

Termination of Enrolment Policy

National Quality Standard (NQS)

Quality Area 2: Children's Health and Safety		
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.

PURPOSE

To ensure that each child and family obtain a comprehensive induction to the Service as per our legal agreement, which instructs families on the services right to terminate a child's enrolment if a service policy has been breached.

SCOPE

This policy applies to families and management of the Service.

IMPLEMENTATION

Management and Staff are determined to develop a respectful two-way partnership between the family and Service. However, management recognises that there may be some circumstances where the appropriate course of action is the cancellation of a child's enrolment.

Behaviour Management

There are times when children's behaviour requires guidance, working in collaboration with 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, we reserve the right to ask you to withdraw your child from the Service, in order to keep the children and staff safe.

Service Policies

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 children's enrolment if at any time a Service policy has been breached.

This may include:

- Failure to comply with the enrolment contract
- Disparaging or hurtful behaviour of a child that continues even with parent collaboration in stopping 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.
- Inability to meet the child's needs without additional staff.
- Deliberate impertinence towards the approved provider or staff.
- 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 or families enrolled at the Service.

Employees with children at the Service

Employees are welcome to enrol their child at the Service, however if an employee is terminated from their position, the Service reserves the right to terminate the child's position due to conflict of interest.

Withdrawing a Child from the Service

Families are required to give two weeks written notice to cease their child's enrolment. Once the written notice has been given to the Nominated Supervisor the two week holding deposit/bond is then transferred into the last two weeks of childcare fees to cover the notice period. If less than the required written notice period is given, the two week holding deposit/bond is kept as part-payment in lieu of the notice period and families are required to pay the remaining balance.

Children are required to attend the notice period, or they will forfeit their Centrelink incentives and will be required to pay the full fee.

Withdrawal from Care: (Prior to the agreed commencement date)

If a family has accepted the offer of a placement, then decides to withdraw from care before the agreed commencement date, the written notice period applies. Two weeks' notice is required in writing (sighted and signed by an Educator) to advise the Service that the child will be withdrawn. The letter must state the date of their last day as this will allow us to offer the vacancy to another family.

Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the Service during those two weeks. CCS will not be paid if the child's first or last day is an absence day. If a child does not attend during their two weeks of notice, CCS will not be paid after their last day of attendance and full fees will be applicable. **This is a policy of the Family Assistance Office in relation to the Child Care Subsidy.**

Source

- Australian Children's Education & Care Quality Authority. (2014).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015.
- ECA Code of Ethics.
- Guide to the National Quality Standard.
- Lady Gowrie, <http://www.gowrie-sydney.com.au> Updated March 2010.
- Anti-Discrimination Act 1977. NSW Government.
- Revised National Quality Standards

Review

Date Reviewed	Modifications	Next Policy Review Date
April 2016	New Format created and policy created	November 2017
August 2017	Minor changes made to policy	August 2018
October 2017	Updated the references to comply with the revised National Quality Standard	August 2018
January 2019	Updated	January 2020