



Out of School Hours Care Program  
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# ENROLMENT AND ORIENTATION POLICY

Mandatory Policy – Quality Ares 6

Version 1.6



## PURPOSE

This policy provides a clear set of guidelines and procedures for:

- enrolling a child at St Francis of Assisi OSHC
- the orientation of new families and children into St Francis of Assisi OSHC
- ensuring compliance with Victorian and national legislation, including disability discrimination, anti-discrimination, human rights laws.
- ensuring access to participation, especially for vulnerable and disadvantaged children



## POLICY STATEMENT

### VALUES

St Francis of Assisi OSHC is committed to:

- families feeling respected, safe and supported during the enrolment process
- being flexible and catering for unique family circumstances and needs
- being transparent in the process and allocation of places through consistent communication and information sharing
- ensuring the registration, allocation and enrolment process is simple to understand, follow and implement
- maintaining confidentiality in relation to all information provided for enrolment
- promoting fair and equitable access to the program including those who face barriers to participation

### SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, educators, staff, students, volunteers, parents/guardians, children and others attending the programs and activities of St Francis of Assisi OSHC, including during offsite excursions and activities.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Educator responsible for Enrolment and Orientation	Parents/guardians	Contractors, volunteers and students
Ensuring that copies of the <i>Enrolment and Orientation Policy</i> and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection	R	√			
Communicating to families the days and times the service will operate, planned closures (including public holidays and pupil-free days), details of any planned alternative sessions, and unplanned teacher absences or emergency situations	√				
Applying the Priority of Access criteria to programs at St Francis of Assisi OSHC, as described in Department of Education [DE] ( <i>refer to Attachment 1</i> )	√	√	√		
Complying with the <i>Inclusion and Equity Policy</i>	√	√	√	√	√
Ensuring families have access to: <ul style="list-style-type: none"> <li>• <i>Family handbook</i></li> <li>• Child Safe Environment and Wellbeing Policy and/or Statement of Commitment to Child Safety</li> <li>• Fees Policy</li> <li>• <i>Privacy Statement</i></li> <li>• Code of Conduct Policy</li> <li>• Acceptance and Refusal of Authorisations Policy</li> <li>• Dealing with Medical Conditions Policy</li> <li>• Incident, Injury, Trauma and Illness Policy</li> <li>• Safe Arrival and Departure from the Service Policy</li> </ul>	√	√	√		
Appointing a person to be responsible for the enrolment process and the day-to-day implementation of this policy	√				
Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process as required	√	√	√		
Considering access and inclusion for vulnerable children in the allocation of places at the service ( <i>refer to Attachment 1 and 2</i> )	√	√			
Where applicable, providing families with consistent and transparent communication on waitlist management processes ( <i>refer to Attachment 2</i> )	√	√			
Complying with the service's <i>Privacy and Confidentiality Policy</i> in relation to the collection and management of a child's enrolment information	√	√	√	√	√

Seeking information from parents about any specific health care need, allergy or medical condition, including whether a medical practitioner has been consulted in relation to a specific health care need, allergy or relevant medical condition	R	√	√	√	
Ensuring that medical management plan has been provided and that the risk minimisation plan has been developed, and both documents are kept in the child's enrolment records	R	√	√	√	
Providing any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service				√	
Providing opportunities for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program except where this may pose a risk to the safety of children or staff, or conflict with any duty of the approved provider, nominated supervisor, or educators under the <a href="#">National Law: Section 167</a> .	√	√	√		
Completing the enrolment record prior to their child's commencement at the service and providing AIR Immunisation History Statement ( <a href="#">refer to Definitions</a> ) of their child's immunisation status				√	
Taking reasonable steps to obtain an up to date AIR Immunisation History Statement ( <a href="#">refer to Definitions</a> ) from all parents/guardians after enrolment	R	√	√		
Ensuring all authorised nominees ( <a href="#">refer to Definitions</a> ) have been completed on the enrolment record for each child ( <a href="#">refer to Definitions</a> ) ( <a href="#">Regulations 160 and 161</a> ) as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation	R	√		√	
Ensuring that the enrolment record for each child ( <a href="#">refer to Definitions</a> ) both digital and/or hard copy complies with the requirements of <a href="#">Regulations 160, 161, 162</a> and that it effectively meets the management requirements of the service	√	√	√		
Ensuring that enrolment record for each child ( <a href="#">refer to Definitions</a> ) is kept up to date if family circumstances change, and that services are made aware if they become eligible for additional funding as a result of changed circumstances (e.g. if the child or family becomes known to Child Protection	R	√	√	√	√
Ensuring that enrolment records for each child ( <a href="#">refer to Definitions</a> ) are kept confidential ( <a href="#">Regulations 181, 182</a> ) are stored in a safe and secure place, and kept until the child is 25 years of age. ( <a href="#">Regulation 183 (1a) (2d)</a> )	R	√	√		
Discussing the individual child's needs with parents/guardians and developing an orientation program to assist them to settle into the service. The service should take into consideration barriers parents/guardians may have in disclosing sensitive information including communication and information barriers and the development of trusting relationships.	R	√	√		

Reviewing the orientation processes for new families and children to ensure the objectives of this policy are met	<b>R</b>	✓	✓		
Ensuring that parents/guardians of a child attending the service can enter the service premises at any time whilst the child is being educated and cared for ( <i>Regulation 157</i> ), except where this may pose a risk to the safety of children or staff, or conflict with any duty of the approved provider, nominated supervisor, or educators under the <i>National Law: Section 167</i>	<b>R</b>	<b>R</b>	✓		✓
Reviewing enrolment applications to identify children with additional needs ( <i>refer to Definitions</i> and the <i>Inclusion and Equity Policy</i> )	✓	✓	✓		
Assisting parents/guardians to develop and maintain a routine for saying goodbye to their child	✓	✓	✓		
Sharing information with parents/guardians concerning their child's progress with regard to settling into the service	✓	✓	✓		
Developing strategies to assist new families to: <ul style="list-style-type: none"> <li><i>feel welcomed into the service become familiar with service policies and procedures</i></li> <li><i>share information about their family beliefs, values and culture and feel culturally safe</i></li> <li><i>share their understanding of their child's strengths, interests, abilities and needs</i></li> <li><i>value the voice of the child, ensuring they have opportunity to articulate their individual interests and needs</i></li> <li><i>discuss the values and expectations they hold in relation to their child's learning</i></li> <li><i>providing comfort and reassurance to children who are showing signs of distress when separating</i></li> </ul>	✓	✓	✓		
Reading and complying with this <i>Enrolment and Orientation Policy</i>	<b>R</b>	<b>R</b>	<b>R</b>	✓	✓
Updating information by notifying the service of any changes as they occur, for example obtaining or the cancellation of a Health Care Card; if the child or family becomes known to Child Protection				✓	



## PROCEDURES

### GENERAL ORIENTATION PROCEDURES

The time required for orientation and settling in will vary for each child and their family, therefore it is important to be flexible and individualise orientation for each family.

- Offer families the opportunity to visit the service at different times during the day/session, this allows the child and their family to become familiar with the various routines of the service
- Provide the family with suggestions for developing and maintaining a routine for saying goodbye to their child



## BACKGROUND AND LEGISLATION

### BACKGROUND

The *Education and Care Services National Regulations 2011* require approved services to have a policy and procedures in place in relation to enrolment and orientation (*Regulation 168(2) (k)*).

Immunisations are an effective means of reducing the risk of vaccine preventable diseases. Early childhood education and care services which are regulated under the *Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011* have legislative responsibilities under the *Public Health and Wellbeing Act 2008* to only offer a confirmed place in their programs to children with an Australian Immunisation Register (AIR) Immunisation History Statement (*refer to Definitions*).

### LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulations 160, 161, 162, 168, 170, 171, 177, 181, 183
- Equal Opportunity Act 2010 (Vic)
- National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing Regulations 2019 (Vic)
- Sex Discrimination Act 1984 (Cth)

## DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. approved provider, nominated supervisor, notifiable complaints, serious incidents, duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

**Australian Immunisation Register (AIR) Immunisation History Statement:** The AIR is a national register administered by Medicare that records all vaccinations given in Australia, including to children. In the case of medical contraindication, an authorised medical practitioner completes and signs a Medical Exemption Form and supplies it to the AIR (previous forms of documentation, for example a letter from a GP or local council, are no longer acceptable).

**Authorised nominee:** (In relation to this policy) is a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form.

**Bookings:** the act of reserving care for permanent, casual, vacation care and pupil free day care (see attachment 2).

**Children/families experiencing vulnerability and/or disadvantage** (in relation to this policy): children are vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and wellbeing is limited. Some factors which may contribute to a child experiencing vulnerability include: a child with a disability; living in a family with a low income, or one which is experiencing problems with housing, domestic violence, substance abuse, or mental health; known to child protection; in statutory out-of-home care; Aboriginal and/or Torres Strait Islander, having a culturally and linguistically diverse background; having a young or sole parent, or a parent with a disability (adapted from the Kindergarten Funding Guide)

**Children with additional needs:** Children whose development or physical condition requires specialist support or children who may need additional support due to language, refugee or asylum seeker experience, complex trauma, cultural or economic circumstances (*refer to Inclusion and Equity Policy*) (*refer to Children/families experiencing vulnerability and/or disadvantage Definition*).

These children can also access free or low cost year-before-school kindergarten through the ESK

**Enrolment record:** the collection of documents which contains information on each child as required under the National Regulations (*Regulations 160, 161, 162*) including but not limited to parent details; emergency contacts; authorised nominee; details of any court orders; and health information including immunisation status. Enrolment records are stored securely in the service due to their confidential nature.

**Local Government Area (LGA):** a geographic area governed by a local council or shire

**Priority of access:** in instances where more eligible children apply for a place at a service than there are places available,

**Registration:** The process of families and carers giving initial information about their child to confirm their intention to enrol



## SOURCES AND RELATED POLICIES

### SOURCES

- Australian Childhood Immunisation Register: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)
- Australian Government Department of Health, National Immunisation Program Schedule: [www.health.gov.au](http://www.health.gov.au)
- Department of Health and Human Services, Immunisation enrolment toolkit for early childhood education and care service: [www2.health.vic.gov.au](http://www2.health.vic.gov.au)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Guide to the National Quality Standard: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Priority of Access Guidelines for child care service: [www.dese.gov.au](http://www.dese.gov.au)

### Related Policies

- Acceptance and Refusal of Authorisations
- Code of Conduct Policy
- Complaints and Grievances
- Dealing with Infectious Disease
- Dealing With Medical Conditions
- Safe Arrival and Departure
- Incident, Injury, Trauma and Illness
- Fees
- Inclusion and Equity
- Privacy and Confidentiality



## EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172*).



## ATTACHMENTS

- Attachment 1: Attachment 1 – Eligibility and priority of access
- Attachment 2: Attachment 2 - Bookings



## ATTACHMENT 1. ELIGIBILITY AND PRIORITY OF ACCESS CRITERIA

DET's Priority of Access criteria	Process that could be used to verify need(s)
Children at risk of abuse or neglect, including children in Out-of-Home Care	<p>The child is:</p> <ul style="list-style-type: none"> <li>• <i>This information can be obtained from the child's carer/family as part of the enrolment process and/or received from a referral source which may include:</i> <ul style="list-style-type: none"> <li>○ <i>Child Protection</i></li> <li>○ <i>Child and family services (family services referral and support team, Child FIRST/integrated family services/Services Connect case worker)</i></li> <li>○ <i>Maternal and Child Health nurse, or</i></li> <li>○ <i>Out-of-Home Care provider</i></li> </ul> </li> </ul>
Aboriginal and/or Torres Strait Islander children	<ul style="list-style-type: none"> <li>• <i>As part of the enrolment process, service providers must respectfully ask families 'is your child Aboriginal and/or Torres Strait Islander?'</i></li> </ul>
Asylum seeker and refugee children	<ul style="list-style-type: none"> <li>• <i>As part of the enrolment process, service providers should respectfully ask whether the family/child holds a visa or ImmiCard identifying the child and/or parents as a refugee or asylum seeker</i></li> </ul>
<p>Children with additional needs, defined as children who:</p> <ul style="list-style-type: none"> <li>• <i>require additional assistance in order to fully participate in the OSHC program</i></li> </ul>	<p>The child:</p> <ul style="list-style-type: none"> <li>• <i>is assessed as having special needs and is declared eligible for Inclusion Support Funding. or has previously been approved a second funded year of 4-year-old kindergarten, or</i></li> <li>• <i>holds a Child Disability Health Care Card</i></li> </ul>



## ATTACHMENT 2 - BOOKINGS

### Definitions

- **Permanent Booked Care** - Regular bookings used each week.
- **Casual Care** - Care used on a daily basis (if vacancies are available)
- **Vacation Care** - Care provided during school holiday period
- **Pupil Free Day- Care** provided during school term for a day when school is not operating (also referred to as In-Service Day)

Parents/Guardians must notify the service of any cancellations, changes or additions to bookings. This can be achieved by calling the service between program hours, leaving a message on 9407 3170 or emailing the service at oshc.sfoa@gmail.com .

Bookings not received 24 hours prior to the commencement of the session for which you require care will incur additional fees. Cancellation of booked care not received 24 hours prior to the commencement of the session for which you are booked will incur full fee. Cancellation of care received after 6.00pm on Friday will not be considered 24 hours notice for Monday bookings.

Please note: Parents/Guardians (only) must book-in or cancel their own child/ren.

Children cannot attend the program until a registration is received and approved by the service. This process can be lengthy, therefore it is essential that registrations are received 14 days prior to care required.

Attendance at Vacation Care and Pupil Free Day is limited to 30 children per day.

**If emergency care is required due to unexpected circumstances, please contact the service on 9407 3170 and/or leave a message on the voicemail.**