

TERMINATION OF ENROLMENT POLICY

Our Out of School Hours Care (OSHC) Service is dedicated to developing a respectful and effective partnership between the family and Service. This partnership supports children’s inclusion, access, engagement and participation in the Service. Management implements systems to manage risks whilst promoting the health, safety and wellbeing of all children and all staff associated with our Service.

There may be some circumstances where this is compromised due to non-compliance of our policies and management may be required to terminate a child’s enrolment. The OSHC Service will adhere to policies and procedures to ensure a fair, ethical, and appropriate decision is made.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY		
2.2	Safety	Each child is respected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
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 relationship 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

RELATED POLICIES

Anti-Bias and Inclusion Policy Additional Needs Policy Behaviour Guidance Policy Code of Conduct Policy Health and Safety Policy	Enrolment Policy Payment of Fees Policy Withdrawal of a Child Policy Work, Health and Safety Policy
--	--

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 OSHC 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 children, families, staff, management, the approved provider, nominated supervisor and visitors of the Service.

IMPLEMENTATION

THE APPROVED PROVIDER, NOMINATED SUPERVISORS 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 OSHC 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 OSHC 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, Anti bias and Inclusion Policy)
- remind families of our *Code of Conduct Policy* and *Family Conduct Guidelines*
- 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 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 OSHC Service.

OUT OF SCHOOL HOURS POLICIES AND PROCEDURES

Our OSHC Service has a range of policies and procedures to ensure the safety, welfare, and wellbeing of children, educators, families and visitors. We reserve the right to terminate a child 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)
- 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 OSHC educators, children or families enrolled at the Service

TERMINATION NOTIFICATION

The approved provider or nominated supervisor 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, educators 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. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

TERMINATION ADVISED BY THE 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*.

CONTINUOUS IMPROVEMENT/REFLECTION

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

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

Family Exit Survey Family Conduct Guidelines	Termination of Enrolment Procedure Termination of Enrolment Letter Termination of Enrolment Form
---	--

SOURCES

Australian Children’s Education & Care Quality Authority. (2014).
 Australia Children’s Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).
 Early Childhood Australia Code of Ethics. (2016).
[Education and Care Services National Regulations](#). (Amended 2023).
 Education and Care Services National Law Act 2010. (Amended 2023).
 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>

[Western Australian Education and Care Services National Regulations](#) Australian Children’s Education & Care Quality Authority. (2014).

REVIEW

POLICY REVIEWED BY	Libby Haines	Director	November 2023
POLICY REVIEWED	NOVEMBER 2023	NEXT REVIEW DATE	NOVEMBER 2024
VERSION NUMBER	V6.11.23		
MODIFICATIONS	<ul style="list-style-type: none"> annual policy review- no major changes sources checked for currency and updated as required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
NOVEMBER 2022	<ul style="list-style-type: none"> policy maintenance - no major changes to policy continuous improvement/reflection section added Childcare Centre Desktop Related Resources section added link to Western Australian Education and Care Services National Regulations added in ‘Sources’ 	NOVEMBER 2023	
NOVEMBER 2021	<ul style="list-style-type: none"> additional sections added: termination advised by family sources checked for currency 	NOVEMBER 2022	
NOVEMBER 2020	<ul style="list-style-type: none"> national regulations added policy reviewed/ sources checked 	NOVEMBER 2021	
NOVEMBER 2019	New policy drafted for Out of School Hours Care Services	NOVEMBER 2020	