

## 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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
77	Health, hygiene and safe food practices
78	Food and beverages
88	Infectious diseases
90	Medical conditions policy

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
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
178	Prescribed enrolment and other documents to be kept by family day care educator
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
A New Tax System (Family Assistance) Act 1999	See all related legislation for Child Care Provider Handbook in Appendix 1 <a href="https://www.education.gov.au/child-care-provider-handbook-0">https://www.education.gov.au/child-care-provider-handbook-0</a>

**RELATED POLICIES**

Acceptance and Refusal Authorisation Policy Additional Needs Policy Arrival and Departure Policy Children’s Belongings Policy Control of Infectious Disease Policy Family Communication Policy Immunisation Policy	Orientation of New Families Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Sun Safe Policy Withdrawal of a Child 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 Vacation Care Service to promote positive outcomes for children whilst adhering to legislative requirements.

**SCOPE**

This policy applies to children, families, staff, management, coordinators and visitors of the Vacation Care 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 who are formally enrolled in primary school. Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity of the Vacation Care Service
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained at the Vacation Care Service

The Vacation Care 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 Out of School Hours 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:

- 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 asked to (but are not legally obliged to prioritise children). CCS Handbook p.51

### ENROLMENT

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

- Families will be provided with a range of information about our Vacation Care Service which will include:
  - o collection/drop off procedures -ensuring children are signed in and out of the service
  - o the service philosophy, inclusion, programming methods, incursions, excursions, inclusion, fees, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for our State the National Quality Framework, Vacation Care 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 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 enrolment form 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
- Families will complete the enrolment form 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 families provide us with some key words in the language/s the child speaks so that educators can learn these words.
- Information about fees 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
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

#### 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 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)
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. Full name of the child
5. Child's date of birth

6. Child's birth certificate or passport
7. Child's residency status
8. The child's address
9. Gender of the child
10. Cultural background of the child
11. Any court orders or parenting agreements regarding the child
12. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
13. Any special requirements of the family, including for example cultural or religious requirements.
14. The needs of a child with a disability or with other additional needs
15. A statement indicating parental permission for any medications to be administered to the child whilst at the Service. [Only a parent on the enrolment form can authorise the administration of medication.]
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. Child's Medicare number
18. Specific healthcare needs of the child, including allergies and intolerances
19. 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.
20. The name, address and telephone number of the child's doctor
21. Authorisation for regular occurring transportation and regular outings/excursions
22. Immunisation status of the child (Immunisation History Statement)

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 Vacation Care Service, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- be informed where the Service policies can be found, 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
- advised of appropriate SunSafe clothing for children to wear, 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 if required
- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- 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.

## ENROLMENT PACK

Families will have access to or 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
- information on the National Quality Framework and *My Time Our Place* learning framework
- ECA Code of Ethics brochure
- Lunchbox and Snack ideas

#### THE APPROVED PROVIDER WILL ENSURE:

- the enrolment form is completed accurately and, in its entirety
- authorisations are signed by the child's 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 and birth certificate has been sighted and photocopied
- 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

#### ENROLMENT RECORD KEEPING

Our *Record Keeping 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 Vacation Care on that particular day.

- 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 Vacation 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).  
 Australian Government Department of Education, Skills and Employment. (2019) Child Care Provider handbook <https://www.education.gov.au/child-care-provider-handbook-0>  
 Australian Government Department of Education, Skills and Employment. (2019) Guide to Additional Child Care Subsidy (child wellbeing) [https://docs.education.gov.au/system/files/doc/other/2019-11-28 - accs\\_guide\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/2019-11-28 - accs_guide_0.pdf)  
 Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>  
 Department of Human Services (Centrelink): <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>  
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 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020).  
 NSW Government Health. (2019). Questions and answers about vaccination requirements for child care: [https://www.health.nsw.gov.au/immunisation/Pages/childcare\\_qa.aspx](https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx)  
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 Victoria State Government. Requirements for all early childhood services. <https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>

**REVIEW:**

POLICY REVIEWED: JANUARY 2021	NEXT REVIEW DATE: JANUARY 2022
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