

# Ballina River Street Children's Centre

## Withdrawal of a Child Policy

To enable our Service(BRSCC) to fill positions and maintain utilisation, families are required to provide notice when withdrawing their child from the Preschool or Occasional Childcare at Ballina River Street Children Centre.

### National Quality Standard (NQS)

Quality Area 7: Governance and Leadership		
7.1	<b>Governance</b>	Governance supports the operation of a quality service
7.1.1	<b>Service philosophy and purposes</b>	A statement of philosophy guides all aspects of the service's operations
7.1.2	<b>Management Systems</b>	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	<b>Roles and Responsibilities</b>	Roles and responsibilities are clearly defines, and understood and support effective decision making and operation of the service

### PURPOSE

BRSCC aims to ensure families gain a clear understanding of the Service requirements when withdrawing their child.

### SCOPE

This policy applies to families and management of the Ballina River Street Children Centre.

### IMPLEMENTATION

Families are to be made aware during the enrolment and orientation process about the Service requirements should they wish to withdraw their child from the Service(BRSCC).

### Withdrawing from the Service

- Families are required to provide management with **2 weeks written notice** when withdrawing their child from the Service.
- The letter must state
  - the date they are writing the withdrawal notice
  - the child's last day of attendance
- Withdrawal Notice can be emailed or handed to management.

- This letter will be placed into the child’s file and archived once they have left the Service(BRSCC).
- Fees will be charged up to the end of the **two weeks** from the date at which notice was received in writing, whether or not the child has attended the Service(BRSCC) during those **2 weeks**.
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising that payment is due.
- A copy of the final account and withdrawal form is to be kept in child’s file.
- Families must ensure the account is paid prior to final attendance.
- If payment has not been received the debt recovery process is to start immediately.
- If at any stage of the enrolment or placement it is felt that it is necessary to discuss the viability of the placement due to a concern of the duty of care to the child or other children in our care, the Service(BRSCC) will immediately contact the Parent/Authorised Person/s to discuss all options. This may include the withdrawal of the placement.

### Continuing Enrolment for the New Year

- Prior to the end of each year, families will be provided with a letter to confirm their child’s continuing enrolment for the New Year.
- Failure to return this letter may result in their child not being considered for future placement.
- Families with children going to school the following year will be required to complete the Re-enrolment form advising their child will be going to school the following year, adding an end date to their child’s care.
- Families eligible for the Child Care Rebate (CCR) are responsible for ensuring that all information requested by Centrelink is provided to them.

### Source

- The Business of Childcare, Karen Kearns 2010
- Education and Care Services National Regulation 2015
- National Quality Standards
- Family Assistance Office
- Code of Ethics
- Revised National Quality Standards

### Review

Date Reviewed	Modifications	Next Policy Review Date
January 2018	Changes made to policy format and updated references to comply with the revised National Quality Standard	August 2018

