



# ENROLMENT POLICY

**SUNBEAMS** provides high quality care for children before and after school and during school holidays as Vacation Care programs for children at Lakes Grammar School and the wider local community. Enrolment and orientation can be both an exciting and an emotional time for children and families whether they attend only occasionally or on a regular basis. It is important to manage this time with sensitivity and support, building partnerships between families and the Out of School Hours Service. Such partnerships enable the Out of School Hours Care Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Out of School Hours Service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	NATIONAL QUALITY STANDARD	OTHER SERVICE POLICIES/ DOCUMENTATION	OTHER
S175, 77, 78, 85, 86, 88, 90, 91, 92, 93, 96, 97, 99-102D, 157, 160-162, 168, 173, 177, 181, 183.	6.1, 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.3	<ul style="list-style-type: none"><li>- Enrolment Form.</li><li>- Parent Handbook.</li><li>- Staff Handbook.</li></ul>	<ul style="list-style-type: none"><li>- My Time, Our Place.</li><li>- Network Record Keeping Factsheet.</li><li>- Privacy Act (1988).</li><li>- Child Care Service Handbook (DEEWR).</li><li>- Child Care Benefit legislation.</li></ul>

## WHO THE POLICY AFFECTS?

Management

Staff

Students

Parents

## OVERVIEW

**SUNBEAMS** will aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and Sunbeams to promote positive outcomes for children whilst adhering to legislative requirements.



### ENROLMENT

According to the Child Care Provider Handbook *'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy...An enrolment links the child, the individual claiming the subsidy and the childcare service.'* An enrolment notice is required for each child attending the service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

### IMPLEMENTATION

The *Education and Care Services National Regulations* require the Approved Provider to ensure their services have policies and procedures in place for enrolment and orientation (regulation 168(2)(k) and take reasonable steps to ensure those policies and procedures are followed (regulation 170)(1).

**SUNBEAMS** accepts enrolments of children who are formally enrolled in primary school (this will include children starting the current year in kindergarten). Sunbeams will accept enrolments from children who attend Lakes Grammar School and where vacancies are available children in the local community.

#### Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Care Service
- b) a vacancy is available for the booking required.
- c) the adult to child ratio is maintained at the Out of School Hours Care Service

### PRIORITY OF ACCESS GUIDELINES

**SUNBEAMS** aims to assist families who are most in need and may prioritise filling vacancies with children who are:

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

Providers are asked to (but are not legally obliged to prioritise children). CCS Handbook p.51



### ENROLMENT:

When a family has indicated their interest in enrolling their child, we will organise an enrolment meeting to share information and build relationships.

- Families will be provided with a range of information about SUNBEAMS which will include:
  - collection/drop off procedures, ensuring children are signed in and out of the service.
  - the service philosophy, inclusion, programming methods, menu, incursions, excursions, inclusion, fees, Child Care Subsidy, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process, My Time, Our Place: Framework for School Age Care in Australia, the National Quality Framework, Out of School Hours Care routines, educator qualifications, introduction to the service and learning environment, parent communication strategies and signing in and out processes.
- 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 into SUNBEAMS.
- Families will need to complete the enrolment form fully informing management of their child's interests, strengths and individual needs.
- Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, medical needs or plans.
- Families will complete the enrolment form informing management of their child's interests, strengths and individual needs.
- If a family or child uses English as a second language or speak another language at home, we request that families provide us with some key words in the language/s the child speaks so that educators can learn these words.
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- Information about gap fees and absences will be discussed.
- It is a legal requirement that prior to the child starting at the Service we have all required documents including:
  - the completed enrolment forms.
  - medical management plans (if relevant) completed by the child's general practitioner.
  - medication authority form if medication is needed while at the service



- birth certificate or passport.
- a current Immunisation History Statement from the Australian Immunisation Register (AIR)
- details of any court orders, parenting orders or parenting plans
- It is the family's responsibility to keep Sunbeams informed of any changes to the information recorded on the application form.

### **FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION:**

1. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number.
2. Each parent's occupation, work hours and relevant contact details.
3. The full name, residential address, and contact telephone number of a person/s or persons authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
4. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from Sunbeams (authorised nominee)
5. Full name of the child
6. Child's date of birth
7. Child's birth certificate or passport
8. Child's residency status
9. The child's address.
10. Gender of the child
11. Cultural background of the child
12. Provision of care – if care will be a routine and/or casual etc.
13. Session starts and end times (this may be set by Sunbeams)
14. Complying Written Agreement including fee information
15. Any court orders or parenting agreements regarding the child
16. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
17. Any special requirements of the family, including for example cultural or religious requirements.
18. The needs of a child with a disability or with other additional needs
19. A statement indicating parental permission for any medications to be administered to the child whilst at Sunbeams. [Only a parent on the enrolment form can authorise the administration of medication.]

20. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
  - medical treatment for the child from a registered practitioner, hospital or ambulance service
  - transportation of the child by an ambulance service
21. Child's Medicare number
22. Specific healthcare needs of the child, including allergies and intolerances
23. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
24. Details of any dietary restrictions for the child
25. The name, address and telephone number of the child's doctor
26. Authorisation for regular occurring transportation and regular outings/excursions
27. Immunisation status of the child (Immunisation History Statement)
28. CRN for child and claimant
29. Child Care Subsidy Assessment confirmation.

### ORIENTATION OF THE SERVICE:

During the orientation at SUNBEAMS, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform.
- have Child Care Subsidy is explained to families and assistance may be offered to assist with the application process.
- provided with an outline of the Service policies which will include key policies such as: *Payment of Fees, Sun Safe, Incident, Injury, Trauma and Illness, Control of Infectious diseases, Sick Child Policy and Administration of Medication* via a parent handbook.
- shown the signing in/out process.
- advised of appropriate clothing for children to wear to Sunbeams for mufti days or vacation care, including shoes, appropriate clothing and hats for sun safety.
- introduced to their child's educators.
- taken on a tour around the Service and environment.
- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable).



- informed of the daily report and how parents can view this or informed about the online platform/App the Service may use.
- introduced to the routines and Service program, including the observations to aid programming.
- informed about Sunbeam's communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals for their child.
- confirm preferred method of communication.

### ENROLMENT PACK:

Families will receive an enrolment pack which will include:

- Family Handbook, which outlines the Service's operation and philosophy.
- current fee structure and payment details
- Child Care Subsidy information.
- information on the National Quality Framework and *My Time Our Place* learning framework
- Food provision

### THE APPROVED PROVIDER WILL ENSURE:

- the enrolment form is completed accurately and, in its entirety.
- authorisations are signed by both parents/guardians.
- a child with medical needs does not begin at SUNBEAMS unless a medical management plan is received, and medication is brought to the service each day.
- the child's medical management plan is recorded, and this information is shared/distributed to Educators.
- Action Plans are completed in full (if relevant)
- Administration of Medication forms are completed (if relevant)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs before the child begins at Sunbeams.
- Educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- Immunisation certificate and birth certificate has been sighted and photocopied.
- the enrolment is lodged through Sunbeam's software with Department of Education, Skills and Employment (DESE) for CCS purposes.
- a file for the Child's information is created.



### FAMILIES WILL:

- complete all documentation required by Sunbeams for enrolment.
- provide required authorisations as indicated on enrolment form.
- notify the service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable.
- ensure all information about the child and family is kept up to date.

### CHILD CARE SUBSIDY:

Child Care Subsidy (CCS) helps families with the cost of childcare for children aged 0-13 years. Families are provided with a Customer Reference Number (CRN)

- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction. Families are responsible for the payment of any fees after CCS is applied.
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'.
- Families may also be eligible for Additional Child Care Subsidy depending upon their circumstances.

### COMPLYING WRITTEN ARRANGEMENT AND ADDITIONAL CHILD CARE SUBSIDY (ACCS) (CHILD WELLBEING) PROCEDURES:

- The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement* (CWA) and is an agreement to provide care in return for fees.
- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider.
- The CWA must include the following 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)
  - 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.



- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA.
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.
- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly.
- The provider can apply for ACCS (child wellbeing) through the CCS software for children identified at risk of serious abuse or neglect.
- Sunbeams will ensure all ACCS applications are managed in line with the Guide to ACCS and the CCS handbook.
- Any child that has been identified as 'at risk' the Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing)
- If the Service deems the child is eligible for ACCS the service will submit an initial ACCS Certificate for a 6-week period
- The Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate.
- If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the service may apply for a Determination for a period of up to 13 weeks
- Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency.
- Following an application for an ACCS 12-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'.
- If the child continues to be 'at risk' after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.





### ON THE CHILD'S FIRST DAY:

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist in this transition- for example, organising a buddy in the same class to remind the child to attend OSHC on that particular day; notifying the child's classroom teacher that the child will be beginning OSHC on certain days.

- The child and their family will be welcomed to Sunbeams upon drop off.
- They will be greeted by one of the educators who will show them where to sign in and out, discuss what is happening within the Service, and show where children can store their personal belongings whilst attending Out of School Hours Care.
- Information about collecting their child at the end of the day will be discussed.
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

### ENDORSEMENT BY THE SERVICE:

The policy will be reviewed as required. The review will be conducted by management, staff, children, families and the wider community.

Last reviewed: September 2025

Date of next review: September 2026

**APPROVAL DATE:** \_\_\_\_\_

**DATE FOR REVIEW:** \_\_\_\_\_