

TERMINATION OF ENROLMENT PROCEDURE

Management and staff are 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 staff within the 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.

Education and Care Services National Law or Regulations (R.155, 160, 168). NQS QA2 and 6: Element 2.2, 2.2.2, 2.2.3. 6.1.6.2 Children's Health and Safety and Collaborative Partnerships with Families and Community
Related Policies: Behaviour Guidance Policy, Payment of Fees Policy

This procedure outlines the process of termination of enrolment within our Service. Termination of enrolment is predominately due to family choice, however, termination by Management may also occur due to:

- Non-payment of fees for childcare service
- Abusive behaviour and/or verbal threats towards staff, children or other parents
- Non-compliance with Service policies
- Child's consistent inappropriate behaviour, compromising the safety of other children, staff and visitors of the Service
- Lack of partnership and communication with Service
- Family member committing an illegal act at the Service
- Bullying and harassing staff, children or other parents
- Wilfully or negligently making false and misleading statements that relate to the enrolment of a child at the Service
- Failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule)

When circumstances arise that may result in actioning termination of enrolment, the following steps will be taken:

1	Educators and the Director/ Nominated Supervisor will have a formal meeting to discuss the situation that may possibly lead to the termination of enrolment. This meeting is to be documented	
2	Educators and the Director/ Nominated Supervisor will gather all evidence, including documentation of events, behaviour management plans, grievances, observations etc.	
3	The Director/ Nominated Supervisor of the Service will arrange a meeting with the family to discuss the situation in an attempt to work towards a positive resolution	

4	Confidential dated records will be made, detailing discussions, concerns raised, strategies and actions to be implemented	
5	The 'minutes' must be signed by all parties present at the end of the meeting as a true and accurate recording of the meeting which will be filed into the child's record	
6	The Director/ Nominated Supervisor will make all attempts toward a resolution within a specified timeframe	
7	If, after all efforts have been exhausted, the Director/ Nominated Supervisor may decide that there is no other alternative and terminate the enrolment of the family. Management will provide families with a notice of termination of enrolment in writing, which will be effective immediately.	
8	Families will receive an invoice of any outstanding fees due	
9	Debt collection process may be initiated following privacy and conditional requirements.	