Partnership with families
26th October to 30th October 2020

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* reviewing our management systems to ensure they’re comprehensive and operating effectively. These systems cover issues like compliance with laws, regulations and service policies and procedures, notification requirements, managing complaints, record keeping, service administration, human resource (HR) practices and continuous improvement
* reviewing our Record Keeping and Retention Policy and our Termination of Enrolment Policy. Summaries follow:

**Record Keeping and Retention** **Policy**

This policy details records that must be kept for:

* Nominated Supervisors, Educational Leaders, ECTs, all other staff, students and volunteers, ‘responsible persons’, and educators working directly with children (includes qualifications, working with children checks)
* enrolled children (includes medication record, incident, injury, trauma or illness record if relevant, learning documentation, record of attendance, enrolment records)
* compliance with the National Early Childhood Law
* compliance with Child Care Subsidy Laws.

It also explains the length of time records must be kept for.

**Termination of Enrolment Policy**

The Nominated Supervisor may terminate a child’s enrolment if:

* a child’s safety, or the safety and wellbeing of other children and staff at the service is, or is likely to be compromised
* a child’s family consistently refuses to comply with service policies and procedures including:
* Fees Policy which requires all fees be paid on time and children are collected before the centre closes
* Code of Conduct Policy which requires families/carers to always interact with staff in a respectful, non-threatening way
* Additional Needs Policy and Behaviour Policy which require families work with educators to ensure their child receives the best possible support and do not adversely affect the learning environment for other children.

The Nominated Supervisor will advise the family in writing that their child’s enrolment will be terminated, the reason why, how much money is owed or owing, and the effective date of termination (at least 2 weeks in advance from date of letter unless there is safety issue).

There are copies of the policies near the sign in/out sheet. Please take a moment to read them. We value any feedback you may have.

Nominated Supervisor