



Termination of enrolment

Quality Area 2: CHILDREN'S HEALTH AND SAFETY

POLICY STATEMENT

Our service is dedicated to developing a respectful and effective partnership between families and children.

Orchard Early Learning Centre implements systems to manage risks whilst promoting the health, safety and wellbeing of all children and staff within the Service. We have the legal duty to ensure the health, safety and wellbeing of all children in attendance, management, educators, families, volunteers and visitors at our Service. There may be some circumstances where policy are breached or the safety of children and /or our staff is compromised. On these occasions this policy will guide the outcomes regarding termination of enrolment.

GOALS/WHAT ARE WE GOING TO DO?

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

STRATEGIES AND PRACTICES

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 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 Service.

Service Policies and Procedures

Orchard Early Learning Centre 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 child's enrolment if at any time a Service policy has been breached.

This may 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.





Termination of enrolment

Quality Area 2: CHILDREN'S HEALTH AND SAFETY

- 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 Service
- Deliberate disrespect towards Orchard Early Learning Centre staff- *Code of Conduct policy*
- If a parent knowingly brings their child ill to the Service or is in breach of the Medication policy, Infectious Diseases Policy or a Public Health Order
- Conflicting philosophical child-rearing style and differences between the parent and Orchard Early Learning Centre philosophy.
- False information given by a parent either verbally or in writing
- Bullying and/or harassing educators, children or families enrolled at the Service- *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

Management or the Nominated Supervisor will advise families in writing that their child's enrolment will be terminated following attempts to find a reasonable solution.

We will aim to give two weeks' notice to families, unless the Parent Code of Conduct has been breached or the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment will apply.

Parent Termination of Enrolment

Families are advised upon enrolment of the withdrawal of enrolment conditions. Policies are updated annually, and parents are notified through centre newsletters of any changes. Families are required to provide the following written notice of termination of enrolment.

1 February to 31 October	4 weeks notice required
1 November to 31 January	8 weeks notice required

The bond payment will be refunded within 6-8 weeks from the last day of attendance to families if all accounts are paid in full and no amount is outstanding when the child leaves the Service.

Any other refunds or account credits will be refunded to the family by request and paid within 8 weeks of the request. This is to allow for any CCS reconciliation on the account.





Termination of enrolment

Quality Area 2: CHILDREN'S HEALTH AND SAFETY

ROLES AND RESPONSIBILITIES

The Approved Provider is responsible for:

- Implement State and Federal Government requirements for vaccination requirements for enrolment of children
- Remind families of our *Code of Conduct Policy*

The Nominated Supervisor is responsible for:

- Working in partnership with families to promote inclusion of all children within the Service.
- Using positive language and a range of communication strategies with children and families to ensure positive relationships.
- Discussing concerns or issues of non-compliance with supervisors/management before communicating with families.
- Documenting 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 support plans for children as required (refer to Behaviour Guidance Policy, Additional Needs Policy, Inclusion Support *Management Plan*)
- 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.

Educators are responsible for:

- Working in partnership with families to promote inclusion of all children within the Service
- Using positive language and a range of communication strategies with children and families to ensure positive relationships
- Discussing 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
- Referring parents'/guardians' questions in relation to this policy to the General Manager or Nominated Supervisors / Director.

Families are responsible for:

- Attending meetings with the Director as requested to discuss concerns and strategies.
- Replying or responding to the service in a timely manner
- Answering phone calls and email correspondence in a timely manner
- Advising of absences
- Signing incident forms within in 24 hours of issue
- Giving permission to the service to reach out/ liaise with Allied Health professionals directly
- Support the Service in any applications for support funding.





Termination of enrolment

Quality Area 2: CHILDREN'S HEALTH AND SAFETY

- Work in collaboration with the educational team and the Director to support your child.
- Agree to follow any (behaviour guidance plans / inclusion support plans
- Share feedback to staff about how your child is responding at home to any strategies / plans in place.
- Collect your child from care in a timely manner if called by the Director or service staff.
- Ensure this policy has been read and understood, referring any questions, queries or concerns to the service Director.

LINKS TO EDUCATION and Care Services National Regulations, National Quality Standard

Regs	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

QA	2.2	Each child is protected.
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
	2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
QA	6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
		Collaborative partnerships enhance children's inclusion, learning and wellbeing.
QA	7.1	Governance supports the operation of a quality service.

SOURCES/RESOURCES / USEFUL LINKS

Sources

- Australian Children's Education & Care Quality Authority - Guide to the National Quality Framework.
- Early Childhood Australia Code of Ethics.
- Guide to the Education and Care Services National Law Regulations.
- NSW Government. Anti-Discrimination Act 1977. No 48.
- Revised National Quality Standard.





Termination of enrolment

Quality Area 2: CHILDREN'S HEALTH AND SAFETY

- Work Health and Safety Act 2011

POLICY REVIEW

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure.

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. Policies are found on Orchard Early Learning Centre Website and via the parent portal.

In addition, Orchard ELC will accommodate any new legislative changes as they occur, and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Date(s) reviewed: February 2021 / January 2022 / January 2023

Next Review: January 2024

