

CANCELLATION OF CARE POLICY



Purpose of this requirement

To ensure an effective and consistent approach to support families who are ending care.

Applicability of this requirement

- Families are required to provide two weeks' written notice to cancel a booking (end care). Written notice may include:
 - the Cancellation of Care form
 - a written letter/email
- If the child has been absent for more than three days of their normal booking, and it is suspected that the child/family may not return, contact the family to determine whether or not the family intends to return to the centre.
- As soon as written notice to cancel a booking is received, the confirmed end date and the exit reason must be recorded in the booking. The end date must also be recorded in the Child Care Management System (CCMS) enrolment.
- If a child does not attend their final session/s of care, Child Care Subsidy (CCS) will not be paid, except where:
 - Change of custody has resulted in a new account being created, and the child is deemed to have a continuing enrolment at the service.
 - The child has exceeded 42 absences within the financial year, and supporting documentation has been provided.
- CCS will be removed from absences, for the final sessions of care, after the child's final CCMS attendances are submitted.
- Provide the family with their final account, deducting any outstanding Child Care Subsidy (CCS) credits and collect the final payment from the family.
- Any credit balance remaining after the last day of attendance will be refunded to the family once all CCS have been confirmed.
- On the last day, the family will receive the child's portfolio and all other belongings.
- The child's enrolment records will be archived.
- Any ISS funding linked to the child will be cancelled.