

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 are times when children's behaviour requires guidance, working in collaboration with the Centre'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 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.
- Bullying and/or harassing Educators, children or families enrolled at the Centre.

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 child's last day of attendance
- Written withdrawal notification can be emailed or handed to management.
- This letter will be placed into the child's file and archived once they have left the Service.
- Management will add an end date into the Service software program to ensure compliance with the Family Assistance Office and 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 Service during those four weeks.
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable).
- A copy of the final account and withdrawal form is to be kept in child's file.
- 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 does not attend during their four weeks' notice, Child Care Subsidy (CCS) will not be paid after their last day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Office in relation to Child Care Subsidy).
- At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial Bond payment made on enrolment will be refunded to the family within two weeks of the child's last day.
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the Service will immediately contact the Parent/Authorised Person/s to discuss all options. This may include the termination of the child's position

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 Subsidy 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: 24/04/2019

Schedule for Review: 24/04/2020

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 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality service
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defines, and understood and support effective decision making and operation of the service

