

Termination of Enrolment Policy

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

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

Behaviour Management

There may be times when a child may display difficulties adapting or abiding by the early childhood centres policies and guidelines. Every effort will be made to deal with the behaviour using positive guidance, which works in accordance with Centre behaviour management policies and procedures.

Our centre will work 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 Centre, in order to keep the children and staff safe.

Centre Policies

Our Centre has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Centre. We reserve the right to terminate a children's enrolment if at any time a Centre 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.
- Consistent child-rearing style differences between the parent and provider.
- False information given by a parent either verbally or in writing.

Employees with Children at the Centre

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

Withdrawal of Child

To enable our Centre to fill positions and maintain utilisation, notice must be given when a family withdraws their child from the Centre.

Families are to be made aware during the enrolment and orientation process about the Centre requirements should they wish to withdraw their child from the Centre.

Withdrawing from the Centre

- Families are required to provide management with Four (4) weeks' notice is required in writing if you wish to change/drop day/s or cease using the Centre. The 4 weeks' notice of withdrawal is effective at the commencement of a new Direct Debit week.
- Notice of withdrawal can only be accepted during the normal opening hours of the Crèche and is required in order to provide the Crèche time to fill the vacancy. Notice will not be accepted during the Christmas/January close down period. Fees remain payable if the child does not attend the Crèche during the notice period unless the vacant place can be filled.



- The letter must state the date they are writing the withdrawal notice
- The letter must state the child's last day of attendance
- Withdrawal Notice can be emailed or handed to management. This letter will be placed into the child's file and archived once they have left the Centre.
- Management will add an end date into the Centre software program to ensure compliance with Centrelink.
- Fees will be charged up to the end of the four weeks from the date at which notice was received in writing, whether or not the child has attended the Centre during those 4 weeks.
- Families must ensure the account is paid prior to final attendance
- If payment has not been received the debt recovery process is to start immediately.
- If the child is withdrawn without notice, fees must be paid for 4 weeks, unless the vacant place can be filled sooner.
- Where the cessation date is after 31 October, the family are requested to pay the fees due for the remainder of the calendar year.
- CCB will not be paid if the child's last day is an absence day. If the child does not attend during their 4 weeks of notice, CCB 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 Child Care Benefit)
- Families are unable to claim absences once notification has been provided to Brunswick Crèche & Day Nursery that a family is withdrawing their child from care on a set date and the child does not attend the centre during the notice period.
- If at any stage of the enrolment or placement it is felt that it is necessary to discuss the viability of the placement due to a concern of the duty of care to the child or other children in our care, the Centre will immediately contact the Parent/Authorised Person/s to discuss all options. This may include the withdrawal of the placement

Continuing Enrolment for the New Year

- Prior to the end of each year, families will be provided with a letter to confirm their child's continuing enrolment for the New Year.
- Failure to do so may result in their child not being considered for future enrolment.
- Families with children going to school the following year will be required to complete the Re-enrolment form advising their child will be going to school the following year.
- Families eligible for Child Care Benefit (CCB) and the Child Care Rebate (CCR) are responsible for ensuring that all information requested by Centrelink is provided to them.

Period of Centre Closure

During the Christmas / New Year period the centre will close for 3 weeks.

Source: National Quality Standard, Australian Children's Education & Care Quality Authority. (2014), Education and Care Services National Law and the Education and Care Services National Regulations 2015, ECA Code of Ethics, Anti-Discrimination Act, Family Assistance Office, Code of Ethics

Date Implemented: 16/04/2012

Review Completed: 16/01/2017

Schedule for Review: 16/01/2018

National Quality Standard – NQS

Quality Area 2: Children's Health and Safety

2.3 Each child is protected

2.3.2 Every reasonable precaution is taken to protect Children from harm and any hazard likely to cause injury

Quality Area 7: Management and Leadership

7.3 Administrative systems enable the effective management of a quality service

7.3.2 Administrative systems are established and maintained to ensure the effective operation of the Service



