



Nature Alliance Family Day Care Service

Absences from Care



THE POLICY IN THIS SECTION IS REQUIRED BY:

Education and Care Services National Law (WA) Act 2012:
Education and Care Services National Regulations, 2012

The A New Tax System (Family Assistance) Act 1999, the A New Tax System (Family Assistance) (Administration) Act 1999 and the Child Care Benefit (Eligibility for Approval and Continued Approval) Determination 2000, which are collectively referred to as Family Assistance Law.

PURPOSE:

To ensure that the Allowable Absences that families are entitled to are managed in a fair and equitable manner.

SCOPE:

This Policy applies to Nature Alliance Family Day Care Service, Nature Alliance Family Day Care Educators and families.

PRINCIPLES:

To act in an equitable and transparent manner when implementing Allowable Absences available to families under the Family Assistance Law.

POLICY:

Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 absence days for a child in a financial year, in relation to sessions of care where an individual still incurs a genuine fee liability to pay for the care. The 42 absence days may be varied by the Government in exceptional circumstances.

PROCEDURE:

1. If a child is booked in to commence care on a particular date, and does not start on that day, Child Care Subsidy will not be paid until the child physically attends a session of care.
2. If a family has confirmed their child's last day at a service, but that child does not attend their last booked session of care, no Childcare Subsidy will be paid for any days after the child's last physical attendance at the service.
3. If an Educator continues to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice, Child Care Subsidy will not be payable for these sessions of care and the family will be liable to pay full fees. If absences are reported in the above circumstances and Childcare Subsidy is incorrectly paid, these amounts will be recovered by CCMS from Nature Alliance FDC. This amount will remain the debt of the family and payment to Nature Alliance will be required.
4. If a parent gives notice to the Educator of a cancellation of care and does not intend for the child/ren to attend care during the notice period. The Educator must notify the Nature Alliance FDC service in writing of the date the child last physically attended, the notice period if required by the Educator and the date ~~when~~ this will cease. The Educator must advise the parent that end of care absences are not eligible for CCS from the date that the child last attended care.

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5. On receipt of the information Nature Alliance FDC will contact the parent in writing to advise them of the approximate fees and that no CCS will apply during the notice period and that full fees will apply. This account needs to be paid in full to finalise the child's enrolment with Nature Alliance FDC.
6. When a child has not attended care for an extended period of time (i.e. more than 14 weeks) the child's enrolment will be ended by the Childcare Management System (CCMS). A new enrolment will be required when the child returns to care.
7. If parents are overseas for longer than 6 weeks, CCS will be cancelled by the CCMS, and all absences claimed for during that period will be automatically reversed. The debt will need to be paid in full by the family to Nature Alliance FDC. If families are on a temporary protection type visa their subsidy will cease when they leave the country.
8. If a child has ceased care and a refund of the Holding Fee is required, Nature Alliance staff will check for first and last day absences before finalising any refunds of the Holding Fee (If applicable).

Monitoring Absences:

Nature Alliance Family Day Care Service will undertake the following steps to monitor absences by:

- a. Accessing the CCS/CCMS Messages daily and checking for any notifications of Enrolment Ceases, non-attendance or changes to CCS. The Educator and the parent/guardian will be notified of any changes.
- b. If returning to care the parent must request a new enrolment link. The enrolment must be completed prior to care resuming.
- c. If the child/ren will not be returning to care, a Cancellation of Care form will be requested to allow the Service to complete the process of removing the child & family (where applicable) from the system.

SUPPORTING DOCUMENTS:

Child Care Provider Handbook
 NA-FRM-0001 Care Enrolment Contract
 NA-FRM -0016 Cancellation of Care Form

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