



Dara School

Out of School Hours Care

**Enrolments and Orientation
Policy**

OSHC ENROLMENTS AND ORIENTATION POLICY

1. BACKGROUND

At Dara School we believe in developing young people with a keen sense of self-worth, knowledge and self-discipline who serve others and make a difference in our community. We offer an inclusive enrolment policy. Dara OSHC (Out of School Hours Care) aims to ensure that each child's enrolment is completed as per our legal requirements.

2. SCOPE

This policy applies to children, families, Educators, management, and visitors of the Service.

3. POLICY STATEMENT

Dara OSHC aims to ensure children and families receive a positive and informative enrolment and orientation processes that meet their individual needs. We strive to establish respectful and supportive relationships between families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

4. IMPLEMENTATION

Our Service accepts enrolments of school aged children.

Enrolments will be accepted providing:

- a) The maximum daily attendance does not exceed the approved capacity of the Service.
- b) The adult to child ratio is maintained (1:15).

4.1 Priority of Access Guidelines.

The Child Care Provider Handbook states that there are no requirements for filling vacancies and providers can set their own rules for accepting enrolments into their Service.

Dara OSHC prioritizes 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.
- Any other child

Enrolments will be accepted according to the Commonwealth Government 'Priority Access' Guidelines. Each enrolling family must complete an enrolment form.

A bond deposit must be paid before care may commence (see Fees Policy) The priority lists are used when there is a waiting list for the Service or when several parents are applying for a limited number of vacant places. When families apply to join the list, they are asked a series of questions to determine their particular circumstances. Children with disabilities will be enrolled if, in the opinion of managers, the Service can meet the children's needs. Additional resources and funding may be required.

Within these three categories, priority is also given to:

- Aboriginal and Torres Strait Islander children.
- Children in families that include additional needs.
- Children in families on low income.
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children with a single parent/guardian.

4.2 Enrolment

When a family has indicated their interest in enrolling their child in Dara OSHC, the following will occur:

- Families will be invited to tour the Service and meet Educators.
- Families will be provided with information about the Service and given a copy of the Family Handbook which includes program, menu, incursions and excursions, inclusion, fees, policies, procedures, sun-smart requirements, signing in and out procedure, the National Quality Framework, routines, and Educator qualifications.
- Families are invited to ask questions and seek any further information they require.
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the Service.
- Families are informed of the Priority of Access guidelines and have their position assessed as to how they place within this system. Any matters that are sensitive of nature, such as discussing a children's medical needs, court orders, parenting plans or parenting orders, will be discussed privately. Families will be required to bring any relevant documents in relation to court orders, medical needs or plans.
- Families will need to complete the enrolment form in order to inform Educators of their children's interests, strengths and individual needs.
- If English is a second language for the child and/or family, or the child and/or family speaks another language at home, we request that families provide us with some key words in the languages spoken at home, so Educators can learn these words. Educators will furthermore use visuals to assist establishing a shared understanding between the child and the Educator.

- Families will need to contact Centrelink to have their eligibility for Child Care Benefit assessed. Once these details have been confirmed, Dara OSHC can then formalise the child's enrolment and provide an accurate weekly fee for the family.
- Families will be invited to bring their child into the Service at a time that is convenient, in order to familiarise themselves with the environment and Educators.
- It is a legal requirement that prior to the child starting at the Service, we have all corresponding documents including enrolment form, medical plans, immunisation status and any court order.
- It is a requirement from the Department of Human Services that immunisation information is up to date and continuous. Parents are reminded through the year to provide any immunisation information updates to this Service in order to continue to receive childcare benefits.
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

Families will be asked to provide the following information:

1. The full name, residential address, place of employment and contact telephone number of a parent.
2. The full name, residential address, place of employment and contact telephone number of any person authorised to collect the child from the Service. Parents must nominate who can be contacted for the collection of the child.
3. The gender of the child.
4. Any court orders or parenting agreements regarding the child.
5. The primary language spoken by the child; whether the child has not learnt to speak, and the child's family's languages.
6. The cultural background of the child.
7. Any special requirements notified by the family, including for example, cultural or religious requirements.
8. The needs of a child with a disability or with other additional needs.
9. A statement indicating parental permission for any medications to be administered to the child whilst at the Service. Only a parent on the enrolment form can authorise the administration of medication.
10. A statement indicating parental permission for any emergency medical, hospital and ambulance Services.
11. The name and address and a telephone number of the child's doctor(s) and the nearest public hospital.
12. Excursion permission for regularly occurring outings.
13. The child's Medicare number and Private Medical Fund number, if applicable.

14. Specific healthcare needs of the child, including any medical condition including allergies, also including whether the child has been diagnosed at risk of anaphylaxis.
15. Any Medical Management Plan, Anaphylaxis Medical Management Plan or Risk Minimisation Plan to be followed with respect to a specific healthcare need, medical condition or allergy.
16. Details of any dietary restrictions for the child.
17. The immunisation status of the child.
18. CRN for child and claimant.

4.3 Enrolment pack

Families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details.
- Family information book.
- Information on the National Quality Framework, National Quality Standards and any relevant curriculum framework.

4.4 Orientation

During the orientation of the Service, families will be:

- Given the Service enrolment form to be completed.
- Provided with an outline of the Service policies which will include fees payment, sun safety, illness and accident and medical authorisation.
- Shown the signing in and out process.
- Spoken to about appropriate clothing to be worn to the Service, particularly in vacation care i.e., sun-smart, loose-fitting clothes in Terms 1, 3 and 4, closed in shoes (no thongs or flipflops except on swimming days).
- Informed about children bringing in toys from home during vacation care – the Service cannot take any responsibility for toys that go missing or that get broken.
- Introduced to the child's Educators.
- Taken on a tour of the Service.
- Asked to discuss medical management plans and allergies completed on file (if applicable).
- Introduced to the room routine and Service's program.
- Informed about the Service's communication – meetings, interview, newsletters, emails, etc.
- Informed about sun protection requirements at the Service.
- Informed about the late collection process and requirements at the Service.
- Asked to communicate any goals they have for their child's learning or wellbeing.
- Asked to confirm preferred method of communication.

4.5 Attendance Records

- A record of attendance is kept at the service, and includes the full names of each child attending, arrival/departure times, and signature of the educator and/or parent depending on the session of care booked.
- The records are kept electronically via the Explor App, which is used by staff and password protected.

4.7 Emergency Attendance

In an emergency, where a child needs to be cared for, such as a child has not been collected after school and parents or emergency contacts cannot be reached by the school, the child can be sent to OSHC if Educator-to-student ratios permit.

- The school will leave a message where possible on the parent's phone informing them their child must be collected from OSHC as soon as possible.
- Contact, medical and any other relevant information must be supplied by the school.
- An enrolment form will be given to the parent on collection for them to complete before they leave.

4.8 Late collection

- Parents who are unable to collect their child prior to closing time must contact the service to advise of their lateness and expected time of arrival. Another responsible adult should be arranged to collect the child as a result of emergencies that prevent the parent from collecting the child. The emergency arrangement will be documented and signed by the Nominated Supervisor.
- If the parent has not contacted the service and the child has not been collected by closing time, staff will telephone the parent. If the parent cannot be reached, staff will contact the emergency contact persons listed on the child's enrolment form to arrange for the child's immediate collection.
- If no authorised persons can be contacted and the child has not been collected 30 minutes after the services closing time, Crisis Care will be contacted and take responsibility for the child. A notice will be posted on the services entrance with the relevant telephone contact numbers and the police will be advised of this action.
- A late fee will apply for children not collected after the service's closing time. (See Fees Policy)

4.9 Family Contact

- Staff will communicate with parents/ guardians regularly regarding children's development to foster a positive and supportive relationship. Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents/ guardians equally. Without legal documentation, staff cannot act as though one parent is more appropriate than another to have the legal rights of their child.

- Families will have access to the Director at any reasonable time to discuss any concerns regarding their child. This may be on the spot, by telephone or by appointment. Staff will not discuss with parents confidential information regarding any other child or family within the service.
- Parents/ guardians may visit the centre at any reasonable time whilst their child is in care.
- Where a child attending the service is not living with both parents, or where disputes arise or have arisen about the responsibility of the child, the following will apply:
 - Parental responsibility remains with both parents jointly and individually except where it is altered by a Parenting Order. In the absence of a Parenting Order the child will be released to either parent.
 - A Parenting Order may determine where the child will reside (Residence Order), which parent will have contact with the child and how this contact will happen (Contact Order), which parent/ guardian has maintenance liabilities for the child (Maintenance Order), and which specific aspects of parental responsibility are given to one parent (Specific Issues Order).
 - Where a non-enrolling parent cites a Parenting Order giving him/herself lawful access to the child, the Parenting Order must be produced for inspection by the Director. The enrolling parent will be telephoned both to check the existence of the Parenting Order and to be informed about the situation.
 - The child will only be released into the care of the parent with Parental Responsibility.
 - In the case of a parent/ guardian arriving at the service to collect their child in a visibly intoxicated or otherwise unfit state to drive, the parent/ guardian will be encouraged to contact an alternative adult to drive them and their child home or the service will offer to ring a taxi. If the unfit parent/ guardian insists on taking the child, the police may be informed.
 - Where human life is at risk any part of the above may not be able to be complied with. In such circumstances the police will be immediately informed.

4.10 Termination of an enrolment

Dara OSHC has a range of policies and procedures to ensure the safety, welfare, and wellbeing of children, Educators, families, and visitors. We reserve the right to terminate a child enrolment if at any time a Service Policy has been breached.

This may include:

- Breach of any of Dara OSHC's policies and procedures.
- Failure to comply with the enrolment contract.
- Disparaging or hurtful behaviour of a child that continues even after parent collaboration in stopping the behaviour.
- Non-payment of childcare or late fees and/or recurring late payment of fees.
- Continuing to pick up the child past required licensed time following multiple warnings.

- Inability to meet the child's needs without family support and commitment to ensure their child receives the best possible support.
- Deliberate impertinence towards the approved provider or Educator.
- Consistent child-rearing style differences between parent and provider.
- False information given by parent either verbally or in writing.
- Bullying and or harassment of OSHC Educators, children or families enrolled at the OSHC.

4.11 Termination notification

The Approved provider or nominated Supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

Two weeks' notice will be provided to families, unless the safety and wellbeing of the child, other children, Educators or other families are at risk. In this instance, an immediate termination of enrolment may apply. Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment.

5. ROLES AND RESPONSIBILITIES

5.1 The Director will ensure:

- The enrolment form is completed accurately and in its entirety.
- That Educators are informed of the new child, highlighting any medical conditions, interests, needs and strengths.
- That immunization certificates have been sighted and photocopied.
- That the child is included in the program and is observed at the Service.
- That information about the child's medical and health needs is easily accessible to authorized personnel.
- That the enrolment form and information is filed confidentially.

5.2 Families will ensure:

- That all forms and documents are filled out in their entirety and accurately.
- Any changes to information provided will be reported promptly to the Service.
- Prompt actioning of any requests made by the Service is undertaken.

6. OTHER OSHC POLICIES OR DOCUMENTS RELATED TO THIS POLICY

A2 Fees OSHC Policy

A3 Authorisations OSHC Policy

A6 Grievance OSHC Policy

A7 Governance and Management OSHC Policy

A1 Enrolment and Orientation OSHC Policy

A9 Staffing OSHC Policy
H1 Safe Child Environment OSHC Policy
H4 Medical Conditions OSHC Policy
H11 Delivery and Collection of Children OSHC Policy
H12 Risk Assessment OSHC Policy

7. RELATIONSHIP TO REGULATIONS

National Quality Standards (NQS)

Quality Area 6: Collaborative partnerships with families and Communities
Standard 6.1 – Supportive Relationships with families
Quality Area 2: Children’s Health and Safety
Standard 2.2- Safety

Education and Care Services National Regulations

90 Medical conditions policy
92 Medication record
97 Emergency and evacuation procedures
157 Access for parents
160 Child enrolment records to be kept by approved provider
161 Authorisations to be kept in enrolment record
168 Education and care Services must have policies and procedures
173 Prescribed information is to be displayed
177 Prescribed enrolment and other document to be kept by approved provide
181 Confidentiality of records kept by approved provider
183 Storage of records and other documents.

8. REFERENCES

Department of Education, Skills and Employment accessed on 4 April 2022 from www.dese.gov.au/resources-child-care-providers/child-care-provider-handbook/enrolling-children

Education and Care Services National Regulation 2011

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