



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		
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	Inclusion Support Management Plan
Behaviour Guidance Policy	Payment of Fees Policy
Enrolment Policy	Withdrawal of a Child Policy
Code of Conduct Policy	Work, Health and Safety Policy

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 Service's right to terminate a child's enrolment if a service policy has been breached.

SCOPE

This policy applies to children, families, approved provider, nominated supervisor, staff, educators and management of the Service.

IMPLEMENTATION

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

- ensure educators, staff, students and volunteers have knowledge of and adhere to this policy
- ensure families are aware of where to find our policies including this *Termination of Enrolment Policy*

- 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 *Family 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
- notify the Regulatory Authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised.

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
- If a parent does not collect their sick child within the designated time frame
- 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.

When possible, one week's 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 invoices will be immediately provided to families and remain due to be paid upon termination of enrolment. Any outstanding invoices unpaid will be forwarded to our debt collection agency.

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*.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Termination of Enrolment Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

RELATED RESOURCES

Family Exit Survey Family Conduct Guidelines	Termination of Enrolment Procedure Termination of Enrolment Form Termination of Enrolment Letter
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SOURCES

Australian Children's Education & Care Quality Authority. (2014).
Australia Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).
Early Childhood Australia Code of Ethics. (2016).
[Education and Care Services National Regulations](#). (Amended 2023).
Education and Care Services National Law Act 2010. (Amended 2023).
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>
[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Megan Hipkiss	Centre Support	April 2024
POLICY REVIEWED	NOVEMBER 2023	NEXT REVIEW DATE	NOVEMBER 2024
VERSION NUMBER	V12.11.23		
MODIFICATIONS	<ul style="list-style-type: none">annual policy review- no major changessources checked for currency and updated as required		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
NOVEMBER 2022	<ul style="list-style-type: none">policy maintenance - no major changes to policycontinuous improvement/reflection section added	NOVEMBER 2022	

	<ul style="list-style-type: none"> • Childcare Centre Desktop Related Resources section added • link to Western Australian Education and Care Services National Regulations added in 'Sources' 	
NOVEMBER 2021	<ul style="list-style-type: none"> • Additional sections added: Termination advised by Family • sources checked for currency 	NOVEMBER 2022
NOVEMBER 2020	<ul style="list-style-type: none"> • National regulations added • policy reviewed/ sources checked 	NOVEMBER 2021
NOVEMBER 2019	<ul style="list-style-type: none"> • Amendments to NQS inclusions • Revised introduction to policy • Revised implementation to policy • Inclusion of Termination notification • Related policies added • Sources checked for currency and edited where required 	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