



# ENROLMENT & ORIENTATION POLICY/PROCEDURE

## Policy Statement

We aim to ensure that our enrolment and orientation processes meet the unique needs of each child and family. This will support them during their transition to the service, help to develop collaborative partnerships, and promote a sense of belonging to the service community.

The purpose of this process is to:

- enable Educators 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 OSHC service

An enrolment package must be completed for each family and, where necessary, a current health support and personal care plan provided for individual children. Families have access to the OSHC Family Handbook as they enrol to ensure that they have easy reference to the information they will need.

## Responsibilities

Roles	Responsibilities
<p><b>Approved provider - Berri Primary School Governing Council</b></p>	<ul style="list-style-type: none"> <li>• ensure that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> are met</li> <li>• ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation</li> <li>• keep prescribed enrolment and other documents as set out in regulation 177, including a medication record and children’s attendance record</li> <li>• keep records confidential, and stored safely and securely for the relevant period listed in regulation 183</li> <li>• consider quality practice approaches to enrolment and orientation</li> <li>• take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the <b><i>Enrolment and orientation policy</i></b> and <b><i>procedures</i></b></li> <li>• ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection</li> <li>• notify families at least 14 days before changing the policy or procedures if the changes will:               <ul style="list-style-type: none"> <li>• affect the fees charged or the way they are collected or</li> <li>• significantly impact the service’s education and care of children or</li> <li>• significantly impact the family’s ability to utilise the service.</li> </ul> </li> </ul>
<p><b>Nominated supervisor/Director</b></p>	<ul style="list-style-type: none"> <li>• ensure that regulatory obligations are met in relation to enrolment and orientation</li> <li>• implement procedures for enrolment and orientation</li> <li>• ensure that an enrolment record is kept for each child which contains all the prescribed information</li> <li>• support families’ involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service</li> </ul>



## ENROLMENT & ORIENTATION POLICY/PROCEDURE

	<ul style="list-style-type: none"> <li>ensure families are aware of relevant policies and procedures at time of enrolment, such as:             <ul style="list-style-type: none"> <li>Acceptance and refusal of authorisations</li> <li>Dealing with medical conditions in children</li> <li>Incident, injury, trauma and illness</li> <li>Delivery of children to, and collection from, education and care service premises</li> </ul> </li> <li>promote quality practice approaches to enrolment and orientation</li> <li>keep records confidential.</li> </ul>
<b>Educators</b>	<ul style="list-style-type: none"> <li>be familiar with regulatory requirements</li> <li>support families' involvement in the service and contribution to service decisions regarding the orientation of their child at the service</li> <li>share information with families to support the child's transition into the service</li> <li>respect the culture, values and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing</li> <li>familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service</li> <li>keep records confidential.</li> </ul>
<b>Families</b>	<ul style="list-style-type: none"> <li>complete all documentation required by the service</li> <li>provide 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</li> <li>notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed</li> <li>ensure all information about the child and family held by the service is kept up-to-date.</li> </ul>

### Procedure - Enrolment

To be eligible to enrol in Berri OSHC children must be a primary school student. Exceptions apply for Reception students to attend the Vacation Care (January and July) period precluding the term in which are enrolled to begin school.

Families will be required to submit an enrolment form prior to the first attendance. This can be done by collecting an enrolment form from OSHC or requesting it via email.

To complete the enrolment process, a copy of your child's birth certificate and immunisation records are required to be sighted.

On receipt of an enrolment the service will provide an orientation for the family, including the provision of information in relation to supervision, program, fees, late fees, cancellation etc via the OSHC Family Handbook.

All information collected about the child and their family will be treated as confidential and the procedures in the Confidentiality policy will be followed.



# ENROLMENT & ORIENTATION POLICY/PROCEDURE

## Procedure - Orientation

Berri Primary School OSHC uses the following strategies to introduce a new family into the service at their first session.

For children:

- Review all the information on the enrolment form.
- Inform all staff at the daily briefing of any new children in the session.
- Spend time explaining how the session will work and what they may do.
- “Buddying” a new child with someone who has used OSHC for some time and they are familiar with, ideally from the same school class or year level.
- Explain ‘OSHC Expectations’.
- Introduce them to other educators.
- Frequently take time to ask how they are settling in.

For families:

- Introduce OSHC Director, Assistant Director and staff team.
- Show them the parent board including staff photos, program, routine, menu for the week, Daily Journal Book and other displays.
- Go through the sign in/out process
- Report on the child’s session and how they settled in.

## Procedure - Bookings

### **Before and After School Care:**

Bookings are to be made online by families using the Spike Parent App. Bookings will only be accepted if made 24 hours prior to the session’s start time.

### **Vacation Care enrolment:**

Vacation Care booking form to be completed before each school holidays prior to the cut off acceptance date (cut off date will be on the program). Bookings after this date will be pending availability due to staffing ratios.

NO WALK-IN bookings will be accepted. This is to ensure ratios are managed accordingly.

Parents/Guardians are required to bring their child/ren into OSHC and sign them in to our care along with collecting them from OSHC and signing them out.

## Procedure - Cancellation of Booking

The sessions full fee will still be charged unless the booking is cancelled 24 hours prior to the session or a medical certificate is provided.

## Procedure - Access

- Enrolments will be accepted according to the Commonwealth Government Priority of Access Guidelines.
- Children must be enrolled to attend the service.



## ENROLMENT & ORIENTATION POLICY/PROCEDURE

- Equal opportunity principles will be observed in relation to access to the service for children and families.
- Committee members must pay the standard fee if their children attend the service and abide by the same conditions as all enrolled families.
- Staff will receive a discounted fee if their children attend the service.
- Access to the service will be denied in the case of children being suspended or excluded from the service. Exclusion will occur only after all other avenues of communication and support have been exhausted and when:
  - a child is suspended or expelled from the service (see Interactions with Children Policy)
  - a child is suspended or expelled from Berri Primary School
  - a child has an infectious disease (see Dealing with Infectious Diseases Policy)
  - a child's needs are such that specific staff training or venue adaptation may be required— in such instances the child should be able to access the service when appropriately qualified educators are identified and the necessary physical support requirements can be met.
- All children are required to be toilet trained.

### Procedure - Child Care Subsidy (CCS) System

- Berri OSHC will comply with the Australian Government requirements to be an approved education and care service for the purposes of providing child care funding to families in the form of; Child Care Subsidy.
- Berri OSHC will comply with the online Child Care Subsidy System (CCSS) reporting requirements and any other requirements for claiming and administering CCS.
- It is the responsibility of the enrolling parent/guardian to provide all information needed for CCS to be received. Missing or incorrect details will result in no CCS being received until the mistakes are corrected
- All attendance fees are charged at the full rate and submitted weekly online to the CCMS office. Each family's eligibility for CCS is then calculated and Berri OSHC is then forwarded these funds. Deductions are then automatically allocated to each individual family's accounts, with the family paying the gap fee.
- Account statements are sent on a Tuesday after the CCS has been received.
- All documentation pertaining to CCS will be kept for the specified period and made available to authorized Australian Government Officers on request.
- Educators at Berri OSHC have a basic knowledge of CCSS requirements, and will therefore refer all specific queries to the OSHC Director.
- The OSHC Director will be trained in the implementation and administration of CCSS reporting and CCSS fee payment procedures.
- Families must notify the program in writing if they do not wish to receive government fee assistance – they will be paying the full day/session fee.
- If families are experiencing difficulties making their payment, they should advise the OSHC Director as soon as possible.
- Berri OSHC is not responsible for the calculations or allocation of CCS to families. Families must liaise with the Centrelink for all these matters.



# ENROLMENT & ORIENTATION POLICY/PROCEDURE

## Legislative Requirements

Section/Regulation	Description
<b>Education &amp; Care Services National Law Act (2010)</b>	
Section 175	Offence relating to requirement to keep enrolment and other documents
<b>Education &amp; Care Services National Regulations (2011)</b>	
Regulation 90	Medical conditions policy
Regulation 91	Medical conditions policy to be provided to parents
Regulation 92	Medication record
Regulation 99	Children leaving the education and care service premises
Regulation 102	Authorisation for excursions
Regulation 102D	Authorisation for service to transport children
Regulation 157	Access for parents
Regulation 160	Child enrolment records to be kept by approved provider and family day care educator
Regulation 161	Authorisations to be kept in enrolment record
Regulation 162	Health information to be kept in enrolment record
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider
Regulation 181	Confidentiality of records kept by approved provider
Regulation 183	Storage of records and other documents
<b>National Quality Standard for Early Childhood Education and Care &amp; School Age Care (2010)</b>	
Element 6.1.1	Engagement with the service

**Approved by Berri Primary School Governing Council: 27<sup>th</sup> September 2024**

DATE OF EFFECT: 14<sup>th</sup> October 2024

TO BE REVIEWED: 27<sup>th</sup> September 2025

### Related Documents

Australian Government – “Priority of Access Guidelines”

<https://www.education.sa.gov.au/working-us/out-school-hours-care-oshc>