CANCELLATION OF CARE PROCEDURE

Related Policy – Staffing Arrangements (QA 4)

REED acknowledges and understands the importance of early childhood education and care, especially in regional areas for families to be productive members of communities and children to gain the benefit of early education.

At times, services are impacted by staffing circumstances that require the Approved Provider to reduce the number of children at the service or close the service. Reducing the number of children, to ensure the service remains compliant with regulation 123 (1) is a process that REED will undertake to ensure services remain open to the maximum number of children and that children's health, safety and wellbeing is always protected.

A list of cancellations of care will be kept by each Cluster Manager to ensure equity for all families.

PROCEDURE A - When circumstances arise that result in reducing the number of children for one day with less then 24hrs notice.		
1	Team Leader and/or Cluster Manager will review Xplor rolls and absences for the day to select children to be cancelled based on the priority of access and booking type. After school care and casual bookings should be cancelled first • **Priority 1** – a child at risk of serious abuse or neglect. • **Priority 2** – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test. • **Priority 3** – any other child. Where possible, children will not have consecutive cancellations.	
2	If less then 1 hour from opening, cancellations will be made on an age basis.	
If prior to Admin commencement (between 5.30pm – 7am)		
3	Team Leader and/or Cluster Manager to contact parents directly by phone to notify of cancellation.	
4	Team Leader and/or Cluster Manager to email cancellations that have been made to admin so they can adjust fee's accordingly.	
If after Admin Commencement (between 7am – 5.30pm)		
5	Team Leader and/or Cluster Manager to contact admin directly by phone if urgent or email if more then 2 hrs until cancellation is required and provide details of the children who are to be cancelled.	
6	Admin to notify parents as soon as is practicable so that they have as much notice as possible to make alternative arrangements.	

	PROCEDURE B - When circumstances arise that result in reducing the number of children for more than one day with more than 24hrs notice.	
1	Team Leader and/or Cluster Manager to provide a written communication for parents requesting volunteers for self-cancellation. This will include: 1. A response timeframe and contact to self-cancel (maximum of an hour from time of notification) 2. A note to confirm that if not enough self-cancellations occur the admin team will be in contact with further cancellations. All self-cancellations are to be communicated with admin.	
2	In the event further cancellations are required, the Team Leader and/or Cluster Manager will review Xplor rolls and absences to select children to be cancelled based on the priority of access and booking type. After school care and casual bookings should be cancelled first ▪ **Priority 1** – a child at risk of serious abuse or neglect. ▪ **Priority 2** – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test. ▪ **Priority 3** – any other child. Where possible, children will not have consecutive cancellations.	
3	Cancellations will be recorded by the team leader and/or cluster manager and rotated between children over the days that numbers are reduced, all children will have a turn of their care being cancelled, including siblings.	
4	Team Leader and/or Cluster Manager to contact admin and provide details of the children who are to be cancelled.	
5	Admin to notify parents as soon as is practicable so that they have as much notice as possible to make alternative arrangements.	

	Cancellation of care in the event of a service closure.	
1	Team Leader and/or Cluster Manager will follow the relevant procedure to cancel care.	
2	The Cluster Manager will communicate notification of the service closure through written documentation. 1. On EDUCA and/ Xplor for families. 2. Email to ECRU and the Assistant Operations Manager 3. Email Local Government (Shire)	

Created: June 2024   **Review:** June 2025