

## Policy 18

# **Enrolment and Orientation Policy**

### **Policy Statement**

Wideview Outside School Hours Care (WOOSHC) Service accepts enrolments to the service without discrimination for primary school age children in accordance with funding priorities and guidelines.

An orientation process is in place for children and their families. The purpose of this is to:

- Enable educators/staff to meet and greet children and their families
- Provide essential operational information
- Form the foundation for a successful and caring partnership between home and the service.
- To help children develop a sense of belonging, feel accepted, develop attachments, and trust those who care for them ("My Time, Our Place", Outcome 1).

### **Links to Education and Care Services National Regulations and National Quality Standard**

<b>QUALITY AREA</b>		
1.1.2	Child centered	Each Child's current knowledge, strengths, ideas. Cultures, abilities, and interests are the foundation of the program.
1.3.3	Information for families	Families are informed about the program and their child's progress.
4.2.2	Professional standards	Professional standards guide practice, interactions, and relationships.
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident, and included
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the 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.
6.2.2	Access and participation	Effective partnerships support children's access, inclusion, and participation in the program.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

<b>EDUCATION AND CARE SERVICES NATIONAL REGULATIONS</b>	
91	Medical conditions policy to be provided to parents
155	Interactions with children
157	Access for parents
158	Children's attendance record to be kept by approved provider
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
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

### **Procedure**

#### **1. Eligibility**

1.1 Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR), these are:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent, or of 2 parents who satisfy the activity test for employment.
- Priority 3 – any other child

1.2 This is to support the safety and wellbeing of children at risk in accordance with the Framework for protecting Australia's children 2009-2020

- 1.3 As well as the above, children must be enrolled in Primary school to be eligible to attend the service. Children of Preschool age will not be accepted into the program, except for the January Vacation care period immediately prior to them commencing Primary school – this enrolment will be accepted upon proof that the child is enrolled to commence Primary school. Children who have completed Year 6 may be eligible to attend the service at the discretion of the Nominated Supervisor.
- 1.4 Standard permanent bookings are consistent day/session bookings each week, any differing bookings to normal weekly bookings will be accepted at the discretion of the manager based on position availability and the needs of the service.

## **2. Inclusion of children additional needs**

- 2.1 Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the service's ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with management, parents, and educators. Where children with additional needs have needs outside of the realm of daily service delivery, the service will seek the assistance from their local Inclusion Support facility to access funding, resources, and advice.

## **3. Waiting list**

- 3.2 Where demand for care exceeds the service's number of approved places, families will be placed on the service's waiting list.
- 3.3 Waiting lists will be refreshed and reassessed annually. A request for updating family details and contact numbers will be sent to each family on the waiting list. If the service does not receive an updated reply, families will be removed from the list, as it is presumed the family is no longer requiring care

## **4. Enrolment**

- 4.1 Before a child can attend care:
  - An enrolment record must be completed for each child.
  - The enrolment record must contain all details outlined in Regulations 160, 161 and 162 which includes but is not limited to personal, medical, and custodial details for each child, parent/guardian, and emergency contacts along with any special requirements relating to that child.
  - All forms and documentation relating to the child's care for e.g., 'Medical Management Plans' must be completed.
  - Bond must be paid.
- 4.2 The Manager will go through the enrolment process with families prior to starting care to ensure all details are completed and understood. If an individual is having difficulties completing enrolment registration, they should contact the Manager for support and if needed an enrolment interview can be requested.
- 4.3 Enrolment details are to be updated annually and when there are changes to a family's circumstances. Families are advised that it is their responsibility to notify staff of any changes to current details on their enrolment.

## **5. Child Care Subsidy**

- 5.1 It is a requirement under Family Assistance Law for all children who attend childcare to have an enrolment notice lodged with the Department regardless of their Child Care Subsidy eligibility status in a complying written arrangement (CWA)

## 5.2 There are four steps to enrol a child into the Child Care Subsidy system

1. The parent or guardian makes a claim for Child Care Subsidy with Centrelink  
Families need to create or access their Centrelink online account via [www.my.gov.au](http://www.my.gov.au) to lodge a Child Care Subsidy Claim for their child. Where possible parents or guardians should start the claim process before enrolling their child into the service. Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy.
2. WOOSHC and individual (family) agree on arrangement for care of a child  
The only type of arrangement that can enable families to receive Child Care Subsidy is called a 'Complying Written Arrangement'. A Complying Written Arrangement is an agreement to provide care in return for fees. An agreement of the sessions and fees that your child is booked into care must be completed by a parent/guardian and recorded, in either hardcopy (paper) or electronic form and kept by WOOSHC.
3. WOOSHC submits an enrolment notice  
Once we have arranged with an individual (family), a new enrolment notice is created with the Department
4. The individual (family) confirms the enrolment  
After WOOSHC submits an enrolment notice for a child, the individual (family) will be notified and asked to review and check the enrolment notice details. This will occur through their Centrelink online account via MyGov at [www.my.gov.au](http://www.my.gov.au). Where an individual cannot access MyGov, they can confirm their enrolment over the phone with Centrelink, or by visiting a Centrelink office.

## 6. Shared care / Separated families

- 6.1 Shared care arrangements that require differing bookings to normal weekly bookings will be accepted at the discretion of the manager based on, position availability and the needs of the service
- 6.2 Each parent will -
  - need to agree their own 'Complying Written Arrangement' with WOOSHC
  - be assessed separately for their entitlement to Child Care Subsidy, based on their income and activity levels, and
  - be billed and invoiced individually for their share of care.
- 6.3 In all circumstances, including shared care arrangements, the allocation of 42 absences per financial year in which Child Care Subsidy can be paid relates to each child, not to each individual claimant
- 6.4 Where families have separated after commencement of the Complying Written Arrangement, the parent who is the Child Care Subsidy claimant must notify Centrelink of this change in their circumstances.
- 6.5 If parents separate while care is being provided for their child under a single arrangement, they should advise WOOSHC and Centrelink of the separation as soon as possible. We will create a new enrolment notice for the parent who was not previously the Child Care Subsidy claimant for the child if that parent is taking on liability for the cost of some of the childcare fees. Once parents have separated and have been separately assessed for Child Care Subsidy by Centrelink, entitlements will be calculated individually.
- 6.6 It is the responsibility of WOOSHC to ensure that each child's attendances are submitted under the enrolment for the parent with whom they have an arrangement and who is liable for paying the fees for those sessions of care.
- 6.7 If parents do not inform WOOSHC of their changed circumstances, then it is the parents' responsibility to resolve any disputes they may have regarding Child Care Subsidy payments and fees for WOOSHC care.

6.8 Enrolments will not be accepted from families without full completion of the enrolment form. To secure the enrolment, parents are required to pay the enrolment bond where necessary. Information about fees is included in the Fee Policy.

## **7. Attendance and enrolment records**

7.1 Accurate attendance records will be kept, which:

- Records the full name of each child attending the service
- Records the date and time each child arrives and departs
- Is signed on the child's arrival and departure by either:
  - The person who delivers or collects the child
  - The Nominated Supervisor or an educator (Regulation 158); and
- Meet the requirements of the Child Care Subsidy System

7.2 An enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.

## **8. Child's attendance once enrolled**

8.1 The service's responsibility for the child begins when placed in the staff's care by parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCS will be followed in relation to all absences. Non notification fees will apply if families fail to notify of an absence, refer to fees policy.

## **9. Cancellation of enrolment**

9.1 The family may terminate enrolment with 2 weeks' notice if care is no longer required however notice must be provided via email or written notification. Failure to provide two weeks' notice will mean the bond will not be refunded. CCS guidelines will be followed once an enrolment is cancelled.

9.2 Cancellation of an enrolment may be initiated in two different situations:

1. A parent/guardian advises the service that no further care needs to be provided.
2. The service identifies that care is no longer required or being provided  
(*CCS Ending Enrolments*)

9.3 Should the need arise for a child's enrolment to be cancelled by the service due to extenuating circumstances such as behaviour management, the service will follow the Behaviour Guidance Policy and procedures.

## **10 Confidentiality and storage of records**

10.1 Enrolment information will be kept in strict confidence according to the services Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the period specified in the Regulations (Regulations 158, 159, 160, 183).

## **11 Orientation**

11.1 Families who are enrolling their child for the first time will be provided with the Parent Handbook and the key policies for families prior to the child's first day at the service.

11.2 Families should read this handbook so that their child is prepared for their first day at the service and to give them time to complete all relevant forms.

11.3 Parents should advise educators when they are greeted that it is their child's first day at the service and the educator's will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the service.

- 11.4 Educators will introduce the child to other children and engage them in an activity. The educator will remain with the child until they are settled and comfortable in the new environment. Educators will carefully monitor the child whilst in the service to ensure they are settling in.

### **Sources, further reading and useful websites**

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- Australian Children’s Education & Care Quality Authority. (2014).
- My Time, Our Place: Framework for School Age Care in Australia (2011).
- National Law: Section 175 (Record Keeping)
- National Regulations: Regulations 177-184
- National Standards - Section 4.6 (Access), Section 5.3 (Maintenance of Records)
- Family Law Act
- Privacy Act

### **Policy review information –**

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The service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the service will accommodate any new legislative changes as they occur, and any issues identified as part the Service’s commitment to quality improvement. The service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Review Date	Date completed	By Whom	Collaborated	Comment
July 2020	July 2020	Brandi (Manager)	Staff Committee Parents	
Nov 2021	Nov 2021	Brandi (Manager)		
Nov 2022	Nov 2022	Brandi (Manager)		
Nov 2023	23 Nov 23	Brandi (Manager)		
Nov 2024	28 Nov 24	Brandi (Manager)		
Nov 2025				