

Enrolment and Orientation Policy

Policy Statement

Fun 4 U Helensburgh aims to provide an efficient, professional and consistent enrolment and orientation procedure which:

- Informs parents of important processes regarding the service.
- Distributes information to parents.
- Gathers information from parents about their children.
- Ensures the confidentiality of families by providing secure recording and storing procedures.

Links to Education and Care Centres National Regulations and National Quality Standard

Regulations

S. 175	Offence relating to requirement to keep enrolment and other documents
4	Definitions – child over preschool age.
77	Health, hygiene and safe food practices
78	Food and beverages
79	Service providing food and beverages
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
96	Self Administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care services
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment
102	Authorisation for excursions
102D	Authorisation for service to transport children
155	Interaction with children
157	Access for parents
160	Child enrolment records to be kept by approved provider
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care services must have policies and procedures
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure
173	Prescribed information to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by provider
183	Storage of records and other records

National Quality Standards

QA2	Children's Health and Safety (2.2, 2.2.2)
QA6	Collaborative partnerships (6.1, 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.3)
QA 7	Governance and Leadership (7.1)

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Child Care Subsidy Minister's Rules 2017	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

Enrolment

According to the Child Care Provider Handbook (May 2023) *'enrolling children is a requirement under Family Assistance Law for all children who attend child care (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 child care 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 of Policy

Under the Education and Care Services National Regulations, approved providers must ensure that their Service has policies and procedures in place for enrolment and orientation (Reg. 168) and that these procedures are consistently followed (Reg. 170).

Our OSHC Service accepts enrolments of children who are formally enrolled in primary school. Children who attend vacation care in January of the same year they will attend school meet the definition of 'over preschool age'. (Reg.4)

Enrolments will be accepted if:

- the maximum daily attendance does not exceed the Service's approved capacity
- a vacancy is available for the booking required
- educator-to-child ratios are maintained at all times.

Priority of Access Guidelines

Our Service aims to support families most in need. Vacancies may be prioritised for:

- children at risk of serious abuse or neglect
- children of a sole parent (or of two parents) who meet the activity test through paid employment.

Although providers are encouraged to follow these guidelines, they are not legally required to do so (CCS Handbook, p.36).

Enrolment Process

When a family expresses interest in enrolling, we will arrange an enrolment meeting to share information and begin building a positive relationship.

During this process:

- Families will receive detailed information about our Service, including: daily routines, sign-in/sign-out procedures, Service philosophy, program planning, inclusion, menus, incursions and excursions, fee structure, Child Care Subsidy (CCS), SunSmart requirements, relevant policies, and the National Quality Framework (NQF), regulations and the licensing and assessment process of NSW and *My Time, Our Place* framework.
- Families are invited to ask questions and seek clarification.
- Vacancies, a start date, and a time for orientation will be confirmed.
- Families complete an enrolment form including details about their child's interests, strengths and individual needs.
- Sensitive matters (e.g. medical needs, Court Orders, parenting plans) are discussed confidentially with management. Relevant documentation must be provided.
- Families with a language background other than English are encouraged to share key words in their child's home language to support communication.
- Families seeking CCS must apply through myGov, including completion of the activity test. Gap fees and absences will be explained. Applications prior to January 2026 will require families completing the Child Care Subsidy activity test. From January 2026 the activity test will be replaced with [3-day guarantee](#) initiative.
- Before commencement, all required documentation must be provided, including:
 - completed enrolment form
 - medical management plan (if relevant), completed by a medical practitioner
 - current Immunisation History Statement from the AIR
 - copies of Court Orders/Parenting Orders (if relevant).

Families are responsible for keeping enrolment information up to date at all times.

Information Required from Families

At enrolment, families must provide:

- full details of parents/guardians, including address, contact details and place of employment
- names and contact details of authorised nominees for collection and emergencies
- child's details including full name, date of birth, proof of identity (birth certificate/passport), address, gender, residency status, cultural background, and primary language
- details of routine or casual care arrangements and session times

- relevant court orders or parenting agreements
- information about medical needs, allergies, intolerances, dietary restrictions and healthcare plans (e.g. ASCIA Action Plans)
- details of the child's school and class (if applicable)
- Medicare number and doctor's details
- authorisations for emergency medical treatment, transportation, medication administration, excursions and transport
- immunisation status and CRNs for child and claimant.
- On the OWANA app, parents are able to upload a digital copy of the child's passport, however this is not mandatory.

Orientation

The orientation process helps children and families become familiar with the Service. Families will:

- receive guidance in completing enrolment forms (paper or online)
- be supported to apply for CCS if required
- be provided with key policies (e.g. Fees, Child Protection, Sun Safe, Incident/Injury/Illness, Infectious Diseases, Administration of Medication and Safe Use of Online Digital Technologies and Online Environment Policies and Procedures)
- be shown sign-in/out procedures (manual or electronic kiosk)
- be advised on suitable clothing and footwear for OSHC and Vacation Care
- be informed of policies regarding personal items (e.g. toys)
- meet their child's educators and tour the Service
- discuss their child's medical management plan or healthcare needs (if applicable)
- be introduced to daily routines, programs and communication methods (e.g. newsletters, emails, apps)
- set goals for their child's learning and wellbeing
- confirm their preferred method of communication
- be reminded of their responsibility to notify the Service of any changes to enrolment details
- Families are welcome to visit the centre and be shown around at any time during opening hours or by appointment with the coordinator at other times.
- New families attending the school's Kindergarten Orientation Day are invited to visit the centre on that day to enrol, ask questions and view the environment and the program at the service.

Enrolment Pack

Once the enrolment fee and bond are paid, families will be given an enrolment pack containing:

- Parent Handbook (including philosophy and operations)
- current fee structure and payment details
- Child Care Subsidy (CCS) information
- information on the NQF and *My Time, Our Place*
- ECA Code of Ethics brochure
- healthy lunchbox/snack ideas (if applicable for Vacation Care)

Responsibilities of the Approved Provider / Nominated Supervisor/ Management

- ensure compliance with the National Law and Regulations
- ensure all staff are familiar with and follow this policy
- ensure families are aware of the Enrolment Policy and advised on where they can locate the policy.
- check enrolment forms are complete and accurate
- sight and record identity documents (e.g. birth certificate, passport)
- ensure authorisations are signed by parents/guardians
- comply with the Disability Discrimination Act by making reasonable adjustments to support access and inclusion
- ensure children with medical needs cannot commence until a medical management plan and required medication are provided
- share medical information with relevant educators and ensure Action Plans, Risk Minimisation and Communication Plans are completed
- inform educators about new children, including their medical needs, interests and strengths
- sight and copy immunisation statements and proof of identity
- lodge enrolments and enrolment notices via the Service's software/PEP (OWNA) in line with CCS requirements
- provide families with an orientation survey within six weeks of commencement.

Families will:

- complete all enrolment documentation accurately and provide authorisations
- supply updated medical information and management plans (if relevant)
- ensure all details remain current
- confirm enrolment notices and sign Complying Written Arrangements (CWAs)
- follow the Service's Family Conduct Guidelines in our Parent Handbook
- ensure two (2) weeks' notice is provided when ending a child's enrolment
- ensure two (2) weeks' notice is provided when changing days of attendance

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Documentation may be required such as Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate

- 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 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 circumstance

Complying Written Arrangement & Additional Child Care Subsidy (ACCS) (Child Wellbeing) Procedures

- The approved 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

Additional Childcare Subsidy Procedure

Our OSHC Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The approved provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
- Once a child 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 13-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.

First Day of Care

On their first day:

- families will be welcomed and shown sign-in/out procedures
- children will be introduced to staff, routines and storage for belongings
- classroom teachers may be informed and buddies organised to support the child's transition
- orientation checklists will be finalised and all documents confirmed.

Ending an Enrolment

- Families must provide two weeks' written notice to withdraw their child.
- Final accounts will be processed and bonds refunded (less any outstanding fees).
- Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the OSHC Service during those two weeks
- If a child does not attend during the notice period of two weeks, CCS will not apply beyond their last physical attendance.

- The Service may terminate enrolment if policies are breached, fees remain unpaid, or safety and wellbeing are at risk. Two weeks' notice will usually be given unless immediate termination is required.

Termination of Child's Enrolment

Our OSHC Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached. This may include but not be limited to;

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- if a parent knowingly brings their child ill to the Service
- consistent child-rearing style differences between the parent and provider
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*

Management or the 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 other children, staff or families is at risk. In this case, 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. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.*

Behaviour Guidance

Children's behaviour will always be guided positively in line with the Behaviour Guidance Policy. The Service will work in partnership with families to support children. If behaviour remains unsafe despite intervention, the Service may request the family withdraw their child.

Enrolment and Orientation Procedures

Waitlist and Enrolment Management

- Our Waitlist Procedure ensures enrolment is managed fairly and professionally for both new and existing families.
- Positions are allocated based on priority of access guidelines, service availability, and family needs.

Orientation Procedure

To support children and families during the transition into our service, the following steps will be followed:

1. Key Policies Provided

Families will be given an outline of essential service policies and procedures, including but not limited to:

- Fees Payment Policy
- Sun Protection Policy
- Incident, Injury, Trauma and Illness Policy
- Dealing with Infectious Diseases Policy
- Administration of Medication Policy
- Administration of First Aid Policy
- Dealing with Medical Conditions Policy
- Complaints Policy
- Child Protection Policy
- Providing a Child Safe Environment Policy
- Clothing Policy
- Delivery and Collection Policy
- Safe Transportation of Children Policy
- Safe Sleep/Rest Time Policy
- Family Participation and Communication Policy
- Privacy and Collection Policy
- Safe Use of Digital Technologies and Online Environments Policy

2. Service Information Shared

During orientation, families will also receive information about:

- Our service philosophy and inclusion practices
- Programming and learning frameworks, including *My Time Our Place – Framework for School Age Care in Australia V2.0*
- Service menu, routines, and daily practices (Before, After, and Vacation Care)
- Excursions and incursions
- Child Care Subsidy (CCS) and fee information
- Educator qualifications and introduction to key staff
- Attendance procedures and record keeping
- SunSmart and safety requirements
- National Quality Framework and Standards
- Communication strategies with families
- The OWNA app/platform used by the service for family communication and closed FB group.

3. Parent Handbook

Each family will receive a Family Handbook summarising key information about the service.

4. Family Engagement

Families will be invited to ask questions, discuss availability and potential start dates, and share information about their child to support a smooth transition.

5. Confidential Discussions

Sensitive matters such as medical needs, allergies, parenting plans, or court orders will be discussed privately with management.

6. Enrolment Forms and Authorisations

Management will ensure enrolment forms are fully completed, including all necessary authorisations, before a child begins care.

7. Medical Conditions

- Children with medical needs cannot commence until a signed medical management plan (from a medical practitioner) is provided, along with a communication plan and risk minimisation plan completed with families.
- Required medication must be supplied each day in line with our Medical Conditions Policy.
- Plans will be communicated to all educators.

8. Orientation Checklist

An orientation program will be developed for each child, recorded on the Enrolment Checklist.

9. Fees and Attendance Information

Families will be informed of:

- Fees, subsidies, and direct debit procedures
- Late fees, absences, and public holiday charges
- Notice period for withdrawal
- Administration fee/bond payment and refund process

Enrolment Procedure

1. To confirm enrolment, families must pay an enrolment fee and a two-week bond (at full fee).
2. Families must provide:
 - Completed enrolment form
 - Medical management plan (if applicable)
 - Child's birth certificate or identity document (to be sighted)
 - Current Immunisation History Statement from the Australian Immunisation Register (AIR)
 - Complying Written Agreement (CWA)
 - Any relevant court or parenting orders/plans
 - Direct debit form (if required)
 - "All About Me" form
3. Enrolments are processed through the OWNA platform
4. A CWA must be signed by families to confirm agreement terms.
5. An Enrolment Checklist is completed for each child to ensure accuracy and compliance.

CONTINUOUS IMPROVEMENT/REFLECTION

- Our *Enrolment Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

Sources

- Australian Children’s Education & Care Quality Authority. (2025). [*Guide to the National Quality Framework*](#)
- ACECQA. (2021). Policy and procedure guidelines. Enrolment and Orientation.
- ACECQA. (2022). The Disability Discrimination Act: [What do Children’s Education and Care Services Need to Know?](#)
- Australian Government Department of Education (2025). [Child Care Provider handbook](#)
- Australian Government Department of Education (2021). Guide to Additional Child Care Subsidy (child wellbeing) <https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing>
- Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>
- [Australian Government Guide to Social Policy Law. Family Assistance Guide Immunisation- approved exemptions \(FTB\). https://guides.dss.gov.au/family-assistance-guide/2/1/3/40](#)
- Department of Human Services (Centrelink): <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
- Education and Care Services National Law Act 2010. (Amended 2023).
- [Education and Care Services National Regulations](#). (Amended 2023).
- Government of Western Australia. Department of Health. (2021). Western Australian Immunisation Requirements. Guidelines for persons in charge of child care services, community kindergartens and schools.
- National Centre for Immunisation Research and Surveillance. (2021). [No Jab No Play, No Jab No Pay](#)
- NSW Government Health. (2019). Questions and answers about vaccination requirements for child care: https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

Date created: June 2015

Date last reviewed: September 2025 Due: September 2026