

Policy and Procedure

Document Name:	Service Closure
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Review Cycle:	2 yearly
Approved By:	Director
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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 Early Childhood Regulatory Authority.

Emergency Closure

Closure of the service may occur in the following instances:

- Extreme weather conditions.
- Emergency situations, such as fire or other external threat.
- Virus or disease.
- Loss of power and/or water for an extended period of time
- Notification from an accredited organisation of a threat to children's safety, health or wellbeing
- In the event that staff to child ratio is severely affected and it is not safe to operate

Determination for closure will be made, by the Operations Managers and Director, in consultation with the Approved Provider, the Workplace Health and Safety Officer, Queensland Health when required and/or emergency services personnel, if relevant.

Parent Communication

In the case of an immediate or upcoming closure of the service, parent communication will be **managed centrally by CELC Head Office**. Communications will be made using the Childcare Software Management System, SMS and email, to ensure that all parents receive timely and accurate advice.

- Messages will include: information for the reason for closure; any possible alternative arrangements; arrangements for cancelled bookings/fees; advice on timelines for further communications and return to normal service.

The Operations Manager will notify the Regulatory Authority Early Childhood Regulatory Authority (ECRA) via the NQAITs.

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.

4. Enquiries

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

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



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Date: 19/11/2025