

# Termination of Enrolment Policy

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## National Quality Standards (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

## PURPOSE

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

## SCOPE

This policy applies to families and management of the service.

## IMPLEMENTATION

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

## Behaviour Management

There may be times when a child may display difficulties adapting or abiding by the early childhood services policies and guidelines. Every effort will be made to deal with the behaviour using positive guidance, which works in accordance with Service behaviour management policies and procedures. Our service 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 Service, in order to keep the children and staff safe.

## Service Policies

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 children'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.
- 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 Service

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

### Withdrawing a Child from the Service

Families are required to give two weeks written notice to cease their child's enrolment. Once the written notice has been given to the Nominated Supervisor the two week holding deposit/bond is then transferred into the last two weeks of childcare fees to cover the notice period. If less than the required written notice period is given, the two week holding deposit/bond is kept as part-payment in lieu of the notice period and families are required to pay the remaining balance.

Children are required to attend the notice period, or they will forfeit their Centrelink incentives and will be required to pay the full fee.

### Withdrawal from Care: (Prior to the agreed commencement date)

If a family has accepted the offer of a placement, then decides to withdraw from care before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks holding deposit/bond is payable to the Service and is nonrefundable

### Source

- Australian Children's Education & Care Quality Authority. (2014).
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015
- ECA Code of Ethics.
- Guide to the National Quality Standard.
- Lady Gowrie, <http://www.gowrie-sydney.com.au> Updated March 2010.

### Review

Policy Review Date
April 2019