

## ECECP Procedure 26.1

### Absences, changes and cancellations

Controlled Document

Version:	1.0	Date of approval:	December 2025	Date of next review:	December 2028
Document Owner:	Manager – Early Childhood Education & Care		Approved by:	Executive Manager – Children & Youth Services	
Reviewed by:	Project Officer – Early Childhood Education & Care			Quality & Risk	

<b>Regs:</b>	168–172	<b>QA:</b>	6.1, 7.1
--------------	---------	------------	----------

<b>Policy attached to this procedure</b>	Fees Policy
--	-------------

#### Procedure

##### Absences: Early Learning Centre (ELC) and Outside School Hours Care (OSHC)

- **Permanent bookings:** Absences will be charged regardless of notification. Families should notify the service if a child will be absent from an after-school care session by 1:30pm via the Xplor app, service email, or phone.
- **Casual bookings:** Absences will be charged unless 24 hours' notice is provided prior to non-attendance. Families should notify the service by 1:30pm via email or phone.
- **Definition of absence:** An absence occurs when a child does not attend a booked session of care, either without submitting a written cancellation or amendment, or when a Parent/Carer notifies the Service that their child will not be attending.
- **Child Care Subsidy (CCS) allowable absences:** Families may take up to 42 allowable absences per child per financial year for any reason. Further information can be found here: [Child Care Subsidy – Services Australia](#)

##### Changes and Cancellations

- **Permanent bookings:** Changes require 2 weeks' written notice, except during the December–January period, which requires 4 weeks' written notice.
- **Cancelling permanent bookings:** Written notice periods for withdrawing a child from care are:
  - December–January: 4 weeks
  - February–November: 2 weeks

<ul style="list-style-type: none"> <li>• Vacation Care bookings and other casual bookings require 24 hours' notice of cancellation.</li> <li>• Fees will be charged for booked days/sessions, whether permanent or casual, unless the required notice is provided in writing to the service as outlined above.</li> <li>• For information regarding fee payments, late payments, and account management related to absences, changes, or cancellations, families should refer to the <i>Fees, Bookings and Payments Procedure</i>.</li> </ul>	
<b>Strategies for monitoring and implementing procedures</b>	<ul style="list-style-type: none"> <li>• Develop a communication plan for ensuring all families are aware of how much notice they must give.</li> </ul>
<b>Related policy and/ or procedures</b>	<ul style="list-style-type: none"> <li>• Fees, Bookings and Payments Procedure</li> <li>• Fees Policy</li> <li>• Enrolment Policy</li> <li>• Governance Policy</li> </ul>

<b>Roles and Responsibilities</b>	
<b>Roles</b>	<b>Responsibilities</b>
<b>Approved Provider</b>	<p>Notify families at least 14 days before changing the policy or procedures if the changes will:</p> <ul style="list-style-type: none"> <li>• affect the fees charged or the way they are collected or</li> <li>• significantly impact the service's education and care of children or</li> <li>• significantly impact the family's ability to utilise the service.</li> </ul>
<b>Nominated Supervisor/ Coordinator</b>	<p>Communicate with families at enrolment about fees, including:</p> <ul style="list-style-type: none"> <li>• the amounts charged</li> <li>• payment periods and methods</li> <li>• how the Child Care Subsidy or other government subsidy will be applied</li> <li>• notice periods</li> <li>• how they can access copies of statements/receipts</li> <li>• financial hardship considerations and payment plans</li> </ul>
<b>Educators</b>	Become familiar with the Fees policy and procedures
<b>Families</b>	Become familiar with the Fees policy and procedures