



## 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 is an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Outside School Hours Care (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>S175</b>	Offence relating to requirement to keep enrolment and other documents
<b>77</b>	Health, hygiene and safe food practices
<b>78</b>	Food and beverages
<b>85</b>	Incident, injury, trauma and illness policies and procedures
<b>86</b>	Notification to parents of incident, injury, trauma and illness
<b>88</b>	Infectious diseases
<b>90</b>	Medical conditions policy
<b>91</b>	Medical conditions policy to be provided to parents
<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>102D</b>	Authorisation for service to transport children
<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 LEGISLATION**

Child Care Subsidy Secretary’s Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	
Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G <a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a>	

**RELATED POLICIES**

- |   |  |
|---|--|
| Acceptance and Refusal Authorisation Policy                                 | Incident, Injury, Trauma and Illness Policy    |
| Additional Needs Policy   | Interactions with Children, Families and Staff |
| CCS Governance Policy   | Policy   |
| Children’s Belongings Policy  | Medical Conditions Policy                      |
| Control of Infectious Disease Policy  | Orientation of New Families Policy             |
| Dealing with Complaints Policy  | Payment of Fees Policy                         |
| Delivery of Children to and from Education and Care Service Premises Policy | Privacy and Confidentiality Policy             |
| Excursions/Incursion Policy   | Record Keeping and Retention Policy            |
| Family Communication Policy   | Safe Transportation Policy                     |
| Immunisation Policy   | Sun Safe Policy                                |
|   | Withdrawal of a Child 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, Approved Providers, Nominated Supervisor, coordinators, and visitors of the OSHC Service.

## **ENROLMENT**

According to the Child Care Provider Handbook (August 2022) *'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**

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).

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

## **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 they will be invited to come



on a tour of the Service.

- 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.
  - The service philosophy, inclusion, programming methods, menu, incursions, excursions, inclusion, fees, Child Care Subsidy, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for our State, My Time, Our Place: Framework for School Age Care in Australia, the National Quality Framework, Out of School Hours Care routines, educator qualifications, 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 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, OWNA at <https://www.owna.com.au/enrol/mountbeautyprimaryschoolshc.html> informing management of their child's interests, strengths and individual needs.
- 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
  - Medical management plans (if relevant) completed by the child's general practitioner
  - Birth certificate or passport
  - 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 through OWNA 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/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. Each parent's occupation and work hours
3. The full name, residential address, and contact telephone number of a person or 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)
4. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the OSHC Service (authorised nominee)
5. Full name of the child
6. Child's date of birth
7. Child's birth certificate or passport
8. Child's residency status
9. The child's address
10. Gender of the child
11. Cultural background of the child
12. Provision of care – if care will be a routine and/or casual etc.
13. Session start and end times
14. Complying Written Agreement including fee information
15. Relevant details regarding of child's school and class if being dropped off or collected from a school
16. Any court orders or parenting agreements regarding the child
17. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
18. Any special requirements of the family, including for example cultural or religious requirements.
19. The needs of a child with a disability or with other additional needs
20. A statement/**authorisation** indicating **the name and address and contact details of any person who is authorised to consent to the administration of medication to the child**
21. 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
22. Child's Medicare number, **individual number and expiry date**
23. Specific healthcare needs of the child, including allergies and intolerances
24. 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.

25. Details of any dietary restrictions for the child
26. The name, address and telephone number of the child's doctor
27. Authorisation for regular occurring transportation and regular outings/excursions
28. Immunisation status of the child (Immunisation History Statement)
29. CRN for child and claimant
30. Child Care Subsidy Assessment confirmation.

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:

- Be provided with the enrolment form to be completed or shown how to complete this through an online platform
- Have Child Care Subsidy explained to families and assistance may be offered to assist with the application process
- Provided with an outline of the Service policies which will include key policies such as: *Payment of Fees, Sun Safe, Incident, Injury, Trauma and Illness, Control of Infectious diseases, Sick Child Policy and Administration of Medication*
- Shown the signing in/out process through OWNA app either on our device or parent's device.
- 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 from OWNA App
- Introduced to the routines and Service program
- Informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- Given the opportunity to set goals for their child
- Confirmed preferred method of communication.



## ENROLMENT PACK

Families will be provided with an enrolment pack which consists of:

- Family Handbook, which outlines the Service's operation and philosophy
- Current fee structure and payment details
- Child Care Subsidy information
- Information on the National Quality Framework and My Time Our Place learning framework
- ECA Code of Ethics brochure
- Munch and Move Fact Sheets

## THE APPROVED PROVIDER/MANAGEMENT WILL ENSURE:

- The enrolment form is completed accurately and, in its entirety
- Authorisations are signed by both parents/guardians
- 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 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)
- 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 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
- Immunisation certificate and birth certificate has been sighted and photocopied
- The enrolment is lodged through **OWNA -**  
<https://www.owna.com.au/enrol/mountbeautyprimaryschooloshc.html>
- 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.

## FAMILIES WILL:

- Complete all documentation required by the Service for enrolment
- Provide required authorisations as indicated on enrolment form
- 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.

## CHILD CARE SUBSIDY

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school

Documentation may be required such as Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate

- Families are provided with a Customer Reference Number (CRN)
- 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

## COMPLYING WRITTEN ARRANGEMENT AND ADDITIONAL CHILD CARE SUBSIDY (ACCS) (CHILD WELLBEING) PROCEDURES

- The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a Complying Written Arrangement (CWA) and is an agreement to provide care in return for fees.
- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider
- The CWA must include the following information:
  - The names and contact details of the provider and the individual(s)
  - The date the arrangement starts
  - The name and date of birth of the child (or children)
  - If care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
  - The usual start and end times for these sessions of care
  - Whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
  - Details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Where there are certain changes (fees or booked days) 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 by signing the updated





CWA.

- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.
- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
- Our OSHC Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)
- Once a child has been identified as 'at risk' the Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing)
- If the Service deems the child is eligible for ACCS the service will submit an initial ACCS Certificate for a 6-week period
- The Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate
- If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the service may apply for a Determination for a period of up to 13 weeks
- Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency
- Following an application for an ACCS 12-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'
- If the child continues to be 'at risk; after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.

## **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.
- 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).
- ACECQA. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.
- 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>
- Australian Government Services Australia (Centrelink): [Child Care Subsidy - Services Australia](#)
- Education and Care Services National Law Act 2010. (Amended 2018). [Education and Care Services National Regulations](#). (2011)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020).
- National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay <https://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>
- Revised National Quality Standard. (2018).
- Victoria State Government. Requirements for all early childhood services. <https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>



REVIEW

POLICY REVIEWED	NOVEMBER 2022	NEXT REVIEW DATE	NOVEMBER 2023
MODIFICATIONS	<ul style="list-style-type: none"> <li>Updated the name of Centrelink to Services Australia and the link</li> <li>Added the enrolment link and application</li> <li>regular policy maintenance</li> <li>link to Western Australian Education and Care Services National Regulations added in 'Sources'</li> <li>minor formatting edits within text</li> <li>hyperlinks checked and repaired as required</li> <li>update of name from DESE to Department of Education</li> <li>links within policy updated from DESE.gov.au to education.gov.au</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
SEPTEMBER 2021	<ul style="list-style-type: none"> <li>Additional law/regulations added- ACECQA Guidelines to Policy and Procedures document-(August 2021)</li> <li>Updated Related Policies</li> <li>Checked and updated links used within policy</li> <li>Additional section for Families</li> <li>Additional information added re: ACCS requirements</li> </ul>	SEPTEMBER 2022	
OCTOBER 2020	<ul style="list-style-type: none"> <li>Family Law inclusion</li> <li>Additional section related to CWA and ACCS</li> </ul>	SEPTEMBER 2021	
SEPTEMBER 2020	<ul style="list-style-type: none"> <li>Activity test requirements valid until 4 October 2020</li> <li>minor editing change</li> </ul>	SEPTEMBER 2021	
JULY 2020	<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>	SEPTEMBER 2020	
SEPTEMBER 2019	<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> <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>	SEPTEMBER 2020	
SEPTEMBER 2018	<ul style="list-style-type: none"> <li>Included a statement referring to CCS Written Arrangement updates/changes on page 4.</li> </ul>	SEPTEMBER 2019	
MAY 2018	<ul style="list-style-type: none"> <li>New policy created</li> </ul>	MAY 2019	