

STATEMENT

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.

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

SCOPE

This policy applies to children, families, staff, educators, approved Providers, nominated Supervisor, students, volunteers 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 childcare (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 childcare service.' An enrolment notice is required for each child attending the Service. This reflects the type of arrangement that is in place between KCS 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 (Reg. 168) and take reasonable steps to ensure those policies and procedures are followed (Reg. 170).

Our Service accepts enrolments of children aged between 4 and 12 years of age and are attending primary school or are enrolled to attend school in the year they attend in the case of 4-year old's.

Enrolments will be accepted providing:

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

PRIORITY OF ACCESS

In the enrolment of students for OSHC, priority will be given to:

1. Children attending the school where the OSHC is operating, that is, Carlton South Public School, and Kyeemagh Public School
2. Siblings of children attending the school where the OSHC is operating.

Children with disabilities will be enrolled if the Service can meet the child's needs. Additional resources and funding may be required through disability and inclusion programs.

ENROLMENT

When a family has indicated their interest in enrolling their child in our Service:

Families will be directed to access the Family Handbook on our website which contains a range of information about the Service including:

- collection/drop off procedures – ensuring children are signed in and out of the Service
- the service philosophy, inclusion, programming methods, menu, what to bring to care, incursions, excursions, fees, policies, procedures, regulations and the licensing and assessment process for our State, signing in and out procedure, the National Quality Framework, and educator and parent communication strategies, etc.

Families will be invited to ask questions and seek any further information they may require.

Families will be provided with possible vacancies and start date if the booking is full.

Families can request to bring their child into the Service at a time that is mutually convenient to familiarise themselves with the environment and educators as part of the orientation process

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 the Nominated Supervisor. Families will be required to submit any documents required in relation to Court Orders, medical needs or plans.

Families will complete an online enrolment form through the Xplor Family Portal via the KCS website, the enrolment form will include the following information:

- 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, date of birth required for CCS.
- The full name, 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)
- The full name, address contact, telephone number and individual email address of any person authorised by the parent to collect the child from the Service (authorised nominee)
- Full name of the child
- Child's date of birth
- Child's address
- Gender of the child
- Cultural background of the child
- Provision of care – if care will be a routine and/or casual etc.
- Sessions enrolled: before school, after school and/or vacation care
- Complying Written Agreement on fee information
- Immunisation History Statement
- Any court orders or parenting agreements regarding the child
- The primary language spoken by the child
- Any special requirements of the child, including for example cultural or religious requirements
- The individual needs of a child with a disability or with other additional needs
- A statement/authorisation indicating the name, address and contact details of any person is authorised consent to the administration of medication to the child.
- Authorisation and signature by parent/authorised person for KCS, Nominated Supervisor or Responsible Person to seek:
 - medical treatment for the child from a registered practitioner, hospital or ambulance service
 - transportation of the child by an ambulance service
- Child's Medicare number (if available)
- Specific healthcare needs of the child, including allergies and intolerances
- Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an ACSIA Action Plan.

- Details of any dietary restrictions for the child
- The name, address and telephone number of the child's doctor
- Authorisation for regular occurring transport and regular outings/excursions
- Customer Reference Number (CRN) for child and claimant

It is a legal requirement that prior to the child starting at the Service we have all required documents including:

- A completed 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) showing the child is up to date with immunisations for their age; and
- Details of any court orders, parenting orders or parenting plans.
- Booking form (CWA)

Families are also required to complete a Getting to Know Me! Form to assist in the Service in supporting the child's, interests, strengths and individual needs.

Parents must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their AIR immunisation History Statement.

Children who have not been immunised or who are not up to date with their immunisations can be enrolled at the Service but they may not be eligible for Child Care Subsidy. Parents need to check with the Centrelink for confirmation. During outbreak of an infectious disease, these children will be excluded from attending care.

It is the family's responsibility to keep the Service informed of any changes to the information recorded on the enrolment form.

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.

Children with Additional Needs

Our Service is inclusive of children with additional needs. The availability of places for children with additional needs is determined by government guidelines and an assessment of our Service's ability to provide the level of support required for the individual needs of the child and their family.

Families must complete the Additional Needs section of the enrolment form. Prior to the enrolment being accepted the Service will organise with families to attend an on-site meeting at the Service, with the Nominated Supervisor to observe your child in the care environment, this will assist us to accurately assess your child's individual support needs and whether such needs can be supported by us. As part of this process, we may require a copy of the child's diagnosis and/or treatment report(s) be provided to the Service.

Should additional funding need to be applied for under the inclusion support program, the Service may require that the child's start date be delayed until the funding is finalised. A child must have a CRN and be registered for the CCS to be included under inclusion support funding.

The Service reserves the right to cancel care should a families enrol a child without disclosing that a child requires additional support.

COMPLYING WRITTEN AGREEMENT (CWA)

The approved 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. KCS uses a Booking Form (CWA) to capture this information – this digital form is available on the KCS website.

The Booking Form (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 permanent booked days) to the child's booking then the family must complete a new Booking Form (CWA) prior to the booking being amended.

If a child's enrolment is linked for the CCS, then an enrolment notice must be submitted by KCS to Centrelink within 7 days of receiving the completed Booking Form (CWA) Families will be required to complete a Booking Form (CWA) at the time of enrolment and when a change to the booking is made

ORIENTATION OF THE SERVICE

Our service is committed to ensuring a smooth and supportive transition for children and families entering our care. We aim to build strong, respectful relationships from the outset and provide families with the information and confidence they need to engage with our Services.

Upon initial contact, families will be provided with information about the service and guided through the enrolment process. Once enrolment has been completed, families will receive a Welcome Email, which includes key orientation information. This includes details about the service's philosophy, routines, expectations, and the support available for children and families.

An onsite orientation can be arranged upon request to provide families and children with the opportunity to visit the service, meet educators, and become familiar with the environment. This helps support a smooth transition and promotes a sense of security and belonging for the child.

- Initial Contact: Upon first enquiry, families are provided with general information about the service, including operating hours, fees, and the enrolment process, and our educational philosophy.
- Enrolment Completion: Once enrolment is finalised, families will receive a Welcome Email. This email includes key orientation information such as:
 - Link to Family Handbook
 - Link to Service policies and procedures
 - Communication methods between families and the Service and how families can view daily observations via the Xplor Home App
 - Link to Permission forms to be completed
 - Link to Getting to Know Me! Form – this form is to be completed by the family prior to the child's first day of care and provides the Service with information regarding a child's interests, strengths and individual needs

- Onsite Orientation (Optional): Families may request an onsite orientation prior to the child's first day. This visit provides the opportunity to:
 - Tour the environment
 - Meet educators and staff
 - Ask questions
 - Help the child become familiar with the space

For detailed information about enrolment procedures, service policies, routines, and what to expect at our service, please refer to the Family Handbook.

All service policies and the full fee schedule are also available on our website. We encourage all families to review these documents to ensure a seamless and informed start to care.

The Approved Provider/Management will ensure:

- that obligations under the Education and Care Services National Law and National Regulations are met
- educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
- families are aware of this *Enrolment Policy*
- The enrolment form is completed accurately and, in its entirety
- Authorisations are signed by parents/guardians
- Our OSHC Service complies with the Disability Discrimination Act and our enrolment policy and practices do not discriminate against children or others with disability
- Barriers to access and participation for children with disability are identified and reasonable adjustments to the program and environment is made to allow access and participation in the Service
- A child with medical needs does not begin attending the Service unless a medical management plan is received and medication, if any, 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)
- Risk minimisation plans and communication plans are requested/completed with parents/guardians for children with medical needs before the child begins at our service
- Educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths

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.
- Be aware of the OSHC Terms and Conditions

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.

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

Families may 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 the [Services Australia website](#).

Once the CCS is approved, both the Parent and child are provided with a Customer Reference Number (CRN) – families must provide the CRNs to the Service to receive any CCS. The provider will submit an enrolment notice to Centrelink and the family will be asked to confirm the enrolment notice through their myGov account.

CCS 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'.

CCS may not be paid for care prior to the child's first physical day of attendance (including if a child is absent prior to starting their first day of care) and full fees will be applicable (This is a policy of the Family Assistance Law in relation to Child Care Subsidy)

Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance

ADDITIONAL CHILD CARE SUBSIDY (ACCS) (CHILD WELLBEING)

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 and 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 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 both parents and the child. Parents will be reassured that they are able to speak to the Service to check in on their child.

On the first day, the child and their family will be welcomed by Nominated Supervisor or Responsible Person and shown where or how to sign their child in/out of the Service:

- 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 Care.
- Upon collection the Nominated Supervisor/Responsible Person will update the family on how the child's first day at care was.

ENDING AN ENROLMENT

- Families are required to provide management with 7 days written notice when withdrawing their child from the OSHC Service.
- Management will add an end date into the OSHC Service software program within 7 days of the enrolment ending to ensure compliance with Family Assistance Law
- Fees will be charged up to the end of the 7 days' notice, whether or not the child has attended the OSHC Service during this period
- Written withdrawal notification can be emailed or handed to childcare@kcs.org.au
- A copy of the final account and withdrawal notification is to be kept in the child's file
- Families must ensure the account is paid in full on receipt of final statement
- If payment has not been received, the debt recovery process is to start immediately
- If the child does not attend during the 7 days' notice period, Child Care Subsidy (CCS) may not be paid after their last physical day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Law in relation to Child Care Subsidy)
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the Service will immediately contact the parent/authorised person/s to discuss all options. This may include the termination of the child's position.

TERMINATION OF CHILD'S ENROLMENT

Our OSHC Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached.

This may include:

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- if a parent knowingly brings their child ill to the Service
- consistent child-rearing style differences between the parent and provider
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*

Management or the nominated supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

- Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.
- Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment.

BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the OSHC Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Enrolment Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

COMPLIANCE

NATIONAL QUALITY STANDARD (NQS)		
QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
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.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
79	Service providing food and beverages
80	Weekly menu
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
155	Interaction with children
157	Access for parents
160	Child enrolment records 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
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

SOURCE

- Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).
- 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 (2024). 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 2018).
- [Education and Care Services National Regulations](#). (2011)
- Government of Western Australia. Department of Health and Aged Care. (2021). Western Australian Immunisation Requirements. Guidelines for persons in charge of child care services, community kindergartens and schools.
- 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>

- 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).
- Victoria State Government. Requirements for all early childhood services. <https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>

RECORD OF REVISIONS

Unless the Policy specifically states otherwise, the Policy does not form part of your employment agreement with KCS. KCS may unilaterally vary, remove or replace this Policy at any time. To the extent that this Policy imposes any obligations on KCS and/or purports to provide any right or benefit to you, those obligations are not contractual and do not give rise to any contractual rights. The Employee is required to be familiar with the content of the Policy and comply with the terms at all times.

File Reference	CSP057 – Enrolment				
Date Created	19/10/2021	Created By	Jordan Ross	Responsible	Children's Services Manager

Version Number	Modified or Reviewed by	Modifications Made/Notes	Date	STATUS (Internal, External, Archived)
V1	SR	Compliance with NQF & Rebrand	January 2016	External
V2	SR & TT	Annual review	July 2016	External
V3	TT	Incorporated the Childcare Desktop template and amendments	January 2021	External
V4	MT	Content review	January 2021	External
V5	JR	New format	October 2021	External
V5	MT	Content review, formatting and approval	25/11/2021	External
V6	JR	<ul style="list-style-type: none"> regular policy maintenance minor formatting edits within text hyperlinks checked and repaired as required update of name from DESE to Department of Education links within policy updated from DESE.gov.au to education.gov.au Additional statement added to role of AP and Management re: children with disability and compliance with Disability Discrimination Act 1992 Legal requirement for families to provide birth certificate/passport deleted Child Care Centre Desktop related resources added 	March 2023	External
V7	JT	<ul style="list-style-type: none"> annual policy maintenance merged information from Withdrawal of Child Policy/Termination of Enrolment Policy and Make Up Day Policy into <i>Enrolment Policy</i> hyperlinks checked and repaired as required minor formatting edits within text 	March 2025	External
V8	SD	<ul style="list-style-type: none"> Review 	May 2025	Final