child

## LINKS TO OTHER POLICIES:

- Enrolment & Orientation
- Fee Payment
- Governance & Management
- Privacy & Confidentiality
- Staff Code of Conduct