

ENROLMENT POLICY

Out of School Hours Care (OSHC) Services provide high quality care for children before and after school, on pupil free days and during school holidays as Vacation Care programs. Enrolment and orientation can be both an exciting and an emotional time for children and families whether they attend only occasionally or on a regular basis. It is important to manage this time with sensitivity and support, building partnerships between families and the Out of School Hours Service. Such partnerships enable the Out of School Hours Care Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Out of School Hours Service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

LEGISLATIVE REQUIREMENTS/EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases

90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
96	Self-administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
173	Prescribed information is to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Child Care Subsidy Minister's Rules 2017	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

CCS Governance Policy Children’s Belongings Policy Dealing with Infectious Disease Policy Dealing with Complaints Policy Delivery of children Policy Excursions/Incursion Policy Incident, Injury, Trauma and Illness Policy Interactions with Children, Families and Staff	Policy Medical Conditions Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Safe Transportation Policy Sun Safe Policy
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PURPOSE

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and The Heights Out of School Hours Care (OSHC) Service to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, staff, management, approved providers, nominated supervisor, coordinators, and visitors of the Out of School Hours Care Service.

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According to the Child Care Provider Handbook (May 2023) *‘enrolling children is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) regardless of their parent’s or guardian’s eligibility for Child Care Subsidy...An enrolment links the child, the individual claiming the subsidy and the child care service.’* An enrolment contract is required for each child attending the service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

IMPLEMENTATION

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place for enrolment and orientation (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170).

The Heights OSHC Service will accept enrolments providing:

- a) The maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Care Service.

- b) The child is currently enrolled at The Heights School or there is evidence of a commencement date at The Heights School
- c) The legal parents/ guardians are completing the enrolment. Anyone who is not the legal parent/ guardian is not authorised to enrol a child into the Service. The Service reserves the right to refuse the enrolment.

PRIORITY OF ACCESS GUIDELINES

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- o at risk of serious abuse or neglect
- o a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Providers are not legally obliged to prioritise children. [CCS Handbook p.53.]

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When a family has indicated their interest in enrolling their child, we will organise an enrolment meeting to share information and build relationships.

- Families will be provided with a range of information about our OSHC Service which will include:
 - o collection/drop off procedures - children must be signed in and out of the service by a parent/ guardian or adult on the child's contact list that is aged 18 years and above. Repeated failure to drop off and/ or pick up procedures will terminate your child's position in OSHC. Families will receive notification and prior warning from the Service.
 - o licensed operational hours from 7:00am to 6:00pm. No operation outside of these hours. Fees and penalties outlined in Fees Policy [Page 5-6] for breach of policy agreement.
 - o the service philosophy, inclusion, programming methods, menu, incursions, excursions, inclusion, fees, Child Care Subsidy, policies, procedures, introduction to the service and learning environment, parent communication strategies and signing in and out processes.
- Families are invited to ask questions and seek any further information they require
- Families will be provided with vacancies and a start date
- Families will need to complete the enrolment form that advises the service of their child's needs, medical requirements, cultural background and nutritional information
- Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, medical needs or plans

- If a family or child uses English as a second language or speak another language at home, we request that families provide us with some key words in the language/s the child speaks so that educators can learn these words.
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- Information about gap fees and absences will be discussed.
- It is a legal requirement that prior to the child starting at the Service we have all required documents including
 - the completed enrolment form and documentation
 - medical management plans (if relevant) completed by the child's general practitioner
 - in date medication as required
 - details and evidence of any court orders, parenting orders or parenting plans
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.
- If any of the above do not satisfy the requirements of the service, the management team reserves the right to refuse enrolment and attendance to the service.

Families will be asked to provide the following information:

1. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number
2. The full name, residential address, and contact telephone number of at least two persons authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
3. The full name and contact telephone number of any person authorised by the parent to collect the child from the OSHC Service (authorised nominee)
4. Full name of the child
5. Child's date of birth
6. Child's residency status
7. The child's address
8. Gender of the child
9. Cultural background of the child
10. Provision of care – if care will be a routine and/or casual etc.
11. Complying Written Agreement including fee information
12. Any court orders or parenting agreements regarding the child

13. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
14. Any special requirements of the family, including for example cultural or religious requirements.
15. The needs of a child with a disability or with other additional needs
16. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
 - o medical treatment for the child from a registered practitioner, hospital or ambulance service
 - o transportation of the child by an ambulance service
17. Specific healthcare needs of the child, including allergies and intolerances (e.g. food)
18. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
19. Details of any dietary restrictions for the child
20. The name, address and telephone number of the child's doctor
21. Authorisation for regular occurring transportation and regular outings/excursions
22. CRN for child and claimant

Although Out of School Hours Care services are regulated under the Education and Care Services National Law Act, children attending Out of School Hours Care are exempt from the immunisation/enrolment requirements that apply to other early childhood education and care services (long day care, family day care & preschools). The *immunisation status* of the child is however required to be kept in the enrolment record for each child enrolled at the education and care service- Regulation 162 Education and Care Services National Regulations.

Orientation of the Service

During the orientation of the Out of School Hours Care Service, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- have Child Care Subsidy is explained to families and assistance may be offered to assist with the application process
- provided (if requested by parent) with an outline of the Service policies which will include key policies
- shown the signing in/out process
- introduced to their child's educators

- taken on a tour around the Service and environment
- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- informed of online platforms and applications used by the Service for bookings, cancellations, updates and notifications
- directed to family handbook, philosophy and forms
- introduced to the routines and Service program, including the observations to aid programming
- informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals for their child
- confirm preferred method of communication
- current fee structure, preferred methods of payment and details
- Child Care Subsidy information

Governing Council will:

- provide support in circumstances where an enrolment may be compromised due to breach of the policies and procedures
- oversee the Enrolment Policy. Governing council reserve the right to amend/update this policy at any time and will provide notice to families when amendments/updates occur.

The Director will ensure:

- the enrolment form is completed accurately and, in its entirety
- consents are signed by the legal parent/guardian
- a child with medical needs does not begin at the OSHC Service unless a medical management plan is received and medication is brought to the Service
- the child's medical management plan is recorded, and this information is shared/distributed to Educators
- Action Plans are completed in full (if relevant)
- Administration of Medication forms are completed (if relevant)
- the Medical Conditions Policy is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service
- Risk Minimisation Plans and Communication Plans are requested/completed with parents/guardians for children with medical needs before the child begins at the OSHC Service

- Educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths
- the enrolment is lodged through Spike Viewer software system
- a file for the Child's information is created

Families will:

- complete all documentation required by the Service for enrolment
- provide required authorisations and consents as indicated on enrolment form
- provide at least two emergency contacts, excluding the parents/ guardians
- provide any court orders that legally outline custody agreements and parenting plans
- notify the service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date
- be held accountable for behaviour that does not comply with the policy. At the discretion of the Director and Persons with Management Control action may be taken to rectify the issue. The Service reserves the right to refuse access to the Service if compliance is not met.

Child Care Subsidy (CCS)

- Parents/guardians are required to register for CCS through their myGov account linked to Centrelink and provide documentation to support the CCS payment.
- For more information on the CCS it is recommended that families access the below website:

[Child Care Subsidy - Services Australia](#)

First Attendance

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist in this transition- for example, organising a buddy in the same class to remind the child to attend OSHC on that particular day; notifying the child's classroom teacher that the child will be beginning OSHC on certain days.

- The child and their family will be welcomed to the Service upon drop off
- They will be greeted by one of the educators who will show them where to sign in and out, discuss what is happening within the Service, and show where children can store their personal belongings whilst attending Out of School Hours Care.
- Information about collecting their child at the end of the day will be discussed

- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

SOURCE

Australian Children’s Education & Care Quality Authority. (2014).

ACECQA. (2021). Policy and procedure guidelines. Enrolment and Orientation.

ACECQA. (2022). The Disability Discrimination Act: [What do Children’s Education and Care Services Need to Know?](#)

Australian Government Department of Education (2022). Child Care Provider handbook

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Department of Education (2021). Guide to Additional Child Care Subsidy (child wellbeing)

<https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing>

Australian Government Services Australia

<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

Australian Government Guide to Social Policy Law. Family Assistance Guide Immunisation- approved exemptions

(FTB). <https://guides.dss.gov.au/family-assistance-guide/2/1/3/40>

Department of Human Services (Centrelink):

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Guidelines for persons in charge of child care services, community kindergartens and schools.

NSW Government Health. (2019). Questions and answers about vaccination requirements for child care:

https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

Revised National Quality Standard. (2018).

<https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>

[Western Australian Education and Care Services National Regulations](#)

REVIEW

	NAME	POSITION
POLICY REVIEWED BY:	Stephen Calio	OSHC Director
	Val Westwell	Deputy Principal
	Representatives	Governing Council
POLICY REVIEWED	MARCH 2024	
NEXT REVIEW DATE	MARCH 2025	
MODIFICATIONS		
MARCH 2023	<ul style="list-style-type: none"> • policy maintenance - no major changes to policy • minor formatting edits within text • update to 'implementation' • update to 'enrolment' • update to 'orientation of service' • update to family obligations section; 'families will' 	
MARCH 2024	<ul style="list-style-type: none"> • update to 'enrolment' 	