

# TERMINATION OF ENROLMENT POLICY

Management and staff are dedicated to developing a respectful and effective partnership between the family and Service. This partnership supports children’s inclusion, access, engagement and participation in the Service. Management implements systems to manage risks whilst promoting the health, safety and wellbeing of all children and staff within the Service. There may be some circumstances where this is compromised due to non-compliance of our policies and therefore the appropriate course of action could lead to the termination of a child’s enrolment.

## NATIONAL QUALITY STANDARD (NQS)

| QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY                             |  |   |
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| 2.2  | Safety                                 | Each child is protected.  |
| 2.2.2  | Incident and emergency management      | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.         |
| 2.2.3  | Child Protection                       | Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. |
| QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES |  |   |
| 6.1  | Supportive relationships with families | Respectful relationships with families are developed and maintained and families are supported in their parenting role.                           |
| 6.2  | Collaborative partnerships             | Collaborative partnerships enhance children’s inclusion, learning and wellbeing.  |
| QUALITY AREA 7: GOVERNANCE AND LEADERSHIP                                |  |   |
| 7.1  | Governance                             | Governance supports the operation of a quality service.   |

| EDUCATION AND CARE SERVICES NATIONAL REGULATIONS |  |
|--|--|
| 155  | Interaction with children  |
| 168  | Education and care service must have policies and procedures             |
| 177  | Prescribed enrolment and other documents to be kept by approved provider |
| 181  | Prescribed enrolment documents to be kept by the Approved Provider       |
| 183  | Storage of records and other documents                                   |

## RELATED POLICIES

|  |  |
|--|--|
| Additional Needs Policy<br>Behaviour Guidance Policy<br>Enrolment Policy<br>Code of Conduct Policy | Payment of Fees Policy<br>Withdrawal of a Child Policy<br>Work, Health and Safety Policy |
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## PURPOSE

*'All children have the right to experience quality education and care in an environment that provides for their physical and psychological wellbeing and provides support for each child's growing competence, confidence and independence.'* Quality Area 2, ACECQA.

We have the legal duty to ensure the health, safety and wellbeing of children, management, educators, families, volunteers and visitors at our Service. To promote respectful and effective partnerships with families, we ensure that parents participate in a comprehensive induction and orientation to the Service including detailing our terms of enrolment, as per our legal agreement, which advises families on the Services' right to terminate a child's enrolment if a service policy has been breached, or at the discretion of management.

## SCOPE

This policy applies to families and management of the Service.

## IMPLEMENTATION

### Management/Nominated Supervisor/ Responsible Person will:

- work in partnership with families to promote inclusion of all children within the Service
- use positive language and a range of communication strategies with children and families to ensure positive relationships
- discuss concerns or issues of non-compliance with supervisors/management before communicating with families
- document all communication and meetings (informal and formal) with families and outside professional support
- request families access external professional support to ensure child's inclusion in the Service's program
- document proposed strategies and practices suggested to resolve any issue
- develop individual educational plans for children as required (refer to *Behaviour Guidance Policy; Additional Needs Policy, Inclusion Support Management Plan*)
- implement requirements for vaccination requirements for enrolment of children

- remind families of our *Code of Conduct Policy*
- document evidence of non-compliance, events, behaviour, grievances and observations.
- ensure minutes are collected and signed by all parties present at meetings to ensure a true and accurate record of the meeting.

## BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

## SERVICE POLICIES AND PROCEDURES

Our Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families, and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached, or at the discretion of Management.

This may include:

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without/despite family support and commitment to ensure their child receives the best possible support within our Service
- The Service's inability to meet child to educator ratios
- impertinence towards the approved provider or staff whether deliberate or not
- if a parent knowingly brings their child ill to the Service
- consistent child-rearing style differences between the parent and provider
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children, support staff, or families enrolled at the Service
- failure to provide AIR Immunisation History Statement

## TERMINATION NOTIFICATION

Management or the Nominated Supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance (where relevant).

Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk, including the inability to meet child to educator ratios. In this case, an immediate termination of enrolment may apply.

Any outstanding fee amounts will be provided to families and remain due to be paid upon termination of enrolment, and the Service may employ a debt collection agency of their choosing to obtain these fees should the family not pay promptly.

## TERMINATION ADVISED BY FAMILY

Families are advised upon enrolment of the withdrawal of enrolment conditions. Families are required to provide two (2) weeks written notice of termination of enrolment. Families will abide by the conditions set within the *Withdrawal of a Child Policy*.

The Service is not responsible for loss of CCS if the child does not meet the requirements of attendance as per the "Last Day Absence" criteria. Refer to Centrelink for further information.

## SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australia Children's Education & Care Quality Authority. (2018). *Guide to the National Quality Framework*.

Early Childhood Australia Code of Ethics. (2016).

[Education and Care Services National Regulations](#). (2011).

Guide to the Education and Care Services National Law Regulations. (2017).

NSW Government. Anti-Discrimination Act 1977. No 48.

<https://www.legislation.nsw.gov.au/#/view/act/1977/48/full>

Revised National Quality Standard. (2018).

Work Health and Safety Act 2011 <https://www.legislation.gov.au/Details/C2017C00305>

## REVIEW

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|--------------------|--|---------------------------------|----------|
| POLICY REVIEWED BY | Kylie Rickard  | Assistant Director – Acorn East | MAY 2022 |
| MODIFICATIONS      | <ul style="list-style-type: none"> <li>Sections checked for consistency</li> <li>Addition of management authorities</li> </ul> |                                 |          |

| POLICY REVIEWED | NOVEMBER 2021   | NEXT REVIEW DATE | NOVEMBER 2022 |
|-----------------|---|------------------|---------------|
| MODIFICATIONS   | <ul style="list-style-type: none"> <li>• Additional sections added: Termination advised by Family</li> <li>• sources checked for currency</li> </ul>  |                  |               |
| POLICY REVIEWED | PREVIOUS MODIFICATIONS  | NEXT REVIEW DATE |               |
| NOVEMBER 2020   | <ul style="list-style-type: none"> <li>• National regulations added</li> <li>• policy reviewed/ sources checked</li> </ul>  | NOVEMBER 2021    |               |
| NOVEMBER 2019   | <ul style="list-style-type: none"> <li>• Amendments to NQS inclusions</li> <li>• Revised introduction to policy</li> <li>• Revised implementation to policy</li> <li>• Inclusion of Termination notification</li> <li>• Related policies added</li> <li>• Sources checked for currency and edited where required</li> </ul> | NOVEMBER 2020    |               |
| NOVEMBER 2018   | Deleted 'Employees with children at service' – placed in 'Withdrawal of a child policy'. Grammar, punctuation and spelling edited. Sources/references alphabetised. Minor formatting (line spacing & paragraph spacing) for consistency throughout policy.  | NOVEMBER 2019    |               |
| OCTOBER 2017    | Updated the references to comply with the revised National Quality Standard   | AUGUST 2018      |               |
| AUGUST 2017     | Minor changes made to policy  | AUGUST 2018      |               |
| AUGUST 2016     | New format/ policy created  | NOVEMBER 2017    |               |