

Management and staff are dedicated to developing a respectful and effective partnership between the family and Centre. This partnership supports children's inclusion, access, engagement and participation in the Centre.

Management implements systems to manage risks whilst promoting the health, safety and wellbeing of all children and staff within the Centre. 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.

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 Centre. To promote respectful and effective partnerships with families, we ensure that parents participate in a comprehensive induction and orientation to the Centre including detailing our terms of enrolment, as per our legal agreement, which advises families on the Centres' right to terminate a child's enrolment if a centre policy has been breached.

Implementation

Management/Nominated Supervisor/ Responsible Person will:

- Work in partnership with families to promote inclusion of all children within the Centre
- 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 Centre's program
- Document proposed strategies and practices suggested to resolve any issue
- Develop individual educational plans for children as required
- Implement State and Federal Government requirements for vaccination requirements for enrolment of children
- Remind families of our *Code of Conduct policy*
- 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 Management

There are times when children's behaviour requires guidance, which will always be undertaken according to 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 and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Centre.

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 child's enrolment if at any time a Centre policy has been breached.



In most circumstances, the centre will issue two written warnings of failure to comply with policies before considering termination of enrolment. However, particularly serious breaches of centre policies may result in immediate termination without a warning.

These 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 Centre
- Deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- If a parent knowingly brings their child ill to the Centre
- 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- *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

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 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 Centre.
- Management will add an end date into the Centre's 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 Centre during those four 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.



- 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).
- 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 Centre 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: Australian Children's Education & Care Quality Authority. (2014). Australia Children's Education & Care Quality Authority. (2018). *Guide to the National Quality Framework*. Early Childhood Australia Code of Ethics. (2016). [Education and Care Services National Regulations](#). (2011). Guide to the Education and Care Services National Law Regulations. (2017). Human Rights <https://www.humanrights.vic.gov.au/for-individuals/discrimination/> Revised National Quality Standard. (2018). Occupational Health and Safety Act <https://www.legislation.vic.gov.au/in-force/acts/occupational-health-and-safety-act-2004/036>

Date Implemented: 16/04/2012

Review Completed: 11/04/2021

Schedule for Review: 11/04/2022

Authorised by COM: Nov 2020

| National Quality Standard – NQS | | |
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| 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 |
| 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 | |

