

# 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.

Working in conjunction with the *Enrolment 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)

Education and Care Services National Law or Regulations (*Reg.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: *Enrolment Policy, Behaviour Guidance Policy, Payment of Fees Policy*

SERVICE-INITIATED TERMINATION OF ENROLMENT PROCEDURE		
1	Educators and the 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 nominated supervisor will gather all evidence, including documentation of events, behaviour management plans, grievances, observations etc.	

3	The 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 nominated supervisor will make all attempts toward a resolution within a specified timeframe	
7	If, after all efforts have been exhausted, the nominated supervisor may decide that there is no other alternative and terminate the enrolment of the family. Management will provide the family with a notice of termination in writing, 2 weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.	
8	Management will process the enrolment end date within 7 days into the Services CCS Software/ Proda	
9	Families will receive an invoice of any outstanding fees due	
10	Debt collection process may be initiated following privacy and conditional requirements	

PARENT-INITIATED TERMINATION OF ENROLMENT PROCEDURE		
1	Families are advised 2 weeks written notice is required to withdraw their child from the Service	
2	Details of notice to withdraw from care must include: <ul style="list-style-type: none"> <li>• Date of the written notice</li> <li>• Last day of attendance</li> </ul>	
3	A Termination of Enrolment Family Request Form is to be completed to indicate the child's last day of attendance	
4	Management will process the enrolment end date within 7 days into the Services CCS Software/Proda	
5	Fees are to be paid for the 2 week notice period	
6	Families are advised if the child does not attend care on their last day of booked attendance CCS may not be paid for absences prior to the enrolment end date and full fees will be applicable	

7	Bond payments may not be refunded until any outstanding fees are paid as <i>per Payment of Fee Policy</i>	
8	The family is requested to complete a <i>Family Exit Survey</i> to gain valuable feedback and identify areas of improvement.	

REVIEW OF PROCEDURE			
Date procedure created	JULY 2025	To be reviewed	JULY 2026
Approved by	Rosie Hamilton	Signature	<i>R. Hamilton</i>
Procedure Reviewed Date	Modifications/Changes		
September 2024	Procedure reviewed, new section included regarding termination of care parent initiated, related resources section added		
March 2022	Procedure reviewed: no changes		

TERMINATION OF ENROLMENT RESOURCES		
NAME OF RESOURCE	RESOURCE DESCRIPTION	DESKTOP LIBRARY LOCATION
POLICY AND PROCEDURES		
Enrolment Policy	The <i>Enrolment Policy</i> outlines enrolment conditions required by the service as per National Regulations and related legislation to ensure a fair, transparent and compliant enrolment process.	Policies > QA 6 Collaborative partnerships with families and communities
Termination of Enrolment Procedure	This procedure outlines the process of terminating enrolment within our Service, covering both service-initiated and parent-initiated termination of enrolment from care.	Resources > Procedures
Termination of Enrolment Family Request Form	This form is available to document families formal notice of withdrawing their child from care.	Resources > Forms
Termination of Enrolment Letter Service	The letter is available to provide to families when the Service has terminated the child's enrolment	Resources > Letters
Family Exit Survey	Available to formally document the reason for a family's departure from the Service and gather feedback on their experience.	Resources > Forms