

ENROLMENT AND ORIENTATION

OSHC

QUALITY AREA 6 | ELAA VERSION 1.3



PURPOSE

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

- enrolling a child at Clayton North Primary School OSHC Service
- the orientation of new parents/guardians and children into Clayton North Primary School OSHC
- ensuring compliance with Victorian and national legislation, including disability discrimination, anti-discrimination, human rights laws, No Jab No Play and Family Assistance Law



POLICY STATEMENT

VALUES

Clayton North Primary School OSHC Service is committed to:

- engaging collaboratively and respectfully with parents/guardians during enrolment and orientation to learn about their expertise, culture, values and beliefs and priorities for their child’s learning and wellbeing
- being flexible and catering for unique family circumstances and needs
- ensuring the enrolment process is simple to understand, follow and implement
- meeting the needs of the local community
- supporting parents/guardians to meet the requirements for enrolment through the provision of information and communication
- being transparent in the process and allocation of places through consistent communication and information sharing
- maintaining confidentiality in relation to all information gathered for enrolment.

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 Clayton North Primary School OSHC Service.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
Ensuring that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> are met	R	√			



Ensuring that the <i>Enrolment and Orientation Policy</i> is readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection (<i>Regulation 171</i>)	R	√			
Ensuring that the <i>Enrolment and Orientation Policy</i> and procedures are followed (<i>Regulations 170</i>)	R	√	√		√
Ensuring that the maximum number of children for whom the service is licensed to provide care is not exceeded.	R	√			
Enrolling children as per the <i>Family Assistance Law</i> for all children who attend Clayton North Primary School OSHC Service	R	√			
Communicating to parents/guardians the days and times the service will operate, planned closures (including public holidays), service philosophy and governance	R	√			
Providing parents/guardians easy-to-read information about how the service operates and what the service will provide (including information about inclusion and learning)	√	√	√		
Ensuring that Enrolments into the OSHC Service are only offered to students who are currently enrolled at Oakleigh Primary School (Foundation – Grade 6).	√	√			
Ensuring parents/guardians have access to and are aware of: <ul style="list-style-type: none"> • <i>Parent handbook</i> • <i>Statement of philosophy</i> • <i>Child Safe Environment and Wellbeing Policy and/or Statement of Commitment to Child Safety</i> • <i>Fees Policy</i> • <i>Privacy Statement</i> • <i>Code of Conduct Policy</i> • <i>Acceptance and Refusal of Authorisations</i> • <i>Dealing With Medical Conditions</i> • <i>Incident, Injury, Trauma and Illness</i> • <i>Delivery and Collection of Children</i> 	R	√	√		
Developing strategies on how to communicate with parents/guardians with varying literacy skills, or where English is not a first language	√	√	√		
Complying with the <i>Inclusion and Equity Policy</i>	R	R	√	√	√
Appointing a person to be responsible for the enrolment process and the day-to-day implementation of this policy (<i>refer to Attachment 1</i>)	R				
Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process as required	√	√	√		
Providing parents/guardians with consistent and transparent communication on waitlist management processes (<i>refer to Attachment 1</i>)	R	√			
Informing families that children who haven't attended a session of care in 14 consecutive weeks will no longer be eligible for Child Care Subsidy.	R	√			

Complying with the service's <i>Privacy and Confidentiality Policy</i> about the collection and management of a child's enrolment information.	R	R	R	√	√
Providing opportunities for interested parents/guardians to attend the service during operational hours to observe the program and become familiar with the service before 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, early childhood teachers or educators under the <i>National Law: Section 167</i>	R	√	√		
Seeking information from parents/guardians about any specific health care need, allergy or medical condition, including whether a medical practitioner has been consulted about a specific health care need, allergy or relevant medical condition	R	√	√	√	
Ensuring that the 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				√	
Informing families that if they are receiving Child Care Subsidy, they must update Centrelink on any changes to their income, activity and other circumstances via their Centrelink online account	R	√			
Gathering information from parents/guardians to support continuity of care between home and the service	√	√	√		
Providing parents/guardians with information about the requirements of the law for enrolment, including obtaining the AIR Immunisation History Statement (<i>refer to Definitions</i>) and accessing immunisation services	R	√	√		
Completing the enrolment record before their child's commencement at the service and providing AIR Immunisation History Statement (<i>refer to Definitions</i>) of their child's immunisation status (<i>refer to Attachment 1</i>)				√	
Once an enrolment record (<i>refer to Definitions</i>) has been completed for each child, review the enrolment record to ensure that no section/question has been left blank.	R	√			
Ensuring all authorised nominees (<i>refer to Definitions</i>) have been completed on the enrolment record for each child (<i>refer to Definitions</i>) (<i>Regulations 160 and 161</i>), as well as authorisations from parents/guardians relating to medical treatment, and health information.	R	√		√	
Ensuring that the enrolment record for each child (<i>refer to Definitions</i>) complies with the requirements of <i>Regulations 160, 161, 162</i> (<i>refer to Attachment 2</i>) and that it effectively meets the management requirements of the service	√	√	√		

Ensuring that the enrolment record for each child (<i>refer to Definitions</i>) is kept up to date if family circumstances change	R	√	√	√	
Ensuring that enrolment records for each child (<i>refer to Definitions</i>) are kept confidential (<i>Regulations 181, 182</i>) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (<i>Regulation 183 (1a) (2d)</i>)	R	√	√		
Discussing the individual child's needs with parents/guardians and developing an orientation program to assist them in settling 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 enrolment applications to identify children with additional needs (<i>refer to Definitions</i> and the <i>Inclusion and Equity Policy</i>)	R	√	√		
Accessing the Inclusion Support Program (<i>refer to Sources</i>) when applicable	R	√			
Review enrolments to see if the family qualifies for CCS	√	√			
Ensuring that the orientation program meets the individual needs of children and parents/guardians	√	√	√		
Reviewing the orientation processes for new parents/guardians and children to ensure the objectives of this policy are met	R	√	√	√	
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, early childhood teachers or educators under the <i>National Law: Section 167</i>	R	R	√	√	√
Assisting parents/guardians to develop and maintain a routine for saying goodbye to their child	√	√	√	√	
Discussing support services for children with parents/guardians, where required.	√	√	√	√	
Developing strategies to assist new parents/guardians to: <ul style="list-style-type: none"> • feel welcomed into the service • 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 • providing comfort and reassurance to children who are showing signs of distress when separating 	√	√	√	√	

Reading and complying with this <i>Enrolment and Orientation Policy</i>	R	R	R	R	√
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PROCEDURES

The information contained within the procedure is to be used as a guide and modified according to the services context.

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 parents/guardians the opportunity to visit the service at different times during the day/session, which 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
- Reassure the family:
 - they may call and speak to their child’s educator(s) at an agreed time
 - the educators will keep them informed on how their child is settling in time
 - they will be informed about any changes or circumstances which may affect them or their child.
- Refer to *Attachment 1* for the general enrolment procedures



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)*).

Childcare services providing approved child care (*refer to Definitions*) must abide by the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017 (refer to Legislation and standards)*. Australian families receive help with the cost of child care through the Child Care Subsidy (CCS). The Australian Government, through the Department of Education (DE) and Services Australia, administers the Child Care Subsidy (CCS). Providers must be approved by the department to receive CCS.

DE is responsible for the legislation that underpins CCS. This legislation is called Family Assistance Law (FAL). All providers that receive CCS must follow the rules under FAL. DE monitors providers’ compliance with FAL.

The Australian Government subsidises the cost of child care. State and territory governments are responsible for the health, safety, well-being and educational outcomes of children.

CCS is paid directly to approved providers and passed on to families as a fee reduction.

Additional Child Care Subsidy (*refer to Sources*) provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child’s health, wellbeing and development; and the importance of continuity of care.

There are four different payments under the Additional Child Care Subsidy:

- Additional Child Care Subsidy (child wellbeing): to help children who are at risk of serious abuse or neglect.

- Additional Child Care Subsidy (grandparent): to help grandparents on income support who are the principal caregivers of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship): to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work): to help low-income families transitioning from income support to work.

The Inclusion Support Program is designed to assist early childhood education and care services to include children with additional needs by providing support, in the form of practical and tailored advice and strategies on effective inclusive practice, from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

The Community Child Care Fund is designed to help eligible child care providers address barriers to child care participation, particularly in disadvantaged communities, including Indigenous communities.

The Australian Government considers that immunisation is an important health measure for children and their families, as it is the safest and most effective way of protecting against harmful and often deadly diseases. To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule or have an approved exemption from being immunised.

LEGISLATION AND STANDARDS

Relevant legislation and standards include, but are not limited to:

- A New Tax System (Family Assistance) Act 1999
- A New Tax System (Family Assistance) (Administration) Act 1999
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Care Subsidy Minister's Rules 2017
- Child Care Subsidy Secretary's Rules 2017
- 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)
- Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017
- 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)

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
- Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



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. Parents/carers must provide a copy of their most recent AIR Immunisation History Statement, which shows that the child is up to date with their immunisations upon enrolment and when a child has received or been due to receive a vaccination while attending the service. 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). In order to confirm enrolment, the Immunisation History Statement must show the child is up to date with the vaccines they can have, medical contraindication, and indicate the due date for the next vaccinations the child is able to receive in the future if applicable.

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 record

Centrelink: The agency that delivers payments and services to individuals and parents/guardians on behalf of the Australian Government.

Child care software: software developed and provided by commercial providers to interact with the Australian Government's Child Care Subsidy System (information technology system) and to support other administrative and management activities for child care providers.

Child Care Safety Net: Targeted assistance to vulnerable and at-risk children and their families, as well as supporting child care services in disadvantaged communities to address barriers in accessing child care.

The Child Care Safety Net has three components:

- Additional Child Care Subsidy
- Community Child Care Fund
- Inclusion Support Program.

Child Care Subsidy (CCS): A Commonwealth Government means-tested subsidy to assist eligible parents/guardians with the cost of child care. Payments are paid directly to approved child care providers (*refer to Definitions*).

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 Torre 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*).

Complying Written Arrangement: A written arrangement between a child care provider and an individual to provide child care in return for fees. The arrangement includes certain required information:

- the names and contact details of the provider and the individual(s)
- the date the arrangement starts
- the name and date of birth of the child (or children)

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- if care will be provided on a routine basis and if so
 - details about the days on which sessions of care will usually occur
 - the usual start and end times for these sessions of care
 - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.

Additional information can be included to support the individual's understanding of their payment obligations

Enrolment: An enrolment occurs when the provider has an arrangement with an individual or organisation to provide care to a child and the provider submits an enrolment notice in the Child Care Subsidy System. It is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) to have an enrolment notice regardless of their Child Care Subsidy eligibility status

Enrolment notice: The notice given by a provider through the Child Care Subsidy System that they have an arrangement with an individual or organisation to provide care to a child.

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; transportation authorisations, details of any court orders; and health information, including immunisation status. Enrolment records are stored securely in the service due to their confidential nature.

Support period: allows specific categories of children of parents/guardians experiencing vulnerability and disadvantage to enrol and attend the service without an AIR Immunisation History Statement (*refer to Definitions*) or when the statement is assessed as not being up to date. Services complete the support period eligibility form with parents/guardians during enrolment and keep a copy with the child's enrolment record. The 16-week support period starts on the first day of the child's attendance at the service. During the support period, the service is required to take reasonable steps to obtain the AIR Immunisation History Statement (*refer to Definitions*) and to encourage parents/guardians to access immunisation services.

Inclusion Support Program: A program that assists child care services to include children with additional needs by providing tailored inclusion advice and support from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

Orientation: 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.

Provider Entry Point: The online interface that providers can use to sign in and access the Child Care Subsidy System.

SOURCES AND RELATED POLICIES

SOURCES

- Australian Childhood Immunisation Register: www.servicesaustralia.gov.au
- Australian Government Department of Health and Aged Care, National Immunisation Program Schedule: www.health.gov.au
- Department of Health, Immunisation enrolment toolkit for early childhood education and care service: www2.health.vic.gov.au
- Guide to Additional Child Care Subsidy (child wellbeing): www.education.gov.au
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011: www.acecqa.gov.au

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- Guide to the National Quality Standard: www.acecqa.gov.au
- Inclusion Support Program: www.education.gov.au/inclusion-support-program
- Priority of Access Guidelines for child care service: www.education.gov.au
- The Family Assistance Law as the basis for Commonwealth child care fee assistance including the Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS): www.education.gov.au

Related Policies

- Acceptance and Refusal of Authorisations
- Child Safe Environment and Wellbeing
- Code of Conduct Policy
- Compliments and Complaints
- Dealing with Infectious Disease
- Dealing With Medical Conditions
- Delivery and Collection of Children
- Fees
- Incident, Injury, Trauma and Illness
- Inclusion and Equity
- Privacy and Confidentiality

EVALUATION



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 about 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 (2)*).

ATTACHMENTS



- Attachment 1: General enrolment procedures
- Attachment 2: Enrolment record requirements

AUTHORISATION

This policy was adopted by Clayton North Primary School OSHC Service on [Date].

REVIEW DATE:



ATTACHMENT 1. GENERAL ENROLMENT PROCEDURES

PRIORITY OF ACCESS

There are no requirements for filling vacancies. The approved provider can set their own rules for deciding who receives a place.

Approved providers are asked to (but are not legally obliged to) prioritise children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This meets the Australian Government's aims of helping parents/guardians who are most in need and supporting the safety and well-being of children at risk.

The approved provider can set their own rules for deciding who receives a place, which can include, but not be limited to:

- Siblings attending the service
- Length of time on the waitlist
- Proximity to the service
- Family works or studies close to the service

The information contained within Enrolment Procedure is to be used as a guide and modified accordingly.

ENROLMENT PROCEDURE

Enrolments will be taken throughout the year, subject to availability. If there are no placements available, the child will be placed on a waiting list. Once a family has decided to commence Clayton North Primary School OSHC Service they will need to:

- Complete separate enrolment records (*refer to Definitions*) for each child attending the service each school year
- Provide the following information:
 - child's name, address and details of any special needs
 - information about themselves and any other parents, carers or guardians
 - details of the people who can pick up the child
 - child's birth certificate or other identity documents
 - details of any parenting orders or legal matters to do with the care or safety of the child (*refer to Privacy and Confidentiality Policy*)
 - the child's medical health and AIR Immunisation History Statement status.
- To facilitate the inclusion of all children into the program, the enrolment process should identify any additional or specific needs of the child (*refer to Inclusion and Equity Policy*).
- All new enrolments must be accompanied by an enrolment fee in line with Clayton North Primary School OSHC *Fees Policy* of \$20 per new enrolment. This fee is to cover administrative costs associated with the processing of a child's enrolment application and is not refundable.
- Completed enrolment records are to be forwarded to the person responsible for the enrolment process at Clayton North Primary School OSHC Service
- Access to completed enrolment records will be restricted to the nominated supervisor at the service, unless otherwise specified by the approved provider.
- Parents/guardians to create or access their Centrelink online account to lodge a Child Care Subsidy claim for each of their children (*refer to Diagram 1*).
- The service and parent/guardian to complete and sign a Complying Written Agreement (*refer to Definitions*), which includes:
 - The names and contact details of the approved provider and the parent/guardian (s)
 - the date the arrangement starts
 - the name and date of birth of the child (or children) if care will be provided on a routine basis, and if so

- details about the days on which sessions of care will usually occur
- the usual start and end times for these sessions of care
- whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Additional information can be included to support the individual’s understanding of their payment obligations.
- Once the CWA is signed, it is then filed in the child’s digital record

CHILD CARE SUBSIDY ENROLMENT PROCESS

Enrolling children is a requirement under *Family Assistance Law* for all children who attend OSHC, regardless of their parents’ or guardians’ eligibility for Child Care Subsidy.

- The person responsible for the enrolment, e.g. the approved provider, must lodge an enrolment notice (through their child care software or the PEP) in the Child Care Subsidy System to show they have made an arrangement with the parent/guardian and the child is enrolled (*refer to Diagram 1*).
- The approved provider for the enrolment may need to provide several enrolment notices for a child if there is more than one arrangement to provide care for that child (because those arrangements are considered different enrolments under *Family Assistance Law*)—for example, where either:
 - a child is a dependent child of two families, such as when separated parents share care for a child
 - the fees for some sessions of care provided to a child are paid by a third party (such as an employer), and other sessions are paid by the parent(s).
- The agreement through which families can receive Child Care Subsidy is called a Complying Written Arrangement (*Refer to Definitions*). A Complying Written Arrangement is an agreement to provide care in return for fees.
- Complying Written Arrangements must comply with certain information. If the Complying Written Arrangement includes this information in writing, it can be made through the same enrolment form or process the provider uses to enrol a child.
- An arrangement must be recorded, either on paper or electronically, and must be kept by the approved provider. An arrangement can cover more than one child if multiple children in a family will attend the same child care service (each child must have their enrolment).
- Once the approved provider enters into a Complying Written Arrangement with a family, they must submit an enrolment notice within seven days of the end of the week in which the arrangement started.
- If the approved provider enters into a Complying Written Arrangement more than 14 weeks before the child starts care, the enrolment will cease in the system before the child starts care. Therefore, the provider and individual would need to re-establish the Complying Written Arrangement, and the provider would need to submit another enrolment notice. The Complying Written Arrangement would need to contain up-to-date details (where any have changed). At a minimum, a new start date for the arrangement would be needed.
- Once the provider has arranged with an individual, they can create a new enrolment notice through their child care software or the PEP. The provider must submit an enrolment notice for each child at each service. If an arrangement covers more than one child or more than one service, a separate enrolment notice must be provided for each child at each service.

What information is required for an enrolment notice?

Through their child care software or the PEP, providers will be able to view, create, update or cease enrolments for all children attending their service(s). Providers will also be able to see the complete enrolment history (all current and ceased enrolment notices) for each child enrolled with them.

Category	Details to be provided
Enrolment circumstances	Whether either: <ul style="list-style-type: none"> • an arrangement for care has been made • a certificate or determination has been made for the Additional Child Care Subsidy (child wellbeing).

Category	Details to be provided
	<p>Whether the arrangement is any of the following:</p> <ul style="list-style-type: none"> • a Complying Written Arrangement • a Relevant Arrangement • Additional Child Care Subsidy (child wellbeing)—provider eligible • an arrangement with an organisation (third party)
Expected pattern of care	<p>Whether this includes any of the following:</p> <ul style="list-style-type: none"> • routine sessions, with possible casual care • casual enrolment—no routine sessions are included • routine sessions only—casual care is not included
Dates	<ul style="list-style-type: none"> • Date the care arrangement was made • End date for the arrangement (not mandatory—if known at the time the arrangement was created)
Parties to the arrangement	<ul style="list-style-type: none"> • Names of individuals (or organisation) who have made the arrangement—usually the same as the Child Care Subsidy claimant, but it can be someone else (for example, where one parent is the Child Care Subsidy claimant, but the other parent enters into the arrangement with the service to provide care) • If both parents are parties to the arrangement, enter the parent who is also the Child Care Subsidy claimant
Child receiving care	<ul style="list-style-type: none"> • Child's name • Child's Customer Reference Number • Child's date of birth
Service providing care	<ul style="list-style-type: none"> • Service ID • Regular educator (mandatory for Family Day Care)
Child Care Subsidy claimant	<ul style="list-style-type: none"> • Individual's name • Individual's Customer Reference Number • Individual's date of birth
Session details and liability	<ul style="list-style-type: none"> • Day of routine sessions. • Session start time. • Session end time. • Routine session — usual fee (hourly fee or session fee); casual session (if applicable) — hourly or session fee

- After the approved provider submits an enrolment notice for a child, the parent/guardian will be notified and asked to check the main enrolment notice details. This will occur through their Centrelink online account. Where an individual cannot access myGov, they can confirm their enrolment over the phone with Centrelink or by visiting a Centrelink office.
- The parent/guardian must then indicate that either:
 - The enrolment details are correct
 - One or more enrolment details are incorrect (do not reflect their arrangement)
 - The child is not enrolled at the service.

- The approved provider will be notified through their child care software or the PEP when an enrolment has been confirmed.

Updating and ending arrangements and enrolments

Where there are changes to the arrangement for care between the approved provider and a family, the approved provider must update the arrangement in writing (electronic or hard copy).

The approved provider must update an enrolment notice if:

- the family disagrees with the details of an enrolment, and the approved provider agrees that an update is required
- an arrangement for care is changed at the request of, or in discussion with, the family (and this has been updated in the Complying Written Arrangement)
- the approved provider finds out that the information provided in an enrolment is (or becomes) wrong either at the time of or after the enrolment notice was created
- the arrangement for care ends.

The corresponding enrolment notice must be updated in the Child Care Subsidy System within seven days of the change or event which caused the change to the arrangement.

The Approved Providers should update an existing enrolment notice through their child care software or the PEP by updating only the fields where information has changed and submitting the update.

Where an enrolment has an end date, the approved provider will be notified through the Child Care Subsidy System four weeks before that date.

If care is going to continue under the arrangement, the enrolment end date must be updated or else the arrangement will end. If that happens, the child will need to be re-enrolled, and a Complying Written Arrangement will need to be re-established.

An enrolment will end for Child Care Subsidy purposes if a child does not attend a session of care for 14 continuous weeks. The approved provider will be notified after four weeks of no sessions of care being reported.

If the child starts attending the service again after 14 weeks or more, the provider will need to re-establish the Complying Written Arrangement with the family and submit a new enrolment notice.

Adapted from the Child Care Provider Handbook, October 2023

WAITLIST

- If there are no suitable vacancies, the child's/children's details will be placed on a waitlist
- Families on the waitlist are not guaranteed a place at Clayton North Primary School OSHC Service
- Applications will be entered on the wait list using the priority of access criteria
- Recognition is given to siblings of current children who attend Clayton North Primary School OSHC Service
- It is the responsibility of families to update personal information, as required
- Families who have been offered a place at Clayton North Primary School OSHC Service will have 120 days to accept or decline the offer. If no response is received, the offer will be deemed to have been declined, but the applicant will remain on the waitlist

ATTACHMENT 3. ENROLMENT FORM REQUIREMENTS

The approved provider must ensure that an enrolment record (*refer to Definitions*) is kept for each child enrolled at [Service Name]. *Regulations 160, 161, 162* outline the enrolment record requirements for services under the *Education and Care Services National Law Act 2010 (National Law), the Education and Care Services National Regulations 2011 (National Regulations)*.

The approved provider must keep enrolment records available for inspection by an authorised officer (*National Law: Section 175*). An approved provider must also take reasonable steps to ensure the enrolment records are:

- accurate
- made available to the parents of the child upon request unless otherwise required by a court order (*Regulations 177 and 178*).

Information that **must** be included in the enrolment record:

- 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 the administration of medication
 - any person authorised to permit the educator to take the child off the premises
- Details of any court orders, parenting orders or parenting plans
- 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
- Authorisations for:
 - 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
 - for the regular transportation of the child
 - any person who is authorised to authorise the education and care service to transport the child or arrange 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 diagnoses that the child is at risk of anaphylaxis
- Any medical management plan, anaphylaxis medical management plan or risk minimisation plan
- Dietary restrictions
- Immunisation status (In Victoria, AIR Immunisation History Statement, as required under the *Public Health and Wellbeing Act 2008*)