

Cease Care Policy

Rationale:

To ensure the procedure for ceasing care with an Educator and/or with The Service is understood by Parents/Whānau.

Objective:

To ensure a smooth transition for the Child and their Parents/Whānau.
To ensure a clear understanding of the requirements of giving notice to the Educator and/or The Service.

Procedure:

When a child is ceasing care with an Educator and/or The Service a notice period of three weeks is required.

If the notice period is not given the parent will be charged the normal fees for the three week period and this will be paid to the Educator once it is recovered.

There are exemptions to this procedure:

1. Where there is a dispute between the Parents/Whānau and the Educator and/or The Service collection and charge and distribution of fees will be at the discretion of the Director with consultation with Parents/Whānau.
2. Where there is a breakdown in the positive relationship or trust of Parent/Whānau with the Educator and Parents/Whānau choose to remain with The Service with a new Educator there will be no collection of fees by the Service for the initial Educator.
3. Where there is a complaint from Parents/Whānau regarding the Educator and/or The Service collection and charges and distribution of fees will be at the discretion of the Director with consultation with the Parents/Whānau and other parties involved with the complaint.

Where an Educator ceases to offer care to a Child without giving sufficient notice (three weeks) the Parents/Whānau will have no liability to pay fees for the notice period.

Approved: Suzanne McNatty

Date 14th May 2015

Reviewed 28 February 2017