

POLICY/PROCEDURE NAME & REVIEW PROCESS	CESSATION of ENROLMENT POLICY This policy and procedure have been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time, and this policy is subject to review based on feedback or due date of annual review.
NATIONAL QUALITY STANDARD	6.1 SUPPORTIVE RELATIONSHIPS WITH FAMILIES 6.1.1 Engagement with the service. 6.1.2 Parent views are respected. 6.1.3 Families are supported.
NATIONAL LAW AND REGULATIONS	170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> ▪ Behaviour Management Plan Record ▪ Behaviour Management Observation Record ▪ Biting Management Policy ▪ Family Code of Conduct Policy ▪ Family Grievance Policy ▪ Payment of Fees Policy
SCOPE OF POLICY	This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service.
AIM OF POLICY	To ensure that our service has strong guidelines, procedures, and practices in place regarding cessation of enrolment that are clear for all stakeholders who attend our service. If policies are breached, then stakeholders are at risk of their enrolment being ceased and the approved provider/nominated supervisor of the service will exercise the right to cease the enrolment.
SERVICE IMPLEMENTATION	<p>In order to ensure the health and safety of all children educators and stakeholders at our service, there may be times when an enrolment is no longer viable at the service. This decision is never made lightly and not without attempts to rectify the situation.</p> <p>However, if all stakeholders are not adhering to policies and procedures or the health and safety of children and staff is compromised then there may come a time when the Nominated Supervisor in consultation with the Approved Provider will decide to cease an enrolment.</p> <p>There are many events that may cause a cessation of enrolment. One of the events for ceasing enrolment would be a breach of policy and or procedure in our service. In particular families breaching family code of conduct policy, payment of fees policy.</p> <p>Childrens behaviour</p> <p>There are circumstances involving children that may eventuate in a cessation of enrolment for example:</p> <ul style="list-style-type: none"> ▪ When a child’s behaviour is unable to be supported despite various strategies and plans being implemented. The nominated supervisor and educators will work with families to support children displaying aggressive or unsafe behaviour to themselves and/or educators and /or other children through a series of meetings and the implementation of a behaviour management plan record and behaviour management observation record. ▪ Families will be asked to cooperate and participate in these strategies. We expect that they will be supportive of these measures and strategies. ▪ Observations will be recorded and discussed with the nominated supervisor who will decide if further actions need to be applied such as behaviour management plan. ▪ Once a behaviour management plan needs to be implemented families will be advised of this and a behaviour management meeting will be held with families, educators and nominated supervisor to organise and implement plans to support the child’s behaviour. Plans will be monitored, and strategies changed if required to best support the child. ▪ However, if after conducting meetings, implementing plans and strategies, there is no real change and the child is still displaying aggressive or unsafe behaviour or the family is not cooperating to support strategies, the result could be cessation of the enrolment. ▪ The nominated supervisor and approved provider has a duty of care to all children and their employees. They must ensure that their safety is also a focus.

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- The same process will apply to children when biting continually, though cessation of care is unusual in this situation it still can apply depending on circumstances and the support of families throughout the process.
- Staff will follow the process in the **biting management policy** and will liaise with nominated supervisor and family in order to implement strategies to support the child however the safety of all children and staff at the service will be a major consideration.

Further circumstances that could lead to a cessation of enrolment are as listed but not limited to the following:

Based on the following we reserve the right to cease an enrolment.

- Accumulating debt and continually leaving account in arrears which would be in direct breach of our **payment of fees policy**.
- Failure to adhere to payment plan agreements in regard to debt management.
- Abusing, swearing, threatening, or showing signs of aggression toward nominated supervisor, educators and staff and children and families at the service – breach of **family code of conduct policy**.
- Racist comments aimed at staff children or other families.
- Entering service clearly under the influence of alcohol or drugs.
- Continual late pick-ups of child/ren after close which places the service in breach.
- Bringing child/ren to the service knowing that they are ill.

Ongoing late collection of your child.

- Management have a duty of care to ensure the safety and wellbeing of all children at all times. This duty extends until a child is collected by an authorised nominee. However, when children are collected after the service’s approved operating hours, this places educators and the service at increased risk of liability and potentially negates our insurance policy. It puts our service at risk, placing us in breach of licence and potential non-compliance with regulatory requirements.
- While we understand that unforeseen circumstances may occasionally arise, repeated late collection is considered a breach of the enrolment agreement and can potentially impact the safety, wellbeing, and working conditions of educators.
- Where late collection occurs on an ongoing or repeated basis, the Approved Provider/nominated Supervisor may take further action. This may include a review of your child’s ongoing enrolment, and ultimately, cessation of care if the issue continues to happen.
- Unfortunately, this approach is necessary to manage legal and operational risks, uphold regulatory compliance, and ensure a safe and sustainable environment for children and staff.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy
- Will encourage feedback from stakeholders regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.

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	<ul style="list-style-type: none"> ▪ Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures. ▪ Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements. ▪ Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure. ▪ Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy. ▪ Will encourage feedback from stakeholders and staff regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns. ▪ Will ensure the policy is kept up to date with current legislation, research, and best practice. ▪ Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> ▪ Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. ▪ Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. ▪ Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. ▪ Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. ▪ Will provide feedback to the nominated supervisor or approved provider regarding the policy’s effectiveness, particularly in relation to identifying and responding to child safety concerns. ▪ Will provide feedback regarding policy review when required. <p>Families</p> <ul style="list-style-type: none"> ▪ Will be expected to read and understand this policy and adhere to all of its guidelines.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> ▪ Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. ▪ Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. ▪ Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. ▪ Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> ▪ Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. ▪ Ensure policies will be available on request for all staff members to have access when required. ▪ Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. ▪ Ensure policies will be available for all stakeholders when requested and when updating.

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<p>In regard to Regulation 172- Notification of change to policies or procedures</p>	<p>Approved Provider will</p> <ul style="list-style-type: none"> ▪ Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. ▪ Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. ▪ Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. ▪ Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. ▪ Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. ▪ Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
<p>CONTINUOUS IMPROVEMENT</p>	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> ▪ Conducting regular reviews and updates of this policy with all stakeholders. ▪ Actively seeking feedback from children, families, and staff members. ▪ Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
<p>IN THE EVENT of a BREACH of POLICY and/or PROCEDURE</p>	<ul style="list-style-type: none"> ▪ All employees are required to comply with this policy and all associated procedures. ▪ Any alleged breach of a policy or procedure will be documented and further investigated by management. ▪ If an employee is deemed to be breaching policy and or procedure, disciplinary action will be taken, if the breach is deemed to be serious this could result in immediate termination. ▪ Breaches involving child safety or harm to a child will result in immediate suspension whilst management undergo an investigation. This could also result in immediate termination. ▪ All breaches and investigations will be documented and may be reported to the Regulatory Authority and/ or law enforcement.
<p>KEY TERMS</p>	<ul style="list-style-type: none"> ▪ Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
<p>WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES</p>	<ul style="list-style-type: none"> ▪ Australian Children's Education & Care Quality Authority. ACECQA ▪ Code of Ethics ▪ Education and Care Services National Regulations. ▪ Education and Care Services National Law Act 2010. ▪ Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. ▪ Guide to the National Quality Framework. ▪ National Quality Standard. ▪ United Nations Convention on the Rights of the Child

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