



Enrolment and Orientation

POLICY STATEMENT

Lake Mac Newy OOSH 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.
- Help children develop a sense of belonging, feel accepted, develop attachments, and trust those who care for them (“My Time, Our Place”, Outcome 1).

PROCEDURES:

Eligibility

There are no requirements for filling vacancies. Providers can set their own rules for deciding who receives a place.

Providers are asked to (but are not legally obliged to) prioritise 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.

This meets the Australian Government’s aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Additional enrolments will be offered on a first come first served basis.

- In addition to the above, the service policy is that children must be enrolled in Primary school to be eligible to attend the service. Children enrolled in kindergarten can attend January vacation care only if they are already enrolled to commence school that year.

If a kindergarten or new child attending an excursion displays behaviours that result in an incident that poses a risk to their safety or the safety of others, it may be necessary to reassess their participation in future excursions. Management will review the situation, discuss any concerns, and decide on any changes required to the child’s future attendance on excursions.

Children who have completed Year 6 and are entering Year 7 but are no older than 13 years of age may be eligible to attend the service at the discretion of the Nominated Supervisor but not take the place of a primary school child. If their behaviour does not align with the expectations outlined in the OOSH behaviour policy, their enrolment may be revoked.

Inclusion of children additional needs

Provision of places for children with additional needs will be made wherever possible, but not guaranteed, with a regular review period. An orientation process will be required where the parent/guardian and child will visit the service for a period. The parent/guardian will be on sight, but out of sight so that the child can be observed in our OOSH environment. We understand that choosing the right program for your child is an important decision, and we are here to support you every step of the way. If the Nominated Supervisor believes our program is a good fit for your child and we can effectively meet their needs, you will be invited to complete the enrolment process. To ensure a smooth transition, we offer a 4-week trial period, during which your child’s care will be closely reviewed to meet the needs of



all stakeholders. The decision regarding ongoing care will be made collaboratively, considering your child's best interests. This process will involve open communication between the Coordinator/Nominated Supervisor, management, parents, and educators, ensuring a supportive and inclusive approach.

Waiting list

Where demand for care exceeds the service's number of approved places, families will be placed on the service's waiting list. Waiting lists will be refreshed and reassessed annually. Once a child reaches the top of the waiting list and spaces become available, the family will be notified via email and a phone call and will be required to reply in writing if they would like the position. Families will be given 48 hours to reply, failure to do this will result in the next child on the waiting list to be offered the position instead.

Enrolment

ENROLLING INTO THE SERVICE

Before a child can attend care:

1. An online new enrolment record must be completed for each child/ren via the service software provider link.
2. A re-enrolment record must be completed prior to attendance in any new year via a cognito form link found on the service website.
3. 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.
4. All forms and documentation relating to the child's care for e.g. 'Risk Management Plans' must be completed before care commences. Any EpiPens, asthma puffers or medications needed for the child whilst in care, must be provided with appropriate labelling/webster packs (see Dealing with Medical Conditions policy) before care commences.
5. Enrolment fee must be paid once invoiced for.
6. Enrolment may take up to 48 hours to process through the services software provider including finalising and approving any submission of documents.

The Coordinator or Enrolment Coordinator 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 filling out the enrolment form an enrolment interview can be requested. If required, this can be organised in the families first language.

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 form.

CCS

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 Childcare Subsidy eligibility status.

There are four steps to enrol a child into the Childcare Subsidy system.

Permanent bookings are weekly and have precedence over fortnightly bookings if we are at capacity.



1. The parent or guardian makes a claim for Childcare Subsidy with Centrelink.

Families need to create or access their Centrelink online account via www.my.gov.au to lodge a Childcare 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 Childcare Subsidy.

2. The provider Lake Mac Newy OOSH and individual (family) agree on arrangement for care of a child.

The only type of arrangement that can enable families to receive Childcare 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 signed by a parent/guardian and recorded, in electronic form and kept by each individual service.

3. The provider Lake Mac Newy OOSH submits an enrolment notice.

Once the provider (Hillsborough OOSH) has arranged with an individual (family), a new enrolment notice is created with the Department.

4. The individual (family) confirms the enrolment.

After the provider (Hillsborough OOSH) 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 (or Express Plus mobile app), accessed via myGov at www.my.gov.au. Where individuals cannot access myGov, they can confirm their enrolment over the phone with Centrelink, or by visiting a Centrelink office. (Hillsborough OOSH) will be notified through our software when the enrolment has been confirmed.

Shared care / Separated families

If a child's parents are separated, and either individual (or their new partners) are liable for part of the cost of the child's childcare fees, each individual will need to enrol their child into the centre and make their own claim for Childcare Subsidy to Centrelink.

Each parent will:

- need to agree their own 'Complying Written Arrangement' with Hillsborough OOSH.
- be assessed separately for their entitlement to Childcare Subsidy, based on their income and activity levels, and
- be billed and invoiced individually for their share of care.

In all circumstances, including shared care arrangements, the allocation of 42 absences per financial year in which Childcare Subsidy can be paid relates to each child, not to each individual claimant.

Where families have separated after commencement of the Complying Written Arrangement, the parent who is the Childcare Subsidy claimant must notify Centrelink of this change in their circumstances.

Where the other parent who was not the Childcare Subsidy claimant wishes to receive Childcare Subsidy payments, they will be required to make their own claim, based on their individual income and activity levels.

If parents separate while care is being provided for their child under a single arrangement, they should advise Hillsborough OOSH (as well as Centrelink) of the separation as soon as possible. Hillsborough OOSH will create a new enrolment notice for the parent who was not previously the Childcare 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 Childcare Subsidy by Centrelink, entitlements will be calculated individually.



It is the responsibility of Hillsborough OOSH 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.

If parents do not inform Hillsborough OOSH of their changed circumstances, then it is the parents' responsibility to resolve any disputes they may have regarding Childcare Subsidy payments and fees.

- 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 fee and security deposit where necessary. Information about fees is included in the Fee Policy.

Attendance and enrolment records

- 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 Childcare Management System (CCMS)
- An online enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.

Child's attendance once enrolled

- 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 CCMS will be followed in relation to all absences.
- If a child who is enrolled with the service but is not listed as attending for a particular day arrives at the service, the Coordinator/Nominated Supervisor will be contacted immediately to see if the child has been booked in for the day and there has been a booking error.
- If a child has not been enrolled for a particular day, they must not be taken into care under any circumstances unless their booking is verified with their parent. In this case, please contact the school and/or child's parents (if possible) immediately.



Cancellation of enrolment

The family may terminate care with notice of 2 weeks if care is no longer required however notice must be provided via email or written notification. CCS guidelines will be followed once an enrolment is cancelled.

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

- A parent/guardian advises the service that no further care needs to be provided.
- The service identifies that care is no longer required or being provided (*CCS Ending Enrolments*)
- Your child must attend their first booked session and their last booked session (if leaving the service) for CCS requirements. If this is not adhered to, you will be liable for full fees.

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.

Confidentiality and storage of records

- 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).

Orientation

- Families who are enrolling their child for the first time will be notified that the Parent Handbook and the policies are available upon request from the service. If it is flagged that your child has a medical condition, then the medical conditions policy will be provided to the family with the medication permission form if required. (r91)
- 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 completed and show them around the service.
- 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.



CONSIDERATIONS:

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other Service Policies	Other Documentation/ Evidence
S175 R155, 156, 157, 158, 160, 161, 162, 168, 177, 183.	Standards 1.1, 2.1, 4.1, 5.1, 5.2, 6.1 Elements 1.1.2, 2.1.1, 4.1.2, 5.1.1, 5.1.2, 5.2.1, 5.2.2, 6.1.1, 6.1.2 Child Safe Standards 3, 4	Fee Policy Confidentiality Policy Delivery and Collection of Children Policy Acceptance & Refusal of Authorisations Policy Governance & Management Policy Communication with Families Policy Interactions with Children Policy	Childcare Provider Handbook (DEEWR) Service Enrolment form Family Handbook Childcare Subsidy System

ENDORSEMENT BY THE SERVICE:

Approval date: February 2025

Date for Review: February 2026