

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				

Regs:	168–172	QA:	6.1, 7.1
--------------	---------	------------	----------

Policy attached to this procedure	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"> • Vacation Care bookings and other casual bookings require 24 hours' notice of cancellation. • 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. • 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>. 	
Strategies for monitoring and implementing procedures	<ul style="list-style-type: none"> • Develop a communication plan for ensuring all families are aware of how much notice they must give.
Related policy and/ or procedures	<ul style="list-style-type: none"> • Fees, Bookings and Payments Procedure • Fees Policy • Enrolment Policy • Governance Policy

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