

GPAC access and enrolment for the following year:

POLICY STATEMENT:

As a community not-for-profit Association, Grays Point Activity Centre (GPAC) endeavours to have a straightforward, fair and transparent approach to balancing family requirements for Outside School Hours Care (OSHC) with the Centre's available capacity. This document outlines the annual Enrolment Policy and Process for families enrolling their children for OSHC commencing the following year.

Grays Point Activity Centre understands that for families, enrolling their child into OSHC can be an important priority. However, the demand for OSHC may exceed the number of places our Service can provide based on the ratio of 1:15 (staff:children). There may be a waiting list to manage operational costs and family demands.

PROCEDURES:

Annual Enrolment Steps and Timelines

- **Step 1:** Existing bookings of registered and active GPAC families are automatically rolled over until cancelled. Families are required to confirm their enrolments for the following year via My Family Lounge ('view enrolment' tab) in Term 3 once the Office Administrator sends out the enrolment confirmation deadline date.
- **Step 2: (First Monday in September)** Online registration opens for enrolments commencing in January of the following year for siblings of existing GPAC families and new families
- **Step 3: (Week 4 of Term 4) Enrolments and waiting list determined of existing GPAC families.** An offer of placement will be emailed to families who have requested a placement which will need to be accepted or refused within 7 calendar days
- **Step 4: (Week 6 of Term 4) Enrolments and waiting list determined of new GPAC families commencing in the following year.** An offer of placement will be emailed to families who have requested a placement which will need to be accepted or refused within 7 calendar days
- **Step 5: (Week 7 of Term 4 onwards)** Registrations received after deadline for submission processed (on ongoing basis once step 4 complete).

(a) Registration of care for the following year

GPAC opens their registration process every September/October to understand the community requirements for OSHC the following year.

- The registration process requires all new families to access the Services' website and register a My Family Lounge (MFL) account to specify for each new child which specific day/session (before school care (BSC); after school care (ASC)) they require. Existing GPAC families will use their My Family Lounge registration to add any new siblings starting care in January.
- The registration requires parents to provide information relevant to them receiving priority access to bookings.
- The registration process has specific deadline dates for families to submit their registration for the purpose of allocating sessions in advance for the following year.
- GPAC may assist families providing access to a computer at the Service during operating hours if necessary
- Registrations are NOT bookings or confirmation of a GPAC OSHC place. They are part of the enrolment process.

(b) Allocation of OSHC places

GPAC's licence currently allows for a maximum of 90 children to attend any given before or after school care session. In addition, operational staff rostering/ratio constraints may in some circumstances reduce the maximum number of places available to 75, 60, 45 or 30 on specific days.

In week 4 of Term 4, GPAC will allocate placement for children of existing GPAC families for the following year.

In week 6 of Term 4, GPAC will allocate new children to available OSHC places for the following year. Children will be allocated to OSHC slots in the following **GPAC order of priority**:

1. Children defined as high priority as per Government 'Priority of Access Guidelines' (see criteria below).
2. GPAC preferential priority access based upon extraordinary circumstances (not covered by Government Priority of Access Guidelines and agreed at GPAC management committee's discretion)
3. Existing GPAC children with existing bookings (i.e. existing bookings rollover to next year)
4. Existing GPAC children requesting bookings for the following year for which they are on the waiting list (in the current year)
5. Siblings of existing GPAC families commencing at GPPS following year

6. New families enrolling children commencing at GPPS following year
7. All registrations received after week 4 of Term 4.
8. All other children

Families wishing to be considered for GPAC priority groups 1-2 (above) may be requested to provide documentary evidence verifying their circumstances.

Families wishing to be considered for GPAC priority groups 2-7 (above) are required to ensure that their registration has been received by GPAC by the applicable deadline for submission.

Within each of the above GPAC priority groups, places will be allocated based on a **first-come first served basis** i.e. the date/time registration was received.

When all available OSHC slots have been allocated, any residual registrations will be added to GPAC's waiting list. Children will be allocated to OSHC waiting list using the same order of priority above.

When this happens, our service will comply with the Australian Government 'Priority of Access Guidelines' to ensure places are allocated to families with the greatest need for child care support. These Guidelines will be strictly adhered to and failure to meet these Guidelines is a breach of the conditions of continued approval for reconceiving Child Care Subsidy. The guidelines will be used during enrolment, when there is a waiting list for our service, or when a number of parents are applying for a limited number of vacant places.

(c) Communication

Upon completion of the allocation of OSHC places, GPAC will communicate in writing to new registered children of families the following:

- Confirmed enrolments for each new child
- Request of bookings for each child which cannot be met and the inclusion on GPAC's waiting list.

(d) Speculative booking and subsequent cancellations

One of the biggest challenges GPAC faces at enrolment time for the following year, is how best to manage speculative enrolments.

Some families find themselves in the situation (five months before Term 1 commences) where they do not know which specific OSHC sessions they require for their children in the following year. As a Not-For-Profit community association we wish to be understanding of this predicament. However, unfortunately every year there are a small minority of families who substantially overbook at enrolment time and then cancel multiple bookings early in Term one. The resulting impact of this upon other community families can be substantial.

We strongly discourage **excessive speculative booking** of OSHC places that are subsequently cancelled early in Term 1.

Regrettably the magnitude of this issue is sizable for GPAC and therefore GPAC has the following **policy for speculative booking and subsequent cancellations:**

- Cancellation of 1 or 2 bookings (per family) in Term 1
 - 3 weeks notice (fully charged*)
- Cancellation of 3-4 bookings (per family) in Term 1
 - 3 weeks notice (fully charged*)
 - Plus \$50 Term 1 cancellation fee
- Cancellation of 5 or more bookings (per family) in Term 1
 - 3 weeks notice (fully charged*)
 - Plus \$100 Term 1 cancellation fee

Standard cancellation policy (any other time in the year)

- 2 weeks notice (fully charged*)

*Fully charged means no Child Care Subsidy (CCS) is applicable if child does not attend Service during notice period.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service Policies/documentation	Other
108, 157	6.1.1, 6.3.3, 7.3.2	<ul style="list-style-type: none"> - Enrolment and Orientation Policy - Maintenance and Confidentiality of records policy - Dealing with complaints policy 	<ul style="list-style-type: none"> - Child Care Subsidy (Eligibility) from Centrelink. - Child Care Service Handbook. Section 6 Service Delivery (6.3 Priority of access). - Family Assistance Act 1999.

ENDORSEMENT BY THE SERVICE:

Approval date: _____

Date for review: _____

APPENDIX:

Government Priority of Access Guidelines

GPAC complies with the Australian Government 'Priority of Access Guidelines'

<https://www.education.gov.au/child-care-provider-handbook/other-matters-regarding-enrolment-and-allocation-child-care-places> to ensure places are allocated to families with the greatest need for child care support. As vacancies in a service arise, providers are asked to consider prioritising 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 reflects the Australian Government's intention to help families who are most in need, and support the safety and wellbeing of children at risk in accordance with the Framework for Protecting Australia's Children 2009 -2020.

Priority for allocating places

Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has 'Priority of Access Guidelines' for allocating places in these circumstances. The guidelines only apply to Child Care Subsidy approved child care. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places.

Every Child Care Subsidy approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care.

Priorities

First Priority: a child at risk of serious abuse or neglect

Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'

Third Priority: any other child.

Within these main categories priority should also be given to the following children:

- *children in Aboriginal and Torres Strait Islander families*
- *children in families which include a person with a disability*
- *families on lower incomes*
- *children in families from a non-English speaking background*
- *children in socially isolated families*
- *children of single parents.*

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- *are notified when your child first entered care that your service follows this policy*
- *are given at least 14-day notice of the need for your child to vacate.*

Outside School Hours Care

Outside School Hours Care is primarily for school children. A service may ask a child not yet in school to leave care if a child who is in school applies for a place.

When filling vacancies our Service will give priority to school children over children who have not yet started school.

**OSHC EXPRESSION OF INTEREST (EOI) ENROLMENT:
HIGH PRIORITY ACCESS QUESTIONNAIRE**



Please complete and return this form if you wish your GPAC EOI enrolment to be considered for the following priority access groups:

1. Children defined as high priority as per Government 'Priority of Access Guidelines'.
2. GPAC preferential priority access based upon extraordinary circumstances (not covered by Government Priority of Access Guidelines and agreed at GPAC management committee's discretion e.g. children of GPAC staff)

Parent/Guardian's Name: _____

Child's/ren's Name/s: _____

D.O.B.'S _/_/_ _/_/_ _/_/_

Please complete as relevant to your family and/or child/ren's situation.

GOVERNMENT PRIORITY CATEGORIES

- | | | |
|------------|--|--------------------------|
| Priority 1 | A child at risk of serious abuse or neglect | <input type="checkbox"/> |
| Priority 2 | A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999' | <input type="checkbox"/> |
| Priority 3 | Any other child as follows | <input type="checkbox"/> |

General Government priority categories (Please tick points applicable to your family)

- children in Aboriginal and Torres Strait Islander families
- children in families which include a person with a disability
- families on lower incomes
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

EXTRAORDINARY CIRCUMSTANCES (for consideration)

Revised August 2018 JB KG