

SICK DAY REPLACEMENT POLICY

- 2026



PURPOSE

We know children can get sick, especially in their first 90 days of care.

To support new families, Stride offers a Sick Day Replacement during the first 90 days of enrolment. If your child misses a booked day due to illness, you may be eligible to make it up at no extra cost, provided the conditions below are met.

ELIGIBILITY

You may access a Sick Day Replacement if:

- **Your child commenced at Stride within the past 90 days**
- **Your account is, and at all times has been, compliant with the centres Payment of Fees policies**

NOTIFICATION REQUIREMENTS

To qualify for a replacement day, both of the following steps must be completed on the day of illness:

- 1. Mark your child absent in the Xplore app by 9:00am.**
- 2. Complete the online Sick Day Replacement Form by Close of Business on the same day.**

If both steps are not completed within the required timeframe, the replacement day cannot be approved.

BOOKING A REPLACEMENT DAY

To request a replacement day:

- **You must nominate four preferred Replacement Booking dates**
- **The nominated dates must fall within 10 days of the original sick day**
- **Approval is subject to centre availability**

Once approved, the replacement day booking will be added to your account.

If your child is absent on the approved replacement day, no additional replacement day will be provided.

MEDICAL EVIDENCE

Stride Early Learning may request a medical certificate to confirm your child's illness before approving a replacement request.

CHILD CARE SUBSIDY

Sick days continue to count toward your allowable Child Care Subsidy absences in line with government legislation.

SUMMARY

To receive a Sick Day Replacement:

- **Notify the centre via the Xplore app by 9:00am**
- **Submit the online form by Close of Business on the same day**
- **Nominate four replacement dates within 10 days**

This initiative is designed to support families during their transition into care. To ensure fairness for all families, the timeframes and conditions must be followed.