

For Educator

Procedure for request to change CWA

Purpose

This guide explains the educator's role when a parent requests a change to a child's Arrangement of care.

Responsibilities

The educator is responsible for:

- Providing the CWA form link when requested.
- Reviewing the submitted form.
- Verifying that the requested care matches the agreed arrangement.
- Issuing the approval code only after confirming the information is correct.

Step 1 – Share the Form

1. Send the CWA form link to the parent.
2. Ask the parent to complete the form and notify you once finished.

Step 2 – Review the Submission

Once the parent submits the form, you will receive an email containing:

- Child's name
- Start date
- Change of arrangement of care
- Week 1 and Week 2 (if applicable)
- Approval code

Review the submission carefully and confirm:

- The child's name is correct.
- The start date is correct.

- The arrangement days are correct.
- The session times match your agreed care schedule.
- Week 2 has been completed correctly (if applicable).

If all details are correct:

1. Copy the approval code from the email.
2. Share the code with the parent.
3. Ask the parent to enter the code and to tick the declaration and click finish.

If any details are incorrect:

- Do **not** share the approval code.
- Explain what needs to be corrected.
- Ask the parent to reset the form and submit a new request.
- Review the new submission before providing the next approval code.