

Our Lady of Hope Greenwith Campus Outside School Hours Care



POLICY DOCUMENT

ENROLMENT AND ORIENTATION

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BACKGROUND

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to enrolment and orientation.

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 OSHC service community.

LEGISLATIVE REQUIREMENTS

Section	Description	Implementation
175	Offence relating to requirement to keep enrolment and other documents	Every child attending has an enrolment record created prior to attendance and is kept in a secure location
Regulation	Description	Implementation
85	Incident, injury, trauma and illness policies and procedures	There are appropriate policies and procedures in place for incident, injury, trauma and illness.
86	Notification to parents of incident, injury, trauma and illness	Educators and Director notify families of children who have been involved with an incident, injury, trauma or illness.
88	Infectious diseases	We take appropriate steps to minimise the risk of children coming into contact with infectious diseases. We use the SPIKE app to notify families of the occurrence of an infectious disease at the service.
90	Medical conditions policy	Policies are in place to manage children's medical conditions
91	Medical conditions policy to be provided to parents	Families receive a medical conditions policy at their enrolment and orientation meeting. Families are advised that all our policies can be accessed on our website.
92	Medication record	A medication record is kept for each child who have received medication administered by the service.
99	Children leaving the education and care service premises	The sign-out procedure ensures all children leaving the service are collected by an authorised person which is stated on their enrolment form. The exits and entrances are monitored by educators at all times
102	Authorisation for excursions	Written authorisation from parents or guardians is required through our vacation care booking form before taking any child off site away from the service for extra-curricular excursions.
102D	Authorisation for service to transport children	Written authorisation from parents or guardians is required through our vacation care booking form before transporting any child to and from the service for extra-curricular excursions.

157	Access for parents	Families are permitted to have access to the service unless it poses a risk to the safety of the children and staff at the service, or conflicts with any duty of the service or the service is aware that the parent is prohibited by a court order from having contact with the child.
160	Child enrolment records to be kept by approved provider and family day care educator	Children's enrolment record kept in a secure area and kept for the specified time frame. Both a hard copy and a digital copy are kept.
161	Authorisations to be kept in enrolment record	Authorisations obtained by the service are kept in the child's enrolment record.
162	Health information to be kept in enrolment record	All health information is kept in each child's file/enrolment record. This ensures that educators have access to the information they need to provide the best possible care for each child.
168	Education and care services must have policies.	There are multiple policies in place to provide a child safe environment. These are shown in related policies table below
170	Policies and procedures to be followed	Policies and procedures at the service are followed through a combination of training, supervision, and monitoring. Action is taken if any policies are breached.
171	Policies and procedures to be available	Policies and procedures are kept available to all educators and families and are located in the OSHC educator cupboard and are available online on the OSHC website.
172	Notification of change to policies or procedures	Appropriate authorities and governing bodies are notified of any change to policies and procedures.
177	Prescribed enrolment and other documents to be kept by approved provider	Prescribed enrolment and other documents are kept by the service and archived accordingly.
181	Confidentiality of records kept by approved provider	Educators keep records and information private and confidential.
183	Storage of records and other documents	<p>The service stores and archives records and documents as necessary.</p> <p>Records are kept on site until 3 years after the last attendance of the child (ACEQCA), 7 years (DECD), 3 years (Centrelink CCS) and 5 years (ATO).</p> <p>Accurate Incident, Injury, Trauma and Illness Record to be kept and stored confidentially until the child is 25 years old</p> <p>Until the end of 7 years after the child's death: if the record relates to the death of a child while being educated and cared for by the service or that may have occurred as a result of an incident while being educated and cared for.</p>

PRINCIPLES

- The Service’s approach to equal opportunity is based on the principles of equity, inclusion and diversity.
- Children’s rights and interests are paramount.
- The enrolment process is open and equitable.
- Enrolments will be subject to Australian Government Priority of Access Guidelines.
- In the interests of children’s welfare and protection, access to children referred to the service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child at the Service. Families will be carefully oriented to the Service before their children attend.
- The orientation process is a time for educators to share information with families about how the Service operates and how the child is settling within the OSHC service. It is also a time for families to share information about the child and their expectations of the OSHC service.

RELATED POLICIES & PROCEDURES

<ul style="list-style-type: none"> • Child safe environment • Dealing with medical conditions in children • Infectious Diseases • Incident, Injury, Trauma & Illness • Governance and management • Dealing with complaints • Safe transportation of children • Fees 	<ul style="list-style-type: none"> • Emergency & Evacuation • Staffing • Interactions with children • The Administration of First Aid • Authorisations • Safe arrival and • Excursions • Safe arrival and departure
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POLICY PURPOSE

The Education and Care Services National Regulations requires approved providers and nominated supervisors to ensure their services have policies and procedures.

SCOPE

This policy applies to the approved provider, nominated supervisor, educators, children, families, volunteers, and visitors of the OSHC service.

KEY TERMS

Key term	Meaning
ACECQA	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children.
Enrolment	An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.
Enrolment record	The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the family day care (FDC) educator must keep an enrolment record for each child they educate and care for. The record must include: <ul style="list-style-type: none"> • Full name, date of birth and address of the child. • The name, address and contact details of • each known parent of the child • any emergency contact • any authorised nominee • any person authorised to consent to medical treatment or administration of medication • any person authorised to give permission to the educator to take the child off the premises

	<ul style="list-style-type: none"> • any person authorised to authorise the education and care service to transport the child or arrange transportation of the child. • Details of any court orders, parenting orders or parenting plan. • Gender of the child. • Language used in the child’s home. • Cultural background of the child and their parents. • Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs. <p>Authorisations for:</p> <ul style="list-style-type: none"> • the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child • the service to take the child on regular outings • regular transportation of the child. • Name, address and telephone number of the child’s registered medical practitioner or medical service. • Medicare number (if available). • Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis. • Any medical management plan, anaphylaxis medical management plan or risk minimisation plan. • Any dietary restrictions. • Immunisation status. • If the approved provider or a staff member
Orientation	<p>Process to support the child’s transition to the service, whereby families spend time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family</p>

Definitions sourced from ACECQA. (2021). Policy and procedure guidelines, Enrolment and orientation. Government of South Australia. (2022). Human Services.

HOW THE POLICY WILL BE IMPLEMENTED

An enrolment package must be completed for each family and, where necessary, dietary or medical forms completed for individual children. Families have access to the OSHC Family Handbook and enrolment package on our website prior to our enrolment and orientation meeting.

During our enrolment and orientation meeting we aim to make families feel: welcomed into the service and become familiar with service policies and procedures, share information about their family beliefs, values and culture and feel culturally safe, share their understanding of their child’s strengths, interests, abilities and needs, value the voice of the child, ensuring they have opportunity to articulate their individual interests and needs, discuss the values and expectations they hold in relation to their child’s learning. We also want families to know that we will provide comfort and reassurance to children who are showing signs of distress when separating.

During the orientation families will be shown around the service, introduced to the staff team, shown the family board including staff photos, program, routine, menu for the week and other displays and go through the sign in/out process.

ENROLMENT

General

1. To be eligible to enrol in our service children must be a student at Our Lady of Hope or Greenwith Primary Schools.
2. Families will be required to submit an enrolment package prior to the first attendance; an enrolment package is available on our website.
3. 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 (refer to page 6).
4. Access and enrolments will be subject to the Priority of Access Guidelines (Family Information Booklet).
5. Families not fluent in English will be provided with support to complete the enrolment—translation may be required in some areas.
6. Enrolment information will be stored in a family's file and in a locked secure location.
7. Families are responsible for advising the service if their details change throughout the year.
8. The names address and contact details of all people authorised to collect children from the service will be included on the enrolment form and signed by the parent/guardian.
Any changes to these must be advised in writing to the service by the custodial parent/guardian as soon as possible.
Where the custodial parent/guardian arranges for an unauthorised person to collect his/her child from the service, the parent/guardian must firstly advise the service via a telephone conversation and then give written advice of this arrangement and confirm who will collect the child. An email or text message can be verification of a phone call.
9. Educators/staff will seek proof of identity in cases where the parent or person authorised to collect children is not known to staff. This could be at any time as we regularly have new staff.
10. Educators will be kept informed about custodial issues in the daily staff communication book.
11. Families are required to drop off their children for before school and vacation care no earlier than 7.00am and collect their children no later than 6.15pm.
12. Families will have access to the Director/Assistant Director at any reasonable time, to discuss any concerns regarding their child. This may be upon arrival, by telephone or by appointment. Educators/staff will not discuss with families confidential information regarding any other child or family within the service.
13. Families may visit the service at any reasonable time while their child is in care.
14. Where an Intervention Order exists, staff will uphold the efficacy of the order where it is reasonably practical and safe to do so. If there is an immediate danger to the child as a result of carrying out or complying with any provision of an Intervention Order, then those provisions should not be carried out. Further information can be accessed at <http://www.crisis.sa.edu.au>
15. In the case of a parent/guardian arriving at the service in a visibly intoxicated or otherwise unfit state to drive or collect a child, the person will be encouraged to contact another adult to drive him/her and the child home, or the service will offer to call a taxi. If the unfit person insists on taking the child, staff will inform this person that they will be obliged to call the police and report the matter to Child Protection SA. In these circumstances staff should make all reasonable attempts to prevent the parent\ guardian from taking the child from the service or delay the child leaving the service until police arrive, however they must not put their own personal safety at risk in attempting to do so. These situations should be followed up with a report to the Child Abuse Report Line (CARL) and where necessary a Police report will need to be made.
16. Where any perceived safety to a child is at risk (in relation to access to that child), the police will be immediately requested for assistance.
17. All information collected about the child and their family will be treated as confidential and the procedures in the Confidentiality policy will be followed.

Procedure for enrolment and re-enrolling families

- New and annual re-enrolling families can access the Enrolment Package and all other enrolment information, including policies, online.
The enrolment package includes a
 - Enrolment Form
 - Debit Request Form
 - Booking Details Form
 - Medical Forms
 - Dietary Details Form
 - Acknowledgement of Policies form
 - Movement Form
- New families are required to complete an Enrolment Package then make an appointment to meet with either the Director, Assistant Director or a nominated staff member to discuss their enrolment application. A \$100 Application Fee is payable at the appointment and \$10 for a OSHC hat per child. New families submit their enrolment package at this time.
- The new family enrolment process includes a checklist to ensure that all families are consistently provided thorough and up to date information.
- All existing families re-enrolling are required to complete a new enrolment package before the conclusion of each school year to ensure that legislative requirements are maintained and details are kept up to date and a place is allocated for their child for the new school year.
- All existing families that are enrolling a new sibling on the enrolment form will need to make an appointment to enrol their child.
- Existing families that do not submit an Enrolment Package before the conclusion of the current year are required to pay a re-enrolling fee of \$25.
- Families are required to submit their Enrolment Package before bookings will be accepted.
- Families with children who have additional support needs will be referred to the Principal of Our Lady of Hope (the sponsoring body) who will work through CESA procedures to determine how best to meet these needs.
- During the interview, the family's requirements will be discussed, and the family will be taken through an orientation of the service. A starting date will either be given at the conclusion of the interview, or the family will be contacted when a starting date becomes available.

Late Collection of Children

- Any parent/guardian who collects their child after 6.15 pm will be charged \$3.00 per child, per minute and \$5.00 for repeat offenders. Special circumstances will be given consideration in relation to collection of late fees but a fee will be still be applicable at the Director's discretion using the \$1.00 per minute as the minimum fee.
- If a parent/guardian continues to collect their child after 6.15pm, the Director will need to discuss other care options with them, and suitable arrangements made or the child's place in the centre will be cancelled.
- Parents who are unavoidably detained and unable to collect their child by 6.15pm must telephone the service to advise of their lateness and expected time of arrival.
- When a parent/guardian is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement.
- If a parent/guardian does not contact the service and their child has not been collected 5 minutes after closing time, the service will telephone the parent/guardian. If contact can not be made with the parent/guardian then the child's emergency contact will be contacted to arrange for the child's immediate collection.
- If the parent/guardian can't be contacted or an authorised person are unable to collect the child 30 minutes after the service's closing time, **the police** will be contacted and asked to take responsibility for the child. The Principal from Our Lady of Hope will be notified throughout this process and if the child is a Greenwith Primary student then the Principal of Greenwith Primary will be notified as well. CESA will be notified the following morning or Monday morning if the event occurs on a Friday.

ACCESS

- Enrolments will be accepted by following the guidelines set out in the Australian Government Department of Education Childcare Provider Handbook. An enrolment form must be completed by each family. When a parent is not fluent in English, the enrolment interview will, wherever possible, be conducted in their first language. On enrolment, parents will be given an 'Information Booklet', advised about access to service policies and asked to complete the Enrolment Form.
- Children must be enrolled to attend the service.
- Children starting school in January/February may access the Vacation Care program in January.
- Children graduating and going to high school may use the Vacation care program in the December school holidays only.
- Equal opportunity principles will be observed in relation to access to the service for children and families.
- Staff and committee members must pay the standard fee if their children attend the service and abide by the same conditions as all enrolled families.
- 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 the school
 - a child has an infectious disease (see Infectious Diseases and Infestations 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.

ORIENTATION

Our OSHC service uses the following strategies to introduce a new child into the service:

- Review all the information on the enrolment form.
- Spend time explaining how the session will work and what they may and may not do.
- “Buddying” a new child with someone who has used OSHC for some time is useful.
- Explain boundaries.
- Explain ‘OSHC rules’ and how they fit with school rules.
- Introduce them to other educators as soon as possible.
- Frequently take time to ask how they are settling in.

For Families

Families are to provide information in relation to:

- How their child is settling in.

For Educators

- Keep an up to date collection list of children.
- When a booked child does not arrive, educators will follow the procedure in the Delivery and Collection of Children policy.
- Explain the daily routine to new children (e.g. coming to OSHC from class, roll call, play and activities, food and afternoon tea procedures including hand washing and toilets).
- Educators familiarise themselves with new children via the communication book.
- Describe what happens with accidents and first aid.
- Describe the emergency procedures.
- Talk to children about what to do if they feel unsafe or anxious.
- Ask children if there are special things they would like to tell us about themselves.

ROLES

Roles	Responsibilities
Approved Provider/Director	<ul style="list-style-type: none"> • ensure that obligations under the Education and Care Services National Law and National Regulations are met • 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 • keep prescribed enrolment and other documents as set out in regulation 177, including a medication record and children’s attendance record • keep records confidential, and stored safely and securely for the relevant period listed in regulation 183 • consider quality practice approaches to enrolment and orientation • take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Enrolment and orientation policy and procedures • ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection • notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> • affect the fees charged or the way they are collected or • significantly impact the service’s education and care of children or • significantly impact the family’s ability to utilise the service
Nominated Supervisor	<ul style="list-style-type: none"> • ensure that regulatory obligations are met in relation to enrolment and orientation • implement procedures for enrolment and orientation • ensure that an enrolment record is kept for each child which contains all the prescribed information • support families’ involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service • ensure families are aware of relevant policies and procedures at time of enrolment, such as: <ul style="list-style-type: none"> • Acceptance and refusal of authorisations • Dealing with medical conditions in children • Incident, injury, trauma and illness • Delivery of children to, and collection from, education and care service premises • promote quality practice approaches to enrolment and orientation • keep records confidential.
Educators	<ul style="list-style-type: none"> • be familiar with regulatory requirements • support families’ involvement in the service and contribution to service decisions regarding the orientation of their child at the service • share information with families to support the child’s transition into the service • respect the culture, values and beliefs of families, and incorporate their decision-making in their child’s learning and wellbeing • familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service • keep records confidential.

Families	<ul style="list-style-type: none"> • complete all documentation required by the service • 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 • 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 • ensure all information about the child and family held by the service is kept up-to-date
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CONTINUOUS IMPROVEMENT/REFLECTION

Our 'Enrolment and Orientation' Policy will be reviewed in 5 years or earlier if the need arises in consultation with children, families, staff, educators, and management.

NATIONAL QUALITY STANDARDS

QUALITY AREA 6: Collaborative partnerships with families and communities		
	Concept	Descriptor
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 the service and contribute to service decisions
6.1.2	Parents views are respected	The expertise, culture, values 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

RESOURCES/REFERENCES

- ACECQA – Enrolment and orientation information sheet acecqa.gov.au/media/27031
- ACECQA – Enrolment and orientation policy and procedure guidelines
- ACECQA – Guide to the National Quality Framework acecqa.gov.au/nqf/about/guide
- ACECQA – Opening a new service acecqa.gov.au/resources/opening-a-new-service
- Australian Government – Child care provider handbook: The enrolment process dese.gov.au/child-care-package/ccp-resourcesproviders/child-care-provider-handbook
- Guide to the NQF: Management of records – Children's enrolment record

(Chairperson)

(Date Reviewed)

(Principal)

(Date Reviewed)