

Child Care Centre – Absenteeism and Cancellation Policy	
Type	Social, Cultural and Community Services
GDS Category	Social, Cultural and Community Services – Public
Responsible Officer	Director City Growth
Policy Adopted	August 2021
Review Period	4 years (once in every term of Council)
Last Reviewed	December 2020
Next Review Date	December 2024
Policy Version Number	14
Applicable Legislation	<ul style="list-style-type: none"> • Education and Care Services National Law Act 2010 • Education and Early Childhood Services (Registration and Standards) Act 2011 • Education and Care Services National Regulations (2011)
Related Documents	Whyalla City Council Childcare Centre Services Policy (to be developed)
Public Consultation Required	Yes
Purpose	Provide for Council’s approach when children are absent from a booked childcare session

CCC – Absenteeism and Cancellation Policy

1. Policy

To provide for Council's approach when children are absent from a booked childcare session.

2. Absences

A PERMANENT BOOKING: (is an ongoing, indefinite placement)

All permanent bookings are charged a daily fee and this varies depending on the age of the child in care and the families eligibility for Child Care Subsidy (CCS). CCS is paid directly to the centre and this is used as a fee reduction (visible on families statement). Families are required to pay the difference between the fee charged and the subsidy amount – the 'gap' amount. The 'gap' amount is payable for every day that a child is enrolled at the service. This includes sick days, family holidays but excludes periods when the service is closed. Fees are charged at full days only (no matter what the attendance hours are). Families are not charged for public holidays.

A CASUAL BOOKING: (is not ongoing and has no guaranteed availability)

Casual bookings depend on availability and require 48 hours' notice to cancel with no fee charged.

1. Cancellation

Two weeks' notice is required for cancellation of care. If absent on the last day of care, Commonwealth Childcare Subsidy cannot be claimed, and the full fee is payable by the family. (At the discretion of the Nominated Supervisor / Assistant Director due to exceptional circumstances.)

2. Responsibilities

Council

To review once in every term of Council, the Whyalla Child Care Centre Absenteeism and Cancellation Policy.

Childcare Centre Manager

To ensure Whyalla Child Care Centre Absenteeism and Cancellation Policy is implemented.

CCC – Absenteeism and Cancellation Policy

3. Legislation

Education and Care Services National Law Act 2010
Education and Early Childhood Services (Registration and Standards) Act 2011
Education and Care Services National Regulations (2011)

4. References

Whyalla City Council Childcare Centre Services Policy (to be developed)

5. Review

This policy shall be reviewed by the Whyalla City Council once in every term of Council

History

Document History	Version No	Issue Date	Description of Change
	12	June 2015	Changed to new format
	13	December 2020	Changed Policy name, updated absences tables and cancellation clause
	14	August 2021	Removed absences table and notice period