

TERMINATION OF ENROLMENT POLICY

Management and educators are dedicated to developing a respectful and effective partnership between the family and Family Day Care Service. This partnership supports children's inclusion, access, engagement and participation. Management implements systems to manage risks whilst promoting the health, safety and wellbeing of all children and staff within the FDC 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, practiced 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

Victorian Child Safe Standards	
Standard 1	Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
Standard 2	Child safety and wellbeing is embedded in organisational leadership, governance and culture
Standard 3	Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously
Standard 4	Families and communities are informed, and involved in promoting child safety and wellbeing
Standard 5	Equity is upheld and diverse needs respected in policy and practice
Standard 6	People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice
Standard 7	Processes for complaints and concerns are child focused
Standard 8	Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training
Standard 9	Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed
Standard 10	Implementation of the Child Safe Standards is regularly reviewed and improved
Standard 11	Implementation of the Child Safe Standards is regularly reviewed and improved

RELATED POLICIES

Additional Needs Policy Anti-Bias Policy Behaviour Guidance Policy Code of Conduct Policy Enrolment Policy	Inclusion Support Management Plan Payment of Fees Policy Withdrawal of a Child Policy Work, Health and Safety Policy
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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, educators, families, coordinators and volunteers at our Family Day Care Service. To promote respectful and effective partnerships with families, we ensure that each child and family participate in a comprehensive induction 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.

SCOPE

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants and families of the Family Day Care Service.

IMPLEMENTATION

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/COORDINATORS WILL:

- ensure educators, staff, students and volunteers have knowledge of and adhere to this policy
- ensure families are aware of this Termination of Enrolment Policy
- work in partnership with families to promote inclusion of all children within the FDC 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 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 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.
- 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 the FDC educator and coordinator 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 FDC Service.

FAMILY DAY CARE POLICIES & PROCEDURES

Our FDC Service has a range of policies and procedures to ensure the safety, welfare, and wellbeing of children, educators/educator assistants, families and visitors. 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 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 following multiple warnings
- inability to meet the child's 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 educators/educator assistants-
(*Code of Conduct*)
- if a parent knowingly brings their child ill to a FDC residence or venue
- 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 FDC educators, children or families enrolled at the Family Day Care Service
- failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule)
- refuse to follow Dalas Family Day Care Service Policy

TERMINATION NOTIFICATION

The Approved Provider or Coordinator 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, FDC educator or other families are 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

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*.

The Service is not responsible for loss of CCS if the child does not meet the requirements of attendance as per the “Last Day Absence” criteria. Refer to Centrelink for further information.

ACCOUNT BALANCE

On the end of enrolment, the account balance must be zero.

- Outstanding Balance
 - Any outstanding fee amounts will be provided to families and remain due to be paid upon termination of enrolment, and the Service may employ a debt collection agency of their choosing to obtain these fees should the family not pay promptly.
- Refund of Fees
 - In the event of termination, any prepaid fees for future sessions will be refunded on a pro-rata basis, excluding any fees for the notice period.

CONTINUOUS IMPROVEMENT/REFLECTION

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

ELATED RESOURCES

Family Exit Survey Termination of Enrolment Procedure	Termination of Enrolment Form Termination of Enrolment Letter
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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).
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>

REVIEW

POLICY REVIEWED	AUGUST 2023	NEXT REVIEW DATE	AUGUST 2024
MODIFICATIONS	Annual review Added information about Balance of Account		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
AUGUST 2022	- annual policy review- no major changes - sources checked for currency and updated as required Added supported document		AUGUST 2023
AUGUST 2010	Amendments to NQS inclusions Revised introduction to policy Revised implementation to policy Inclusion of Termination notification Related policies added Sources check for currency and edited where required		AUGUST 2021
AUGUST 2021	- National regulations added - policy reviewed/ sources checked Policies purchased from child care desktop		