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 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 Out of School Hours Service.

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 ae 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	
S. 175	Offence relating to requirement to keep enrolment and other documents
4	Definitions- child over preschool age

77	Health, hygiene and safe food practices
78	Food and beverages
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 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
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure
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

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Child Care Subsidy Minister's Rules 2017	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Additional Needs Policy Behaviour Guidance Policy CCS Governance Policy Children's Belongings Policy Children in Workplace Policy Code of Conduct Policy Dealing with Infectious Disease Policy Dealing with Complaints Policy Delivery of children to and collection from Education and Care Service Premises Policy Excursion/Incursion Policy Family Communication Policy	Governance Policy Immunisation Policy Incident, Injury, Trauma and Illness Policy Interactions with Children, Families and Staff Policy Medical Conditions Policy Orientation of New Families Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Safe Transportation Policy Safe Use of Digital Technologies and Online Environments Policy Sun Safe Policy Work, Health and Safety 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 Out of School Hours Care (OSHC) Service to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

ENROLMENT

According to the Child Care Provider Handbook (April 2025) '*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* require the 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 OSHC Service accepts enrolments of children who are formally enrolled in primary school. [Children who attend vacation care in January of the same year they will attend school meet the definition of 'over preschool age'. (Reg.4)] (If a child is enrolled in vacation care in December of the year prior to the child is to attend school, the child is considered to be 'preschool age' and compliance to regulatory requirements apply.)

Enrolments will be accepted providing:

a) the maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Care Service

b) a vacancy is available for the booking required

c) the adult to child ratio is maintained at the Out of School Hours Care Service

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.

Providers are asked to (but are not legally obliged to prioritise children). [CCS Handbook p.36.]

ENROLMENT

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

- Families will be provided with a range of information about our OSHC 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 (MTOP V2.0), 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 will be provided with vacancies, a start date and a suitable time for the child to be orientated to the OSHC 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.
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app. Applications prior to January 2026 will require families completing the Child Care Subsidy activity test. From January 2026 the activity test will be replaced with 3-day guarantee initiative.
- 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
    - 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 OSHC Service (authorised nominee)
4. Full name of the child
5. Child's date of birth
6. Child's birth certificate or passport [to be sighted to verify child's enrolment details]
7. Child's residency status
8. The child's address
9. Gender of the child
10. Cultural background of the child
11. Provision of care – if care will be a routine and/or casual etc.
12. Session start and end times
13. Complying Written Agreement including fee information
14. Relevant details regarding of child's school and class if being dropped off or collected from a school
15. Any court orders or parenting agreements regarding the child
16. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
17. Any special requirements of the family, including for example cultural or religious requirements.
18. The needs of a child with a disability or with other additional needs
19. 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
20. 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
21. Child's Medicare number
22. Specific healthcare needs of the child, including allergies, such as at risk of anaphylaxis and intolerances
23. Any medical management plan, risk minimisation plan and communication plan for a specific severe healthcare need, medical condition, or allergy, such as an ACSIA Action Plan
24. Details of any dietary restrictions for the child
25. The name, address and telephone number of the child's doctor

26. Authorisation for regular occurring transportation and regular outings/excursions
27. Immunisation status of the child (Immunisation History Statement)
28. CRN for child and claimant
29. Child health record

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 Out of School Hours Care Service, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- have Child Care Subsidy is explained to families and assistance may be offered to assist with the application process
- be provided with an outline of the Service policies which will include key policies such as: *Payment of fees, Child Protection, Sun Safe, Incident, Injury, Trauma and Illness, Dealing with Infectious Diseases, Administration of Medication and Safe Use of Online Digital Technologies and Online Environment Policies*
- be shown the signing in/out process [insert information about Kiosk if used]
- be advised of appropriate clothing for children to wear to the Service for mufti days or vacation care, including shoes
- be informed about policies regarding children bringing in toys from home
- be introduced to their child's educators
- be taken on a tour around the OSHC Service and environment
- be asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- be informed of the daily report and how parents can view this or informed about the online platform/App the Service may use
- be introduced to the routines and Service program, including the observations to aid programming
- be informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- be given the opportunity to set goals for their child

- confirm preferred method of communication
- be advised that it is their responsibility to notify the OSHC Service of any changes to their current details on enrolment forms (e.g.: new phone numbers).

ENROLMENT PACK

Once the enrolment fee and bond have been paid, 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 (CCS) information
- information on the National Quality Framework and *My Time Our Place* learning framework
- ECA Code of Ethics brochure
- Lunchbox and Snack ideas (if applicable- Vacation Care)
- Munch and Move Fact Sheets

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ 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* and are advised on how and where the policy can be accessed
- the enrolment form is completed accurately and, in its entirety
- document evidence such as birth certificate or passport is sighted to verify that the child's enrolment details are true and correct
- the child's health record has been sighted and noted on their enrolment record
- authorisations are signed by both 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 [See: *Additional Needs Policy*]
- 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/guardians 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
- the enrolment is lodged through Xplor or PEP with Department of Education
- 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
- the enrolment notice is lodged within 7 days
    - from the end of the week in which the provider and family made an arrangement
    - the provider or service being approved or
    - the end of a suspension
- enrolment notices must include details as outlined with the Childcare Providers Handbook, p. 30
- enrolment notices and arrangements are updated if details have changed or if the enrolment ends

FAMILIES WILL:

- complete all documentation required by the Service for enrolment
- provide required authorisations as indicated on enrolment form
- confirm enrolment notices and sign CWAs
- 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
- ensure two (2) weeks' notice is provided when ending a child's enrolment
- ensure two (2) weeks' notice is provided when changing days of attendance
- be aware of and adhere to our Service's *Family Conduct Guidelines*

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 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
- 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

ADDITIONAL CHILDCARE SUBSIDY PROCEDURE

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

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The approved provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
- 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 13-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less then 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 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 OSHC 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.

ENDING AN ENROLMENT

- Families are required to provide management with two weeks 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 two weeks from the date at which notice was received in writing, whether or not the child has attended the OSHC Service during those two weeks
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable)
- Written withdrawal notification can be emailed or handed to management
- A copy of the final account and withdrawal form is to be kept in child's file
- Families must ensure the account is paid prior to final attendance
- If payment has not been received, the debt recovery process is to start immediately
- If the child does not attend during their two weeks of notice, Child Care Subsidy (CCS) may not be paid after their last 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)
- At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial Bond payment made on enrolment will be refunded to the family within two weeks of the child's last day

- 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. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

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 or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Enrolment Checklist Enrolment Confirmation Enrolment Form Enrolment Information Update Form Enrolment Procedure Family Conduct Guidelines Family Exit Survey	Notification of Changes to Attendance Termination of Enrolment Procedure Termination of Enrolment Form Termination of Enrolment Letter Waitlist Application Record Waitlist Procedure

SOURCES

Australian Children's Education & Care Quality Authority. (2025). *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 (2025). Child Care Provider handbook
Australian Government Department of Education (2021). Guide to Additional Child Care Subsidy (child wellbeing)
Australian Government Services Australia. How to get Immunisation history statements.
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National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay
NSW Government Health. (2019). Questions and answers about vaccination requirements for child care

REVIEW

POLICY REVIEWED BY	Simone Riley	OSHC Admin	19/08/2026

POLICY REVIEWED	SEPTEMBER 2025	NEXT REVIEW DATE	SEPTEMBER 2026
VERSION NUMBER	V14.09.25a		
MODIFICATIONS	• annual policy maintenance • added child health record to be sighted and notation made Reg. 162(g) • minor edits within policy • sources checked and updated as required		

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
SEPTEMBER 2024	• annual policy maintenance • merged information from Withdrawal of Child Policy/Termination of Enrolment Policy and Make Up Day Policy into *Enrolment Policy* • hyperlinks checked and repaired as required • minor formatting edits within text	SEPTEMBER 2024