



ENROLMENT AND ORIENTATION POLICY

POLICY STATEMENT

Clovelly out of School Care accepts enrolments to the service for primary school age children attending Clovelly Public School. An orientation process is in place for children and their families. The purpose of this 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 service.
- To help children develop a sense of belonging, feel accepted, develop attachments, and trust those who care for them (“My Time, Our Place”, Outcome 1).

PROCEDURE

Eligibility

- Access and eligibility will be dependent on completed enrolment information provided to the centre. Considerations will be taken when determining priority of access and maintaining waitlists however admittance is ultimately up to the discretion of the Nominated Supervisor. Considerations when determining priority of access are
 - A child at risk of serious abuse or neglect.
 - Children in Aboriginal and Torres Strait Islander families.
 - Children in families which include a disabled person.
 - Children in families on low incomes.
 - Children in families from culturally and linguistically diverse backgrounds.
 - Children in socially isolated families.
 - Children of single parents. (Primary care giver)
- The service policy is that children must be enrolled in primary school to be eligible to attend the service. Children who have completed Year 6 may be eligible to attend the service at the discretion of the Nominated Supervisor. Children attending school based preschool services may be considered depending on the nominated supervisor’s discretion.

Inclusion of children additional needs

- Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the service’s ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with parents and educators.

Waiting list

- Where demand for care exceeds the service’s number of approved places, families will be placed on the service’s waiting list.
- Families must submit current enrolment forms in order to be placed on the centres waiting list.
- Parents will be informed that waitlists are continuously updated however do not roll over from year to year.
- To remain on the waitlist parents must submit new enrolment paperwork each year with updated details and required sessions.



- Waitlists are confidential and access will be up to the discretion of the Nominated Supervisor.

Enrolment

- Enrolments will not be accepted from families without full completion of the enrolment form and required accompanying documents. Documents required by the service include:
 - Current COOSC enrolment form for the year enrolling, completed in the QK enrol portal.
 - Direct debit request form.
 - Current immunisation records or certified conscientious objection form.
- Enrolments do not roll over from year to year but are closed at the end of each school year. Places must be reapplied for each year when reenrolment occurs at the service.
 - This is so that families on the waitlist have a chance at securing places within the service.
 - Families that have left the school without informing the service do not accidentally fill the available places.
 - Bookings for permanent days can be made through the QK enrol portal.
 - Bookings are not confirmed until parents receive a booking offer from the service and families confirm the booking through the portal.

Attendance and enrolment records

Accurate attendance records will be kept, which:

- Records the full name of each child attending the service.
 - Records the date and time each child arrives and departs.
 - Is signed on the child's arrival and departure by either:
 - The person who delivers or collects the child.
 - The Nominated Supervisor or an educator as per the national regulations.
 - Meet the requirements of the Child Care Subsidy System (CCSS).
- An enrolment record for each child will be kept at the service which includes all details outlined in the Regulations.

Child's attendance once enrolled

- The service's responsibility for the child begins when placed in the educators care by a parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCS will be followed in relation to all absences.
- If a child who is enrolled with the service but is not on the roll for a particular day arrives at the service, the Nominated Supervisor or other relevant educators will be contacted immediately to see if the child has been booked in for the day.
- If a child has not been enrolled, they must not be taken into care under any circumstances. In this case, please contact the school and/or child's parents (if possible) immediately.

Cancellation of enrolment

- Cancellation of an enrolment may be initiated in two different situations:
 - A parent advises the service that no further care needs to be provided.
 - The service identifies that care is no longer required or being provided. (CCS Ending Enrolments)
- The family must give two weeks' notice via email if they wish to cancel a child's enrolment. Refunds may be granted under exceptional circumstances after discussion with the Nominated Supervisor.
- CCS guidelines will be followed once an enrolment is cancelled.



Confidentiality and storage of records

- Enrolment information will be kept in strict confidence according to the services Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the period of time specified in the Regulations.

Orientation

- Families who are enrolling their child for the first time will have access to the Family Handbook (located on the COOSC website) and the key policies for families prior to the child's first day at the service. Families should read this handbook so that their child is prepared for their first day at the service and to give them time to complete all relevant forms.
- Parents should advise educators when they are greeted that it is their child's first day at the service and the educator will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the service.
- Educators will introduce the child to other children and engage them in an activity. The educator will remain with the child until they are settled and comfortable in the new environment. Educators will carefully monitor the child whilst in the service to ensure they are settling in.

RELEVANT DOCUMENTS FOR CONSIDERATION

Education and Care Services National Regulations
Parent Handbook
COOSC Enrolment form
Fee Policy
Confidentiality Policy
Delivery and Collection of Children Policy
Acceptance & Refusal of Authorisations Policy
Governance & Management Policy

Version number	Date effective	Description of amendment
3	May 2018	Changes to wording in accordance with the changes to the Child Care Subsidy System, National Regulations and government priority of Access guidelines.
4	April 2021	Changes to wording
5	September 2022	Changes to procedure

Considered and accepted by the Management Committee (representative) – S. Skelton

Considered and accepted by the staff (representative) – K. Thomas