



BRISBANIA BEFORE & AFTER SCHOOL & VACATION CARE CENTRE INC MANAGEMENT

Title: Termination of Enrolment

Status: CURRENT

Date of Origin: April 2019

Policy No: P35

Last Reviewed: March 2025

Management and Staff are dedicated to developing 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.

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, 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.

PURPOSE

To ensure that each child and family has access to our services Policies and Procedures, 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:

- Work in partnership with families to promote inclusion of all children and families to ensure positive relationships.
- Discuss concerns or issues of non-compliance with management before communicating with families
- Access external professional support to ensure child's inclusion in the OSHC Service's program
- Remind families of our *Code of Conduct Policy*

BEHAVIOUR MANAGEMENT

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, we reserve the right to ask you to withdraw your child from the Service, in order to keep other 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 process.
- 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.



- If account is referred to our collection agency.
- Continuing to pick up the child past the required licensed time.
- Inability to meet the child's needs.
- Deliberate impertinence towards the approved provider or staff.
- If a parent knowingly brings their child ill to the Service.
- False information given by a parent either verbally or in writing.
- Bullying and/or harassing 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-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) written weeks' notice of termination of enrolment.

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.

Anti-Discrimination Act 1977. NSW Government.

Revised National Quality Standards



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