

		<b>EHOOSH POLICY</b>	
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<b>Written By</b> Nominated Supervisor	<b>Reviewed By</b> EHOOSH Management committee	<b>Approved By</b> EHOOSH Management committee	<b>Supersedes</b> 1	<b>Effective Date</b> March 2022

## Eastwood Heights OOSH


### Enrolment and Orientation Policy

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1.0	March 2018	Endorsed by OOSH executive committee
1.1	March 2022	Review and evaluation
1.2		Endorsed by OOSH executive committee

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## 1. POLICY STATEMENT

### POLICY STATEMENT

Enrolment and orientation procedures form the foundation for strong relationships between families and early education and care settings and promote a quality experience of education and care for children. Good procedures include the provision of consistent information around service operation and authorisations and a safe and secure environment for children and families and promoting compliance.

Our service will ensure enrolment and orientation processes are planned and implemented to meet the needs of the child and family as well as ensuring all legislative requirements, including the Australian Government Priority of Access Guidelines are adhered to.

An orientation process is in place for children and their families, the purpose of which is to:

- Form the foundation for a successful and caring partnership between families, children and the service
- Allow for strategies to support families in introducing children to our service, including support from referral agencies, and information about custodial issues.
- Provide children with support and comfort to settle into the service and establish new friendships and relationships.
- Help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them.

## 2. PROCEDURE


We accept enrolments to the service for children enrolled at Eastwood Heights Public School (the school) and children who have finished year 6 for the purposes of vacation care only, prior to commencing high school. All enrolments are in accordance with our Licence agreement with the school. No family will be discriminated against on the basis of their cultural background, religion, sex, disability, marital status or income. The Service will try to meet the specific needs of families in the local school community and aim to cater for families with special needs wherever possible.

The Service will follow the government's "Priority for allocating places" policy for allocating places in the Service if a waiting list exists. The waiting list will be maintained and regulated in a manner which identifies priority for placement eligibility, date position applied for and required days of care. Placement from the waiting list is determined by the government policy, siblings of children already in care, and date of application.

### 2.1 Enrolment

Upon enrolment enquiry, the service will issue families an enrolment package. Separate enrolment packages are required for parents who require separate bookings and separate accounts. This is recommended for separated families. The enrolment package will include:

- An enrolment and booking form per child that includes authorisations.
- Direct debit form
- Policies including, but not limited to, those required under Regulation 168.

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Families are to provide the following, prior to the agreed start date for the child:

- A completed enrolment and booking form for each child including authorisations;
- A completed direct Debit form
- A copy of an Immunisation record or history or Immunisation Medical Exemption Form which has been certified by a GP
- Information on children's additional needs (including medical conditions, health and developmental concerns) and associated documents, where applicable
- Any applicable Medical Management Plans including Asthma/Anaphylaxis/Allergy Action Plans
- If applicable, appropriate documentation in regard to Priority of Access

## **2.2 Custody arrangements**


The Education and Care Services National Regulations requires our service to have details of all custodial and access arrangements.

- Enrolling family members are responsible for informing the Nominated Supervisor of custody and access arrangements on enrolment and must advise the Nominated Supervisor immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the Nominated Supervisor and a copy will be maintained in the child's enrolment record.
- A natural parent is always considered authorised to collect their child/ren unless a court order is in place.

## **2.3 Enrolment form**

The enrolment form must include the following information for each child:

- The full name, date of birth and address of the child
- Name, address, and contact details of each parent of the child; any emergency contacts; any person nominated by the parent to collect the child from the service; any person authorised to consent to medical treatment or to authorise administration of medication to the child; any person authorised to give approval for an educator to take the child out of the service.
- Details of court orders, parenting orders or plans.
- Details of court orders relating to the child's residence or contact with a parent or other person.
- The gender of the child.
- The language used in the child's home.
- The cultural background of the child, and if applicable, the child's parents.
- Any special considerations for the child, for example any cultural, religious or dietary requirement or additional support needs.
- specific health needs including allergies and/or anaphylaxis, any medical management plan
- Dietary restrictions
- Immunisation status

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Enrolment forms are to be updated when there are changes to the family's circumstances. It is the responsibility of the parent of which the enrolment form is under, to notify the service by email of any changes to their current details.

#### **2.4 Children with requirements for additional support**

As part of our pre-enrolment assessment for all children, the service will assess the level of care required to best cater for each child, noting the need to provide a safe environment for all service users and staff. Families should provide as much information as possible to enable the service to comprehensively assess what support and assistance may be required and whether this can be met within existing service resources. This includes information on any medical/developmental diagnoses, support plans or medication requirements. The service will re-assess children periodically as required, consistent with the Behaviour Guidance Policy.

This information will help the service best meet the needs of the child, ensuring their safety and care, and should it be required, give the service time to seek assistance from specialist and support workers and to consult with the school.

Once the child commences receiving care and EHOOSH the service will undertake a comprehensive assessment of the child's needs in the context of the EHOOSH environment. At this point it may be necessary to temporarily suspend the child's enrolment whilst additional funding is sought in order to better meet their needs. This funding may be used to increase staffing for particular sessions, enabling a higher level of care and supervision to be provided. Families will be engaged in this process to ensure re-enrolment can occur as quickly as possible.


Where necessary, it may be required to limit how many hours or sessions a child may be booked into the service on an individual basis. Factors such as the level of care needed for the child, available educators with skills and training to properly care and educate the child, risk assessment of the child's care for the safety and security of the child, and available funding for care will be considered when making this decision.

#### **2.5 Waiting lists and priority of access**

Where demand for care exceeds the service's number of approved places, families will be placed on the service's waiting list.

The Australian Government has issued Priority of Access Guidelines under Family Assistance Law for allocating places in these circumstances. It is a condition of approval and continued approval for Child Care Subsidy (CCS) purposes that services must comply with family assistance law.

A waiting list will be developed and updated regularly which considers priority of access eligibility, date placed on list, required days of care and/or availability of support (if applicable).

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Priority of access will be determined by Commonwealth Government guidelines where priority of places goes to:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent who satisfies, or of both parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999
- Priority 3: any other child

Within these main categories, priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a person with a disability
- Children in families on low incomes
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents

### **2.6 Requiring a child to vacate a place Under the Priority of Access Guidelines**

A service may require a Priority 3 child only to vacate a place to make room for a higher priority child.


The service can only do so if:

- the person liable for the payment of the child care fees was notified when the child first entered care that the service followed this policy, and
- the service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

After applying Priority of Access guidelines, the service will then apply the following factors for determining priority:

- Existing users, requiring places in sessions that they attended in the previous year
- Existing users requiring changes to or additional sessions
- Siblings of existing users, who are about to commence at the school

Parents must provide documentary evidence to support claims of Priority of Access.


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### 2.7 Orientation into the service

Upon enrolment, families are encouraged to make a time for an enrolment meeting to talk with the Nominated supervisor and educators about the values and expectation they hold in relation to their child's learning, share information about other child-related services accessed by the family, share their understanding of their child's strengths, interests, abilities and needs. This also provides families the opportunity to raise concerns doubts or anxieties they may have in regard to enrolling their child at the service.

### 3. ROLES AND RESPONSIBILITIES

Nominated Supervisor	<ul style="list-style-type: none"> <li>• Providing enrolment application forms.</li> <li>• Maintaining a waiting list.</li> <li>• Offering places in line with this policy and criteria for priority access.</li> </ul>
Administration Officers	<ul style="list-style-type: none"> <li>• Responding to enrolment enquiries on a day-to-day basis.</li> <li>• Ensuring that enrolment forms are completed prior to the child's commencement at the service.</li> <li>• Storing completed enrolment application forms in a lockable file (refer to privacy and confidentiality policy) as soon as is practicable</li> </ul>
Educators	<ul style="list-style-type: none"> <li>• Acting in accordance with the obligations outlined in this policy.</li> <li>• Providing comfort and reassurance to children who are showing signs of distress when separating from family members.</li> <li>• Sharing information with parents/guardians regarding their child's progress with regard to settling into the service</li> <li>• Developing strategies to assist new families to feel welcomed into the service.</li> </ul>
Families	<ul style="list-style-type: none"> <li>• Reading and complying with this policy.</li> <li>• Keeping the service informed of any updated Information on children's additional needs (including medical conditions, health and developmental concerns) and providing associated documents, where applicable.</li> <li>• Provision of any applicable Medical Management plans including asthma/Anaphylaxis/Allergy Action Plans.</li> <li>• Notifying the service of any changes to their current details.</li> </ul>

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#### **4. REFERENCES**

##### **4.1 Statutory Authority**

- Education and Care Services National Law Act 2010 (Regulation 157, 160-162,168, 177,178,181,183)
- National Quality Standard 6.1, 6.2; 7.1, 7.2
- Australian Government, Department of Education, “Priority of access guidelines” ([https://www.dss.gov.au/sites/default/files/documents/05\\_2015/education\\_fact\\_sheet\\_16\\_final\\_-\\_will\\_my\\_child\\_be\\_given\\_priority\\_for\\_child\\_care\\_services\\_0.pdf](https://www.dss.gov.au/sites/default/files/documents/05_2015/education_fact_sheet_16_final_-_will_my_child_be_given_priority_for_child_care_services_0.pdf))

##### **4.3 Service Policies**

- Booking Policy
- Confidentiality and Privacy Policy
- Delivery and Collection of Children Policy
- Maintenance of Records Policy
- Medical Conditions and Allergies Policy
- Fees Policy
- Service Access Policy

##### **4.2 National Frameworks**

- Framework for School Age Care in Australia, “My Time, Our Place”, ([http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-kit/my\\_time\\_our\\_place\\_framework\\_for\\_school\\_age\\_care\\_in\\_australia.pdf](http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-kit/my_time_our_place_framework_for_school_age_care_in_australia.pdf))