



# Enrolment & Re-enrolment & Orientation of Children Policy

## Policy Statement & Commitments

Brunswick East Primary School Outside School Hours Care Service (the Service) supports equal opportunity principles and considers that where possible it has an obligation to promote equal access to BEPS OSHC Service it provides within Australian Government guidelines.

The Enrolment and Re-enrolment process is fair, equitable and transparent. In the interests of children's welfare and protection, access to children referred to BEPS OSHC Service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child in attendance. The enrolment process takes into account all requirements of the *Education and Care Services National Regulations*, and the guidelines contained within the *Australian Government Child Care Service Handbook*.

BEPS OSHC Service will understand the importance of an orientation process that provides clear guidelines to families to help families and children to settle BEPS OSHC Service successfully. Families will be oriented to BEPS OSHC Service before their children attend. The orientation process is a time for educators to share information with families about how BEPS OSHC Service operates, and how the child is settling. It is also a time for families to share information about the child and their expectations of BEPS OSHC Service and the educators.

### BEPS OSHC Service is committed to:

- Providing clear and consistent information to families who are enrolling their child into the BEPS Out of School Hours Care Service for the first time and in consecutive years
- Providing children with support and comfort to settle into BEPS OSHC Service and establish new friendships and relationships, and advocacy for children's wellbeing and protection
- Providing educators with clearly explained enrolment process; time to get to know families before children start full time care;
- Orientation process and strategies to support families in introducing children to BEPS OSHC Service; time to develop close professional relationships with families;

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- Providing support from referral agencies; and information about custodial issues.
- Providing the School Council, through the OSHC Management Sub-Committee with assurance that there is a transparent enrolment process for all families, and the ability to obtain an equal balance between management practices and individual rights.

**Principles**

- All children attending the Service must be enrolled at Brunswick East Primary School.
- Families are required to fill in an online Enrolment form which will need to be updated each year or when details change. Completion of enrolment forms is a requirement of the *Education and Care Services National Regulations and Law (2011)*. A printed copy will need to be provided to the OSHC service.
- It is the responsibility of the Families to keep enrolment information up to date throughout the year, including email and contact details.
- Families must sign to acknowledge that they have read and agree to abide by the OSHC Service policies and procedures which are available on the website or at the service.
- If Families take a leave period and wish to retain their place, they must continue to pay for their place, unless the place is re-sold casually. If they do not wish to pay to ensure their place, they will lose the place at the service and be placed on the waiting list.
- Families making cancellations or absences for medical reasons must provide a medical certificate, and will count towards the 42 allowable absences per financial year (Child Care Subsidy is paid for 42 allowable absences). Cancellations under the 42 allowable absences will still be charged the daily rate plus Child Care Subsidy, if applicable. Cancellations above 42 absences will attract full fee payment.
- Families who receive the Child Care Subsidy will be required to attend on their final day booked or full fees will apply for all cessation of care absences up to their end date.
- Families wishing to withdraw from the Service and cancel permanent bookings will need to give two weeks’ notice in writing. Note the previous point re; cessation of care.
- Transition - Often when children start Prep they need some time to settle in. BEPS OSHC strongly encourages orientation with children prior to the official start date. Payment starts when regular days start. BEPS often run an early finish or short week for preps in Term 1. For example, there are no charges on Wednesdays for term 1, if there are no Prep classes on Wednesday.

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### Communication

Families are reminded that all matters regarding Enrolment information will be held and managed in line with BEPS Privacy & Confidentiality Policy.

Information regarding Enrolments and commencement of Re- Enrolments for the following year will be sent out via email, in the BEPS newsletter and website, on the OSHC Noticeboards, and next to Daily Sign in/out Rolls. It is each family’s responsibility to view this information on a regular basis. The Service will not be held responsible for a family not receiving Enrolment and Re-Enrolment information. It is the Families responsibility to contact the Service if the family is going to be away during the Re-Enrolment period (end of term 3 and beginning of term 4).

All Enrolment information will be sent out via email. It is each family’s responsibility to ensure the Service has correct email details, or alternative contact arrangements if email is not available.

### Fees

- All information regarding fees for the OSHC service is outlined in the *BEPS OSHC Policy Payment of Fees*, and families should read this policy prior to enrolling in the Service. (see website for *BEPS OSHC Payment of Fee Policy*)
- Invoices will be sent out weekly for the previous two weeks of care. Invoices are required to be paid on a regular fortnightly basis via the QKR! App.
- Once a Re-enrolment/enrolment offer online is accepted and confirmed, an enrolment fee of \$100.00 will be required to secure the place by the set date. This fee will be credited to the first account, unless fees are outstanding by the end of the year, whereby places for the following year will be on hold.
- Families will lose the \$100.00 deposit if days are reduced or enrolment is withdrawn after the days have been confirmed.
- Families with outstanding fees cannot enrol for the following year, until fees are paid, and may have current bookings suspended until payment is received.
- If no response is received from an offer, the offer will be deemed to be declined. The family will not be offered a place at the Service. However, if after all Round Offers have been made, places are still available, families can then apply. Communication regarding available places will be posted in the OSHC section of the School newsletter.
- Families who have not been made an offer due to places not being available, will then be placed on the waiting list if they elect this option.
- If fees are outstanding by the end of the school term 4, enrolments for the following year will be forfeited.

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## Implementation

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### Definitions

**New Enrolment** – any new enrolment to the Service which is offered and accepted at any time, during the year, on a Permanent or Casual basis.

**Re-Enrolment** – are places offered to current permanent users of the Service for the following year, then siblings, before being offered to new Preps and other families. This process is undertaken through a series of offers, and online application and acceptance, which commences at the beginning of term 4, for bookings in the following year.

**Permanent Booking** – ongoing bookings made for the same days each week, for the duration of the year:

- Permanent bookings are charged for each week of the school terms, except for school and public holidays.
- Permanent days cannot be swapped.
- If Permanent days are temporarily cancelled, they will incur the full fee unless they can be re-sold as a Casual place.
- Written notice is required for all booking cancellations.

**Casual Booking** - is a non-permanent booking of available places:

- Casual days will only be offered if places are available or where cancellations to permanent places are made.
- Once a casual place is booked, it will be charged, unless the place can be re-sold or two week's written notice is given.
- Written notice is required for all booking cancellations.

**Cancellation** – permanent or casual bookings that are cancelled with the Service:

- Two weeks written notice is required for all booking cancellations.
- Families with Permanent bookings with continued cancellations, without medical certificates or exceptional circumstances discussed with the OSHC Coordinator, will lose their permanent bookings. This will be assessed at the end of each term.

**Waiting List** - the Service has a waiting list for available permanent and casual places. All the details about the waiting list is in the Waiting List Policy and families should read the policy in conjunction with this policy. (see website for policy details)

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**New online Enrolment Process**

- An online Enrolment form must be completed via the *Qikkids Enrol My Family Lounge* situated on the OSHC page of the schools website; <http://beps.vic.edu.au/oshc/> . An application is made by registering and putting in a waitlist request to the service, once this is accepted and confirmed by the service and family you will then be required to complete the online enrolment form. An Online enrolment form must be accepted before a child can attend the Service either as a Permanent or Casual booking.
- The online Enrolment application is available via the *Qikkids Enrol My Family Lounge* portal situated as a widget on the OSHC page of School website: <http://beps.vic.edu.au/oshc/> Families are required to submit the online waiting list request and Enrolment form and can meet with the OSHC Coordinator to discuss your needs, making the request.
- Where enrolling families are not fluent in English the enrolment interview will wherever possible be conducted in their primary language. Please contact the service for further information regarding this.
- Families can view the BEPS OSHC Service Family Handbook, Service policies and procedures and information on the OSHC Service via the OSHC page of the schools website; <http://beps.vic.edu.au/oshc/>
- The enrolment record will include the following information for each child:
  - Full name, gender, 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 BEPS OSHC 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 BEPS OSHC Service;
  - Details of court orders, parenting orders or plans, and/or details of court orders relating to the child’s residence or contact with a parent or other person;
  - Language used in the child’s home and cultural background of the child and child’s parents; and
  - Any special considerations for the child e.g. cultural, religious or dietary requirements or additional health care/medical or inclusion needs, including details of allergies or anaphylaxis, dietary restrictions.
  - Authorisations for BEPS OSHC Service to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and transportation of the child by an ambulance service.
  - Name, address and telephone number of the child’s registered medical practitioner or medical service.
  - Child’s Medicare number (if available).
  - Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.

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- Immunisation status of the child.
  - Noted sighting of health record for the child by approved provider or educator/educators.
- Families will be advised to register with DHS/Centrelink for Child Care Subsidy eligibility, if they have not done so already (see *BEPS OSHC Policy on Payment of Fees* for more information)
  - On enrolment, parents are encouraged to provide any further information about their child that will support continuity of care between home and BEPS OSHC Service.
  - **A Privacy Statement** on the enrolment form which details
    - the name and contact details of BEPS OSHC Service;
    - the fact that enrolling parents/guardians are able to gain access to their information;
    - why the information is collected;
    - the organizations to which the information may be disclosed;
    - any law that requires the particular information to be collected;
    - and the main consequences for not providing the required information
    - See also Confidentiality and Management of Records Policy
  - Enrolment Forms must be updated annually or more frequently if/when a family's circumstances change, to ensure information is current and correct. This can be done via the online My Family Lounge App.
  - Enrolment information will be kept in a confidential file. Access to this information is available only to the OSHC Coordinator, some educators, the enrolling parent/guardian, and authorized Government Officers. Refer also to *BEPS OSHC Policy Confidentiality and Management of Records*.
  - New Enrolments into the OSHC Service can occur anytime during the year, subject to availability. The Coordinator oversees all bookings for the Beforecare, Aftercare and Curriculum Day programs via the Qikkids Enrol My Family Lounge App. If places are available, either Permanent or Casual, then the child, once enrolled, can access the place. All booking requests as a waiting list application must be made via the App. If requested places are not available then families can ask to go on the Waiting List.
  - The number of weekly vacancies for Permanent and Casual places (subject to availability) are posted weekly in the OSHC Newsletter. It is the Families responsibility to follow up this information and Make an online request via the My Family Lounge App if they would like to enrol for a vacancy.
  - Casual places become available each week. Bookings can be made up until 3.30pm on the same day for aftercare bookings, and up until 6.00pm of the day before for beforecare bookings. Bookings can be made via the online *My Family Lounge App*.
  - If a permanent place is not immediately available at the BEPS OSHC Service the family may

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be put onto a waiting list. When a place becomes available the family will receive a notification via the online App, and the bookings may proceed.

**Re-Enrolment Process for the Following Year**

Due to the high demand for the Service, the School Council has decided to offer Re-Enrolment places for the consecutive year as a series of Offers.

**Round One Offer (for existing families only)**

- Places will be available to families only for the days they have current permanent bookings in Beforecare or Aftercare Programs. These Families will receive an email in September (end of term 3) with a notice to enroll online via My Family Lounge for the following year and will only be continuing the days they currently have.
- Families wishing to continue at the OSHC Service will need to complete the online enrolment form and update it with current details as well as ticking a box to continue enrolments for 2019. Families will then need to make **NO Change** to their current days for the following year (do not put an end date in the booking pattern) together with the \$100 deposit by the due date.
- If families need to make changes to their bookings they will need to put in a booking request to change days.
- Families wishing to enroll prep siblings can do so by adding the sibling to the enrolment form.
- If families do not wish to continue at the OSHC service and wish to cancel their days for next year they need to end their bookings at the end of December 2018 (put in the date for the last day of term 4 2018) .
- Places offered will only be secured once all relevant online forms are completed and accepted and a deposit of \$100.00 is received. The \$100.00 deposit will be credited to the family's account and must not be used as payment for outstanding fees. Families must make sure their accounts are \$100 in credit by the end of the year.
- This deposit can be paid via the *QKR! App* and must be a separate one-off payment and NOT combined with OSHC fees.
- Re-Enrolments for the Round One Offer for the following year are made on a permanent weekly basis, term to term for the duration of that year.
- Re-Enrolments for the Round One Offers, does not include casual days (days booked from week to week) or rotational days (days alternate from week to week). Days booked will be in place and charged for the year, (except for school and public holidays), unless two weeks notice to permanently cancel those days is received in writing and via My Family Lounge.
- Requests for different days or additional days will only be reviewed once second round offers have been allocated.

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- Remaining places will then be offered to new users.

### **Round Two Offers (for new families only)**

- Round Two Offers will go out in mid term 4. Once all Round One Offer places are allocated and confirmed, remaining places will then be available to be offered in Round Two Offers to incoming preps and other families. New Families will need to request to be emailed out a Round Two Enrolment Request and procedure for the online enrolment, to identify their requests for the following year.
- Families will also receive:
  - BEPS OSHC Enrolment Information Sheet
  - Centrelink information
- Families will need to complete the online enrolment request via MyFamily Lounge and put in a waitlist application.
- Places offered will only be secured once Acceptance confirmation are received from My Family Lounge and an enrolment form is received together with a deposit of \$100.00. The \$100.00 deposit will be credited to the family's future account.
- Re-Enrolments for the Round Two Offer into the Service programs for the following year are to be made on a permanent weekly basis, term to term for the duration of that year. Re-Enrolments for the Round Two Offers does not include casual days (days booked from week to week) or rotational days (days alternate from week to week). Days booked will be in place and charged for the year (except for school and public holidays), unless two weeks notice to permanently cancel those days is received in writing and via My Family Lounge .

### **Additional Procedures for new Prep Enrolments**

- During term 4 the Coordinator attends 2 Prep orientations to talk about the program and to answer any questions new families may have about the programs enrolment procedure. They are given a *Family Package* which has a copy of the Family Handbook, Enrolment Form and a Children's Enrolment form regarding their child/ children's interests.
- New families will be advised to register with DHS/ Centrelink for Child Care Subsidy eligibility (see Service Policy on Payment of Fees and Bookings for more information)
- BEPS OSHC Service will also leave a quantity of OSHC enrolment packages for families at the school office.
- As the new online enrolments are received, places are allocated in order of receipt. During the end of term 4 all families receive online confirmation informing them of their child / children's placement at the service.

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## Procedures for Supporting Custody Arrangements

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The *Education and Care Services National Law* requires BEPS OSHC Service to have details of all custodial and access arrangements.

- Enrolling family members are responsible for informing the OSHC Coordinator of custody and access arrangements on enrolment, and must advise the OSHC Coordinator immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the OSHC Coordinator and a copy will be maintained in the child's enrolment record.
- The OSHC Coordinator makes a photocopy and stamps the copy with a 'copy stamp' initials and dates the stamped copy.
- The copy is then filed in the child's enrolment record. This record is able to be accessed by staff to confirm permission for child/ren pick-up.
- Court order records held at BEPS OSHC Service are maintained with confidentiality according to BEPS OSHC Service's **Confidentiality Policy**.
- No child will be permitted to leave BEPS OSHC Service with anyone other than those authorized on the child's enrolment form, or by written authorization from the custodial parent/guardian to the OSHC Coordinator. See policy on arrival and departure of children.
- If a person other than those mentioned in legal documentation relating to custody and access arrangement arrives at BEPS OSHC Service to remove a child, and is not a person who is authorized by the enrolling parent/guardian on the child's enrolment form, the OSHC Coordinator will explain BEPS OSHC Service's legal responsibilities and explain that by law the child's legal guardian will be contacted before the child is taken from BEPS OSHC Service. In this instance, two educators will contact the Guardian, to listen to, discuss and document this verbal authority.

## Procedures for the Exclusion of Children & Families

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Exclusion of children from BEPS OSHC Service due to behaviour issues will only occur after all other avenues of communication and support have been exhausted and when professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent/guardian, or a child puts the majority of children at risk through inappropriate behaviour. (See also Behaviour Guidance Policy).

For exclusion due to non-immunisation and infectious diseases refer to BEPS OSHC Service's Health, Hygiene and Infection Control Policy.

Subject to equal opportunity legislation, BEPS OSHC Service reserves the right to exclude a child from the OSHC Service for any reason connected to the welfare of the child and the welfare of educators and other children or families who use BEPS OSHC Service.

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Children who are not enrolled at in BEPS OSHC Service must only be present on a temporary basis, such as delivery and collection of siblings, and must remain under the direct supervision of their parent/guardian/responsible adult.

### **Procedures for accepting referrals**

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Referral agency officers will be required to provide verifiable identification before being admitted to BEPS OSHC Service

The OSHC Coordinator will determine a threshold to the number of children with special needs that BEPS OSHC Service is able to appropriately care for.

Where it is determined that BEPS OSHC Service cannot accept a referred child, the referring agency will be advised to contact the Australian Government Department of Education **Child Care Access Hotline** by phoning 1800 670 305 to seek alternative education and care providers.

Acceptance of a referral will be dependent upon:

- BEPS OSHC Service having the required resources to appropriately care for the children;
- Completion of a Referral Form and supporting documentation; A visit from the referring agency (case manager) to provide information about the referral; clarify any special conditions of enrolment; provide necessary details about the child(ren)'s care arrangements including foster care details; and determine a suitable orientation process (child to the OSHC Service, and educators to children's needs).
- Reaching agreement in regard to the cost for providing care and any special requirements e.g. transport, clothing, food etc.;
- subsequent enrolment according to BEPS OSHC Service's usual enrolment procedure
- Ensuring that the child/ren are entered into the Child Care Subsidy System and an application for *Additional Childcare* has been put into place if necessary before care commences;
- Agreement to a debriefing from the case manager at the conclusion of the referral period.

BEPS OSHC Service will determine a fee schedule for referrals which includes contingencies for extra ordinary arrangements such as payment for special transport, clothing and food, and additional educator support. The referral agency will be invoiced for the agreed cost of providing care determined during the case manager's visit to BEPS OSHC Service.

BEPS OSHC Service will ensure the strictest confidentiality in relation to information about referred children at all times. Access to confidential information will only be given on a need to know basis. However, educators involved in the care of referred children will be provided

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with information that is considered to be essential to ensure the safety and protection of both the referred child(ren) and other children in care.

### Orientation Procedures

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BEPS OSHC Service will provide options for orientation which includes:

- An orientation morning or afternoon meeting for new families to meet one another and the educators in a relaxed atmosphere outside normal service hours. Typically this occurs at prep information days hosted by Brunswick East Primary School.
- Inviting new families to visit BEPS OSHC Service with their child at times that suit them, together with the OSHC Coordinator, to familiarize families with BEPS OSHC Service prior to the child’s attendance.
- Providing all new families with a conducted tour of the premises which will include introductions to other educators, children and families, and highlights specific policies and procedures that families need to know about BEPS OSHC Service.
- Ensuring each family has a copy of the **Family Handbook** (provided on enrolment) and an opportunity to have any questions answered.
- Giving family members the opportunity to stay a while in the morning, or arrive early in the afternoon, to support their child during the settling in process.
- Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child in the OSHC Service.

When children first attend BEPS OSHC Service the needs of both families and children will be respected. Parents/guardians will be encouraged to remain with their child when delivering or collecting them for as long a period as the parent/guardian and/or educators feel may be necessary to ensure the child's wellbeing. Educators will make a special point of discussing the child's experience with the family member when they come to collect the child.

Families will be assisted to develop a routine for saying goodbye to their child, if necessary.

Children who are distressed at separating from their family in the morning will be closely observed and offered reassurance until they are settled.

BEPS OSHC Service will ensure that every important aspect of the services operations and procedures is discussed with the new family.

### Internal Control and Reporting

The OSHC Sub-Committee, in consultation with School Council, will ensure that the Enrolment and Orientation of Children Policy is adhered to and will regularly assess the enrolment system’s to ensure it meets the needs of the School Community.

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All updates and changes to the Enrolment system will be addressed via the OSHC sub-committee before being presented to School Council for approval.

The school community will be informed of updates and changes to the Enrolment system in a timely manner.

**Evaluation**

This policy will be reviewed by the OSHC Sub-Committee and School Council and as part of the OSHC Service’s annual review cycle and also in response to the changing needs of the Service.

**This policy should be read in conjunction with:**

- Acceptance & Refusal of Authorizations Policy
- Delivery & Collection of Children Policy
- General Service Information Policy
- Privacy & Confidentiality Policy
- Payment of Fees Policy
- Grievance Policy
- Waiting List Policy

**Sources & Legislative References**

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UNICEF (n.d.). *Fact sheet: A summary of the rights under the Convention on the Rights of the Child*. Retrieved from [http://www.unicef.org/crc/files/Rights\\_overview.pdf](http://www.unicef.org/crc/files/Rights_overview.pdf)

Early Childhood Australia (ECA). (2006). *The Code of Ethics*. – Retrieved from: [http://www.earlychildhoodaustralia.org.au/code\\_of\\_ethics/early\\_childhood\\_australias\\_code\\_of\\_ethics.html](http://www.earlychildhoodaustralia.org.au/code_of_ethics/early_childhood_australias_code_of_ethics.html)

National Professional Support Coordinator Alliance (2012) *Getting started with policies for the NQF: Policies in Practice template – Enrolment and Orientation*. Accessed February 2012 from [www.pscalliance.gov.au](http://www.pscalliance.gov.au)

<a href="http://www.myfamilylounge.com.au">www.myfamilylounge.com.au</a>
<a href="http://www.education.gov.au/families">www.education.gov.au/families</a>
<a href="http://www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees">www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees</a>
<a href="http://www.my.gov.au">www.my.gov.au</a>
<i>Education &amp; Care Services National Law Act 2010 (Vic) – Part 1 – Preliminary – 3(3)(a)&amp;(c); 175</i>
<i>Education &amp; Care Services National Regulations (2011) – Regulations 75, 88, 102, 168(2)(k), 170, 171, 172, 173, 174, 175, 177, 180 &amp; 181</i>
<i>National Quality Standard for Early Childhood Education and Care &amp; School Age Care (2010) – Elements 4.2.1, 6.1.1, 7.3.1 &amp; 7.3.3</i>
<i>Framework for School Age Care in Australia (2012) – Holistic &amp; Responsive Practices; Outcome 1</i>
<i>Family Assistance Law – Priority of Access &amp; Administration of Child Care Benefit</i>
<i>Children, Youth &amp; Family Act (2005) – Reporting &amp; Referral</i>
<i>Information Privacy Act Vic (2000) – Information Privacy Principles</i>

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