



# Enrolment Policy

Outside 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 OSHC Service. Such partnerships enable the OSHC Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the OSHC Service.

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6 – COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
<b>6.1</b>	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
<b>6.1.1</b>	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
<b>6.1.2</b>	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.
<b>6.1.3</b>	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
<b>6.2</b>	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
<b>6.2.3</b>	Community engagement	The service builds relationships and engages with its community.

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

<b>77</b>	Health, hygiene and safe food practices
<b>78</b>	Food and beverages
<b>88</b>	Infectious diseases
<b>90</b>	Medical conditions policy
<b>92</b>	Medication record
<b>93</b>	Administration of medication



<b>96</b>	Self-administration of medication
<b>97</b>	Emergency and evacuation procedures
<b>99</b>	Children leaving the education and care service premises
<b>100</b>	Risk assessment must be conducted before excursion
<b>101</b>	Conduct of risk assessment for excursion
<b>102</b>	Authorisation for excursions
<b>157</b>	Access for parents
<b>160</b>	Child enrolment records to be kept by approved provider and family day care educator
<b>161</b>	Authorisations to be kept in enrolment record
<b>162</b>	Health information to be kept in enrolment record
<b>168</b>	Education and care service must have policies and procedures
<b>173</b>	Prescribed information to be displayed
<b>177</b>	Prescribed enrolment and other documents to be kept by approved provider
<b>181</b>	Confidentiality of records kept by approved provider
<b>183</b>	Storage of records and other documents

**RELATED POLICIES**

Acceptance and Refusal of Authorisation Policy	Orientation of Families Policy.
Additional Needs Policy	Payment of Fees Policy
Arrival and Departure Policy	Privacy and Confidentiality Policy
Children’s Belongings Policy	Record Keeping and Retention Policy
Control of Infectious Diseases Policy	Sun Safety Policy
Family Communication Policy	Withdrawal of a Child Policy
Immunisation Policy	

**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 OSHC Service to promote positive outcomes for children whilst adhering to legislative requirements.

**SCOPE**

This policy applies to children, families, staff, management, and visitors of the OSHC Service.

**ENROLMENT**

According to the Child Care Provider Handbook (June 2019) *‘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 notice 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**

Our Service accepts enrolments of children aged 3 to 13 years (and still enrolled at Primary School).

Enrolments will be accepted providing:

- a) The maximum daily attendance does not exceed the licensed capacity of the OSHC Service
- b) A vacancy is available for the booking required
- c) The educator to child ratio is maintained
- d) Priority of access guidelines are adhered to.

The OSHC Service recognises the Educator as an agent for the Service in relation to the enrolment of children into the Service as permitted by National Education and Care Services Regulations and provides an efficient enrolment procedure that is clear and unambiguous to OSHC Service educators and families.

## **PRIORITY OF ACCESS GUIDELINES**

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

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

## **ENROLMENT**

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

Families will be provided with a range of information about the Service which will include:

- Collection/drop off procedures - ensuring children are signed in and out of the service.
- Programming methods, menu, incursions, excursions, inclusion, fees, policies, procedures, sun smart requirements, regulations and the licensing and assessment process for our State, the National Quality Framework, OSHC routines, Educator qualifications, introduction to the service and learning environment and parent communication strategies.



- Families are invited to ask questions and seek any further information they require
- Families are given a copy of the Family Handbook which outlines the Service operation and philosophy.
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the Service.
- Families will need to complete the online enrolment form through our provider, Fully Booked at <https://mbpscouncil.fullybookedccms.com.au/family/login>, informing management of their child's interests, strengths and individual needs.
- If a family or child uses English as a second language or speak another language at home, we request, that at this time families provide us with some key words in the language/s the child speaks so that educators can learn the words. Educators will furthermore use visuals to assist the child to understand and be able to communicate with others.
- Families must complete a Child Care Subsidy activity test to check eligibility and entitlements for CCS and Additional Child Care Subsidy (ACCS). This can be completed online through myGov website.
- The Complying Written Arrangement (CWA) will be discussed with families which states the fees charged in exchange for care sessions.
- Information about gap fees and absences will be discussed.
- Where there are certain changes to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes through myGov.
- It is a legal requirement that prior to the child starting at the Service we have all required documents including
  - The completed online enrolment form
  - Medical management plans (if relevant) completed by the child's general practitioner
  - A current Immunisation History Statement from the Australian Immunisation Register (AIR)
  - Details of any court orders, parenting orders or parenting plans
- Any families with unconfirmed enrolments though Fully Booked will have attendance suspended until fully enrolled.
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on their account.

### **FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION:**

1. Full name of parents (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 a person 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, residential address, and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee).
4. The full name of the child.
5. The child's date of birth.
6. The child's address.
7. The gender of the child.
8. Child's year level at school.
9. Any court orders or parenting agreements regarding the child.
10. The primary language spoken by the child.
11. The cultural background of the child.
12. Any special requirements of the family, including for example cultural or religious requirements.
13. The needs of a child with a disability or with other additional needs.
14. A statement indicating parental permission for any medications to be administered to the child whilst at the Service.
15. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
  - Medical treatment for the child from a registered practitioner, hospital or ambulance service
  - Transportation of the child by an ambulance service
16. The child's Medicare number.
17. Specific healthcare needs of the child, including allergies and intolerances.
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. A statement indicating parental permission for the Service to seek emergency medical treatment.
21. The name, address and telephone number of the child's doctor.
22. Excursion permission for regular occurring outings.
23. The immunisation status of the child.
24. Customer Reference Number (CRN) for child and claimant.

Although OSHC services are regulated under the Education and Care Services National Law Act, children attending OSHC are **exempt** from the immunisation/enrolment requirements that apply to other early childhood education and care services (long day care, family day care and 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. **Please note:** Children who are not fully immunised due to conscious objection are not entitled to Child Care Subsidy.

## **ORIENTATION OF THE SERVICE**

During the orientation of the OSHC Service, families will be:

- Provided with an outline of the Service policies which will include key policies such as: Payment of Fees; Sun Safe; Incident, Illness, Accident and Trauma, Control of Infectious diseases; Sick Children and Administration of Medication.
- Shown the signing in/out process.
- Advised of appropriate clothing for children to wear to the Service, including shoes.
- Informed about policies regarding children bringing in toys from home.
- 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 the daily report and how parents can view this.
- Introduced to the routines and Service program.
- Informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- Informed about the Service's *Sun Safe Policy* regarding, clothing, hats and sunscreen.
- Confirm preferred method of communication.

## **THE APPROVED PROVIDER WILL ENSURE:**

- The enrolment form is completed accurately and, in its entirety
- Authorisation are signed by both parents/guardians
- A child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service each day
- 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)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs
- Educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths



- Immunisation certificate has been sighted and photocopied
- The enrolment is lodged through FullyBooked
- A file for the Child's information is created
- Families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process

### **CHILD CARE SUBSIDY (CCS)**

Child Care Subsidy (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. The number of hours of Child Care Subsidy a family is entitled to per fortnight is determined by an activity test. The more hours of activity parents do, the more subsidised care they can access, up to a maximum of 100 hours per fortnight for each child.

Child Care Subsidy and Additional Child Care Subsidy (ACCS) will start again from 13 July 2020. Some families affected by COVID-19 may be able to access more CCS. Activity test requirements will be eased from 13 July 2020 to 4 October 2020.

- CCS is based on the combined family income, activity test and the type of early childhood education and care service
- Families must complete the Child Care Subsidy activity test online through their myGov account
- Documentation may be required such as Australian driver licence, Australian passport, Foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount - generally called the 'gap fee'
- Families may also be eligible for Additional Child Care Subsidy depending upon their circumstance

### **ENROLMENT RECORD KEEPING**

Our *Record Keeping and Retention Policy* outlines the information and authorisations that we will include in all child enrolment records.

### **ON THE CHILD'S FIRST DAY**

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 OSHC.
- 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).
- Australian Government Department of Education. Department of Education and Training (2019) Care Provider handbook:  
[https://docs.education.gov.au/system/files/doc/other/child\\_care\\_provider\\_handbook\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/child_care_provider_handbook_0.pdf)
- Child Care Centre Desktop: <https://www.childcarecentredesktop.com.au/members/childcare-policies/oshc-policy-library/>
- Department of Human Services (Centrelink):  
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
- Education and Care Services National Amendment Regulations. (2017).
- Kearns, K. (2017). *The Business of Childcare* (4<sup>th</sup> Ed.).
- Revised National Quality Standard. (2018).
- Vic Health- Frequently asked questions: No jab, no play: <https://www2.health.vic.gov.au/public-health/immunisation/vaccination-children/no-jab-no-play/frequently-asked-questions>
- Victoria State Government. Requirements for all early childhood services.  
<https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>

## REVIEW

POLICY REVIEWED	MAY 2018	NEXT REVIEW DATE	MAY 2019
MODIFICATIONS	New policy created		
POLICY REVIEWED	SEPTEMBER 2018	NEXT REVIEW DATE	SEPTEMBER 2019
MODIFICATIONS	Included a statement referring to CCS Written Arrangement updates/changes.		
POLICY REVIEWED	SEPTEMBER 2019	NEXT REVIEW DATE	SEPTEMBER 2020
MODIFICATIONS	<ul style="list-style-type: none"> <li>▪ Added regulations</li> <li>▪ Priority Access Guidelines removed - new information added</li> <li>▪ Deleted immunisation requirements for OSHC services</li> <li>▪ Grammar, punctuation and spelling edited.</li> </ul>		





	<ul style="list-style-type: none"> <li>▪ Additional information added.</li> <li>▪ Points re-ordered for better flow.</li> <li>▪ Sources/references corrected, updated, and alphabetised.</li> <li>▪ New reference/source added.</li> <li>▪ Related policies alphabetised.</li> </ul>		
<b>POLICY REVIEWED</b>	<b>JUNE 2020</b>	<b>NEXT REVIEW DATE</b>	<b>SEPTEMBER 2021</b>
<b>MODIFICATIONS</b>	<ul style="list-style-type: none"> <li>▪ Resumption of CCS and ACCS from 13 July 2020</li> <li>▪ Additional information included about enrolment, CCS application process, Activity Test, Complying Written Arrangement (CWA), and immunisation requirements</li> <li>▪ Rewording of some content</li> <li>▪ Deleted sections that were repetitive</li> <li>▪ Order changed for some items required for the enrolment of the child</li> </ul>		