



Coowarra Out Of School Hours Care Service Inc

Enrolment Policy

POLICY STATEMENT

Coowarra OOSH aims to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of our families through provision of secure recording and storing procedures of records.

PROCEDURE

- An enrolment online must be completed for each child before the child can attend the centre.
- The Nominated Supervisor is to go through the online enrolment prior to starting care to ensure all the details have been completed. Should a parent have trouble with the enrolment form an interview will be conducted and if necessary organised in the parent's first language.
- The enrolment must contain all relevant details relating to personal, medical and custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child. If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alterations registered with the court.
- Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.
- Parents are required to provide a copy of the child's Medicare immunisation statement.
- All enrolment forms are stored electronically via the HubHello software and are password protected.
- Enrolments are to be updated yearly or when there are changes to the family's circumstances. It is the families responsibility to ensure all details are maintained up to date in the online system.
- To confirm re-enrolment in the following year, current parents are asked to fill in an enrolment update form at the end of each year, which updates their current circumstances and any changes to care required.
- Parents will receive a Family Handbook upon enrolment which includes all relevant information about the centre.
- Upon enrolment parents will also receive Child Care Subsidy information.
- Depending on availability of care, children may be enrolled at any time during the year.



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- Parents may also place their child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability.
- Families are required to pay an annual administration fee at the time of enrolment each year as per the Fees policy.
- Nominated Supervisor and/or Management Committee reserves the right to refuse enrolment to any child who does not have an online enrolment or if the enrolment has not been correctly completed and/or has incorrect or misleading details.
- Children will only be accepted without an enrolment in the case of an emergency where the School Principal and Coordinator have discussed the need for the child to attend the Service. Emergency contact details must be provided for the child by the School.
- Enrolment process will contain all relevant details relating to personal, medical and custodial details for each child.
- Parent or guardian and emergency contacts along with any special requirements relating to that child must be provided.
- If the child has additional needs, we require the family to provide all relevant information needed for the child and any other relevant information be attached, before enrolment will be accepted.
- If a child with additional needs requires assistance over and above our normal 1 to 15 ratio, the child will be unable to attend until the Service has the capacity to care for the child and the correct Staffing arrangements can be obtained.
- If a family requests us to hold a place open for their child, before the child's first day in care they will be charged the current daily fee to hold this position open. Absent days cannot be claimed through Child Care Subsidy before a child's first day in care.
- Families must give 2 weeks written notice to the Coordinator to change or cancel current bookings.
- Fees will be charged for 2 weeks from the date of notice given to cancel bookings. If the child does not attend the service in the last 2 weeks of care the current daily fee will be charged. Child Care Subsidy will not apply after the family has ceased care.

Vacation Care

- Children must be enrolled into the Service as mentioned above before using Vacation Care.
- Vacation Care programs are available prior to each Vacation Care
- Vacation Care booking are to be done via Book Me in HubHello
- Casual booking fee will be charged bookings are made after the cut-off date.



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- Booked days must be paid for even if your child is absent.
- Cancellations will only be considered if there is a waiting list and your place can be filled.

- If families owe monies for before and after school care their enrolment for vacation care can be refused.

CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Other Service policies/documentation
168 <i>“Education and care services must have policies and procedures”</i>	National Standard 6; Element 6.1.1 <i>“There is an effective enrolment and orientation process for families”</i>	- Parent Handbook - Maintenance of records policy

UPDATED AND ENDORSED: January 2023

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