



## Termination of Enrolment Policy

Date adopted: September 2023

Date last reviewed:

Reviewed by:  
Board of Management, staff,  
families

Date of next review:  
September 2025

### Policy context:

This policy relates to:

National Quality Standards.	<p><b>Quality Area 2: Children’s Health and Safety</b>                  2.2 <i>Safety</i> Each child is protected.                  2.2.2 <i>Incident and emergency management</i> Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.                  2.2.3 <i>Child Protection</i> Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.</p> <p><b>Quality Area 6: Collaborative Partnerships with Families and Communities</b>                  6.1 <i>Supportive relationships with families</i> Respectful relationships with families are developed and maintained and families are supported in their parenting role.                  6.2 <i>Collaborative partnerships</i> Collaborative partnerships enhance children’s inclusion, learning and wellbeing.</p> <p><b>Quality Area 7: Governance and Leadership</b>                  7.1 <i>Governance</i> Governance supports the operation of a quality service.</p>
Legislation/Act.	<p>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</p>

### Documents related to this policy

Related policies	<ul style="list-style-type: none"> <li>• Additional Needs Policy</li> <li>• Behaviour Guidance Policy</li> <li>• Enrolment Policy</li> <li>• Code of Conduct</li> <li>• Inclusion Policy</li> <li>• Behaviour Guidance Policy</li> <li>• Enrolment Policy</li> <li>• Code of Conduct Policy</li> </ul>
Forms or other organisational documents	<ul style="list-style-type: none"> <li>• Inclusion Support Plan</li> <li>• Behaviour Support Plan</li> </ul>
References	<p>Australian Children’s Education &amp; Care Quality Authority. (2014).</p>

	<p>Australia Children’s Education &amp; Care Quality Authority. (2018). <i>Guide to the National Quality Framework</i>.</p> <p>Early Childhood Australia Code of Ethics. (2016).</p> <p><u>Education and Care Services National Regulations</u>. (2011).</p> <p>Guide to the Education and Care Services National Law Regulations. (2017).</p> <p>NSW Government. Anti-Discrimination Act 1977. No 48.</p> <p><a href="https://www.legislation.nsw.gov.au/#/view/act/1977/48/full">https://www.legislation.nsw.gov.au/#/view/act/1977/48/full</a></p> <p>Revised National Quality Standard. (2018).</p> <p>Work Health and Safety Act 2011</p> <p><a href="https://www.legislation.gov.au/Details/C2017C00305">https://www.legislation.gov.au/Details/C2017C00305</a></p> <p>Childcare Centre Desktop</p>
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<b>Policy Review:</b>	
Policy review frequency: This policy will be reviewed in accordance with the Organisations Review Policy.	Responsibility for review: The Board of Management.
Where appropriate staff will be part of the review process.	
Documentation and communication: Policy documentation to be held in Policy and Procedure manuals. Where appropriate copies of new or reviewed policies will be given to staff, volunteers and families.	

**Purpose**

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.

**Rationale**

*‘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.

**Policy**

This policy applies to families, Approved Provider, Nominated Supervisor, staff, educators and management of the Service.

**Implementation**

**The approved provider/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
- 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 State and Federal Government requirements for vaccination requirements for enrolment of children
- remind families of our *Code of Conduct*
- 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.

- 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 family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- 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- *Code of Conduct Policy*
- failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule)

### **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.

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

Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

**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.