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POLICY AND PROCEDURE

Document Name: Service Closure

Review Dates: November 2021

Review Cycle: 5 yearly

Approved By: Executive Director

Approval Date: October 2019

SERVICE CLOSURE

1. POLICY STATEMENT AND/OR PURPOSE

Catholic Early Learning and Care acknowledges that there may be times when the service is required to close due to both planned and unforeseen circumstances. The service recognises that effective communication and management procedures must be established to meet family expectations, provider requirements and to uphold the safety and care for children.

The Approved Provider recognises the obligation to comply with *Family Assistance Law, Education and Care Service National Law Section 174* and *Education and Care Services National Regulation 175* in notifying the Regulatory Authority of service closures.

2. APPLICATION

This procedure applies to all Catholic Early Learning and Care Services in the Diocese of Cairns.

3. PROCEDURE

The service will operate as per the approved and advertised opening hours for each session of care where Child Care Subsidy is claimed unless there is an appropriate reason (i.e., emergency closure) and notification is given to, the Regulatory Authority (Queensland Government Department of Education - Early Childhood Education and Care)

The service will not close early due to children being collected prior to the approved and advertised closing time unless prior approval has been granted by the Regulatory Authority (Department of Education - Early Childhood and Community Engagement).

Emergency Closure

Closure of the service may occur in the following instances:

- Extreme weather conditions.
- Emergency situation, such as fire or other external threat.
- Loss of power and/or water.

Determination for closure will be made in consultation with the Approved Provider and/or emergency services personnel, if relevant.

Parent Communication

In the case of immediate closure of the service, directions will be given by the Executive Director to Nominated Supervisors, who will:

- Contact families to collect the children from the service.
- Ensure the safety of all children and educators involved; and
- The Operations Manager will notify the Regulatory Authority (Queensland Government Department of Education - Early Childhood Education and Care)

In the case of planned (or upcoming) closure, the Executive Director will notify the Nominated Supervisor, who will:

- Communicate with families as soon as reasonably practicable.
- Provide information for the reason for closure; and where possible.
- Provide anticipated timelines to the disruption.

4. BREACHES OF THIS POLICY

Appropriate disciplinary action will be taken against a person who is found to have breached the requirements contained within this document. Action taken will depend on the nature and circumstance of each breach and could include: an official warning and note on the individual's personnel file; a formal written and/or verbal apology; counselling; demotion; transfer; or suspension or dismissal for very serious matters.

5. ENQUIRIES

Catholic Early Learning and Care Executive Director - admin@cclc.catholic.org.au

6. SEE ALSO

Relevant Laws and Provisions

- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act 2010
- The National Quality Standard for Early Childhood Education and Care 2018
- Family Assistance Law
- Australian Government DET Child Care Provider Handbook
- National Quality Standard, Quality Areas: 6 - Collaborative partnerships with families and communities; and 7 - Governance and leadership.

E&CS Legislative Compliance

- Education and Care Services National Law S174, Regulation 175

7. APPROVAL



Vicki Bell
Executive Director
Catholic Early Learning and Care

Date: 19/11/2021