

# ENROLMENT POLICY

Happy Haven 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 Happy Haven OSHC Service. Such partnerships enable Happy Haven OSHC and families to work toward the common goal of promoting consistent quality outcomes for individual children within the 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, value 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

LEGISLATIVE REQUIREMENTS/EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
S175	Offence relating to requirement to keep enrolment and other documents
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
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
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	Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G <a href="https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook">https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook</a>

## RELATED POLICIES

<p>Acceptance and Refusal Authorisation Policy          Additional Needs Policy          Arrival and Departure Policy          CCS Governance Policy          Children's Belongings Policy          Control of Infectious Disease Policy          Dealing with Complaints Policy          Excursions/Incursion Policy          Family Communication Policy          Immunisation Policy</p>	<p>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          Sun Safe Policy          Withdrawal of a Child Policy</p>
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## PURPOSE

Happy Haven OSHC aim to ensure children and families receive a positive and informative enrolment process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Happy Haven OSHC community to promote positive outcomes for children whilst adhering to legislative requirements.

## SCOPE

This policy applies to children, families, staff, management, Directors, and Senior Leadership.

## 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

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place for enrolment and orientation (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170).

Happy Haven OSHC 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 Happy Haven OSHC Service
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained at the Happy Haven OSHC Service

Happy Haven OSHC Senior Leadership will determine limits on the number of children with additional needs that the service is able to appropriately care for – the referring agency will be advised of this decision. Where possible or appropriate families will be referred to another Happy Haven OSHC service.

## PRIORITY OF ACCESS GUIDELINES

Happy Haven OSHC 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). Happy Haven OSHC are a primary school aged service, and priority will be given to children within this age group.

## ENROLMENT

When a family has indicated their interest in enrolling their child, Happy Haven OSHC will organise an enrolment information pack to be shared (either via email, or in person at one of our services).

- Families will be provided with a range of information about Happy Haven OSHC Service's 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 South Australia, My Time, Our Place: Framework for School Age Care in Australia, 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 Happy Haven OSHC Service
- Families will need to complete their enrolment online using our software FullyBooked informing relevant stakeholders 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 the Families Team and Director's of the service. Families will be required to upload any documents required in relation to court orders, medical needs or plans to their FullyBooked account
- 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, this includes completing the Child Care Subsidy activity test.
- 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
  - 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 Happy Haven OSHC Service informed of any changes to the information recorded in their FullyBooked account.

### 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 residency status
7. The child's address
8. Gender of the child
9. Cultural background of the child
10. Relevant details regarding of child's school and class if being dropped off or collected from a school
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. Authorisation for any medications to be administered to the child whilst at the Service. [Only a parent on the enrolment can authorise the administration of medication.]
16. Authorisation 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
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. Details of any dietary restrictions for the child
21. The name, address and telephone number of the child's doctor
22. Authorisation for regular occurring transportation and regular outings/excursions

23. Immunisation status of the child
24. CRN for child and claimant
25. Child Care Subsidy Assessment confirmation.

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.

#### THE APPROVED PROVIDER, NOMINATED SUPERVISOR, DIRECTOR, AND FAMILIES TEAM WILL ENSURE:

- the enrolment form is completed accurately and, in its entirety
- authorisations are signed by account holders
- a child with medical needs does not begin at the Happy Haven 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)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents/care givers for children with medical needs before the child begins at the Happy Haven OSHC Service
- Educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths
- a hard copy file for the Child's information is created

#### FAMILIES WILL:

- complete all documentation required by the Happy Haven OSHC Service for enrolment
- provide required authorisations as indicated within the enrolment process on FullyBooked
- 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 (this includes banking information, contact information, health care requirements, medical information, etc.).

## SOURCE

Australian Children's Education & Care Quality Authority. (2014).

ACECQA. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.

Australian Government Department of Education, Skills and Employment. (2019) Child Care Provider handbook

<https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook>

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)

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>

Revised National Quality Standard. (2018).

## REVIEW

POLICY REVIEWED	FEBRUARY 2022	NEXT REVIEW DATE	FEBRUARY 2023
MODIFICATIONS	New policy created using new formatting. Information transferred from archived policy and updated with new information in accordance with Regulations 160, 161 and 162		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	REVIEW DATE
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