

Enrolment and Orientation:

POLICY STATEMENT:

Grays Point Activity Centre accepts enrolments to the Service without discrimination for Primary School Age children in accordance with funding priorities and guidelines. An orientation process is in place for children and their families. The purpose of this is to:

- Enable Educators and staff to meet and greet children and their families
- Provide essential operational information
- Form the foundation for a successful and caring partnership between home and the Service.
- To help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them (“My Time, Our Place”, Outcome 1).

PROCEDURES:

a) Eligibility:

Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR). We also consider children who are:

- ✓ at risk of serious abuse or neglect
- ✓ a child of a sole/single 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*.

In addition to the Priority of Access Guidelines, Grays Point Activity Centre will also give priority to:

- ✓ Children with siblings already attending Service.
- ✓ Children of new families who are enrolling in Kindergarten.

As well as the above, the Service Policy is that children must be enrolled in Primary School in order to be eligible to attend the Service. Children of Preschool age will not be accepted into the program, except for the January Vacation Care period immediately prior to them commencing Primary School – this enrolment will be accepted upon proof that the child is enrolled to commence Primary School at Grays Point Public School.

Children who have completed Year 6 may be eligible to attend the Service at the discretion of the Nominated Supervisor and not given priority over Primary School age children or those enrolled Kindergarten children.

It is the Nominated Supervisors decision to accept children that have finished Year 6 and are enrolled for High School however would like to attend the December/January Vacation Care. The Nominated Supervisor may consider these children only if they had a GPAC booking and have attended the Centre in the preceding 3 months prior to the December/January School Holidays. They may only be considered for the holidays prior to Term 1 of starting high school. These children if accepted will not be given priority of access over Primary School aged children or new kindergarten enrolments.

Guardians must also ensure they know that the Government Subsidy may not apply due to the age of their High School child requiring care.

b) Inclusion of children with additional needs:

Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the Service's ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with the child's Guardian and Educators.

Children with additional needs requiring an additional Educator are required to have a permanent booking so that the Centre can roster the appropriate staff to child ratio. This means that the appropriate level of care is provided for your child.

Where children with additional needs have needs outside the realm of daily service delivery, GPAC may seek the assistance from the Inclusion Support facility to access funding, resources and advice.

c) Waiting list:

Where demand for care exceeds the Service's number of approved places, families will be placed on the Service's waiting list.

Waiting lists will be refreshed annually by email. A request for updating family details and contact numbers will be sent to each family on the waiting list. If the Service does not receive an updated reply by email and the form is not returned to the Service, families will be removed from the list, as it is presumed the family is no longer requiring care.

d) Enrolment – enrolling into the Service:

When a position is available the family will be contacted, and an offer of care will be sent to the family.

Before a child can attend care:

An enrolment record must be completed for each child/ren.

1. The enrolment record must contain all details outlined in Regulations 160, 161 and 162 which includes but is not limited to personal, medical, and custodial details for each child, parent/guardian and emergency contacts along with any special requirements relating to that child.
2. All forms and documentation relating to the child's care for e.g. 'Risk Management Plans' must be completed.
3. Membership must be paid.

The Office Administrator/Centre Manager will go through the enrolment process with families prior to starting care to ensure all details are completed and understood. If an individual is having difficulties filling out the enrolment form an enrolment interview can be requested.

Enrolment details are to be updated annually and when there are changes to a family's circumstances or a change in health requirements, medical advice or behaviour assessment. Families are advised that it is their responsibility to notify staff of any changes to current details on their enrolment form.

Child Care Subsidy (CCS)

It is a requirement under Family Assistance Law for all children who attend childcare to have an enrolment notice lodged with the Department regardless of their CCS eligibility status.

There are four steps to enrol a child into the Child Care Subsidy system:

1. The parent or guardian makes a claim for Child Care Subsidy with Centrelink

Families need to create or access their Centrelink online account via www.my.gov.au to lodge a Child Care Subsidy Claim for their child. Where possible parents or guardians should start the claim process before enrolling their child into the service. Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy.

2. The provider (GPAC) and individual (family) agree on arrangement for care of a child

The only type of arrangement that can enable families to receive Child Care Subsidy is called a 'Complying Written Arrangement' (CWA). A Complying Written Arrangement is an agreement to provide care in return for fees. An agreement of the sessions and fees that your child is booked into care must be signed by a parent/guardian and recorded, in either hardcopy (paper) or electronic form and kept on record by GPAC.

3. The provider (GPAC) submits an enrolment notice

Once the provider (GPAC) has arranged with an individual (family), a new enrolment notice is created with the Department

4. The individual (family) confirms the enrolment

After the provider (GPAC) submits an enrolment notice for a child, the individual (family) will be notified and asked to review and check the enrolment notice details. This will occur through their Centrelink online account (or Express Plus mobile app), accessed via myGov at www.my.gov.au. Where an individual cannot access myGov, they can confirm their enrolment over the phone with Centrelink, or by visiting a Centrelink office. GPAC will be notified through our software when the enrolment has been confirmed.

Shared care/Separated families

If a child's parents are separated, and either individuals (or their new partners) are liable for part of the cost of the child's child care fees, each individual will need to enroll their child into the centre and make their own claim for Child Care Subsidy to Centrelink.

Each parent will;

- need to agree their own 'Complying Written Arrangement' with GPAC
- be assessed separately for their entitlement to Child Care Subsidy, based on their income and activity levels, and
- be billed and invoiced individually for their share of care.

In all circumstances, including shared care arrangements, the allocation of 42 absences per financial year in which Child Care Subsidy can be paid relates to each child, not to each individual claimant.

Where families have separated after commencement of the Complying Written Arrangement, the parent who is the Child Care Subsidy claimant must notify Centrelink of this change in their circumstances.

Where the other parent who was not the Child Care Subsidy claimant wishes to receive Child Care Subsidy payments, they will be required to make their own claim, based on their individual income and activity levels.

If parents separate while care is being provided for their child under a single arrangement, they should advise GPAC (as well as Centrelink) of the separation as soon as possible. GPAC will create a new enrolment notice for the parent who was not previously the Child Care Subsidy claimant for the child, if that parent is taking on liability for the cost of some of the childcare fees. Once parents have separated and have been separately assessed for Child Care Subsidy by Centrelink, entitlements will be calculated individually.

It is the responsibility of GPAC to ensure that each child's attendances are submitted under the enrolment for the parent with whom they have an arrangement and who is liable for paying the fees for those sessions of care.

If parents do not inform GPAC of their changed circumstances, then it is the parents' responsibility to resolve any disputes they may have regarding Child Care Subsidy payments and fees.

Enrolments will not be accepted from families without full completion of the Enrolment Form. To secure the enrolment families are required to pay the membership Fee.

Information about fees is included in the Fees Policy. Families that have or have had a debt recovery plan actioned or previous fee arrangement will need to establish a new written payment agreement prior to commencing.

- Educators will use the enrolment process as a way to find out information about the child in regards to their likes, dislikes, strengths, interests, needs etc. The Service will use this information to make the child feel safe and comfortable during their time in the Service, particularly when they are new to the Centre.

If your child has a disability or requires additional special needs care please inform GPAC as soon as you require OOSH care, prior to enrolment if possible, so as we can provide suitable care for your family. Further details will be required via interview to establish the care required and seek the appropriate Educator to suit the needs of the child as well as the Centre. Due to staff : child ratio we may not accept enrolment until we have the Educator, funding or ratios correct. If an additional needs Educator is

required for your child, the booking pattern would need to be a consistent/regular booking as with a casual or late notice booking we may not be able to have an Educator allocated at that time.



e) Attendance and enrolment records

Accurate attendance records will be kept, which:

- ✓ Records the full name of each child attending the Service
- ✓ Records the date and time each child arrives and departs
- ✓ Is recorded on the kiosk on the child's arrival and departure by either:
 - The person who delivers or collects the child
 - The Nominated Supervisor or an Educator (Regulation 158); and
- ✓ Meet the requirements of the Child Care Subsidy System (CCSS)

An enrolment record for each child will be kept at the Service which includes all details outlined in Regulations 160, 161 and 162.

f) Child's attendance once enrolled:

The Service's responsibility for the child begins when placed in the Educator's care by parent or guardian, or when they arrive from School for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the Service as soon as possible. If GPAC is not notified prior to the child's anticipated booking, you will be invoiced for a non notification fee. The rules for Allowable Absences under CCSS will be followed in relation to all absences.

If a child who is enrolled with the Service but is not on the roll for a particular day, arrives at the Service, the Nominated Supervisor, or other relevant Educator will be contacted immediately to see if the child has been booked in for the day. If a child has not been enrolled they must not be taken into care under any circumstances. In this case, please contact the School and/or child's parents (if possible) immediately.

g) Cancellation of enrolment:

The family may terminate care with notice if care is no longer required however notice must be provided via email or written notification. CCS guidelines will be followed once an enrolment is cancelled.

Cancellation of an enrolment may be initiated in two different situations:

1. A parent/guardian advises the Service that no further care needs to be provided
2. The Service identifies that care is no longer required or being provided (CCS Ending Enrolments); or
3. The Service cancels enrolment of a child or family due to breaches of the Code of Conduct and Expectation Charter, serious incident or irreconcilable dispute, as a result of legal obligations.

The family must give 3-weeks' notice (in writing) for Term 1, and 2-weeks' notice any other Term, if they wish to cancel a child's enrolment; failure to do so will mean that that the family will be charged full-fee cessation of care (no CCS) for the cancelled sessions for the amount of time notice was required.

Should the need arise for a child's enrolment to be cancelled by the Service due to extenuating circumstances such as behaviour management, the Service will follow the Behaviour Guidance policy and procedures.

Under exceptional circumstances, cessation of care penalties can be removed at the discretion of the Nominated Supervisor.

h) Confidentiality and storage of records:

Enrolment information will be kept in strict confidence according to the Centre’s Confidentiality Policy. All Enrolment Records will be kept in a safe and secure place and kept for the period of time specified in the Regulations (Regulations 158, 159,160, 183).

i) Orientation:

Families who are enrolling their child for the first time will be sent the Family Handbook and directed to our website for the key Policies for families prior to the child’s first day at the Service. Families should read the Handbook and Policies so that their child is prepared for their first day at the Service and to give them time to complete all relevant forms. If it is flagged that your child has a medical condition, then additional medical condition Policies will be provided to the family (r91).

Parents should advise Educators when they are greeted that it is their child’s first day at the Service and the Educator will introduce themselves and guide them through the Sign-in/out Process, check that all relevant forms and authorities have been signed and show them around the Centre.

Educators will introduce the child to other children and engage them in an activity. The Educator will remain with the child until they are settled and comfortable in the new environment. Educators will carefully monitor the child whilst in the Service to ensure they are settling in.

CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service Policies/documentation	Other
R91, 155, 156, 157, 158, 160, 161, 162, 168, 177, 181, 183. S175	Standards 1.1, 4.2, 5.1, 6.1, 6.2, 7.1 Elements 1.1.2,1.2.3,1.3.3, 4.2.2,5.1.1, 5.1.2, 6.1.1, 6.1.2,6.1.3, 6.2.1, 6.2.2,6.2.3, 7.1.2	<ul style="list-style-type: none"> - Fees Policy - Confidentiality Policy - Delivery and Collection of Children Policy - Acceptance & Refusal of Authorisations Policy - Governance & Management Policy - Communication with Families Policy - Interactions with Children Policy - Confidentiality 	<ul style="list-style-type: none"> - Service Enrolment form - Family Handbook - Network Record Keeping Factsheet - Child Care Service Handbook (DEEWR) - A New Tax System (Family Assistance) Act 1999 correct - CCSS

ENDORSEMENT BY THE SERVICE:

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