

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. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration [NSW]
s. 51	Conditions on service approval
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
99	Children leaving the education and care services
102	Authorisation for excursions
102D	Authorisation for service to transport 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
170	Policies and procedures to be followed
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	Disability Standards for Education 2005
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	

DEFINITIONS:

Enrolment: An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child. 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. *Source: Child Care Provider Handbook*

Enrolment record: A record kept for each child enrolled at the Service, containing the information required under Regulations 160-162, including the child's details, authorisations, health information and any relevant management plans. *Source: National Regulations (Regs 102, 160-162)*

Implementation of Policy

The safety, rights and best interests of children are the paramount consideration in the administration of this policy and in all decisions relating to enrolment and orientation.

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) **(If a child is enrolled in vacation care in December of the year prior to the child is to attend school, the child is considered to be 'preschool age' and compliance to regulatory requirements apply.)**

Enrolments will be accepted if:

- the maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Care Service
- a vacancy is available for the booking required
- educator-to-child ratios are maintained at all times.

Priority of Access Guidelines

Our OSHC Service aims to support families who are most in need and may prioritise filling vacancies with children who are in need of wellbeing support. When considering available places, the Service will also consider the individual circumstances, needs and best interests of children and families, including children with disability or additional needs and First Nations children and families. The OSHC Service will support equitable access, inclusion and participation in accordance with relevant legislation and the Service's policies. Providers may be required to adhere to priority of access guidelines in relation to funding requirements, where applicable

Enrolment Process

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

- Families will be provided with a range of information about our OSHC Service which will include:
 - the Service philosophy, inclusion, programming methods and the approved learning frameworks, menu, incursions, excursions, fees, CCS, policies, procedures, SunSmart requirements, relevant regulatory requirements, the assessment and rating process for NSW, the National Quality Framework, signing in and out procedure, educator qualifications, an introduction to key educators and staff, and educator and parent communication strategies.
- 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 OSHC Service
- Families will need to complete the enrolment form 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.
- If a family or child uses English as a second language or speaks 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 a fee reduction must apply for CCS through myGov. Since 5 January 2026, the CCS Activity Test has been replaced with the [3 Day Guarantee](#), which provides all CCS-eligible families with at least 72 hours of subsidised education and care per fortnight (3 days per week), regardless of activity levels. Families can still receive up to 100 hours of subsidised education and care per fortnight if they meet activity requirements or have a valid exemption. Families caring for a First Nations child are eligible for 100 hours of subsidised education and care per fortnight. The 3 Day Guarantee does not change how a family's CCS rate is calculated, and families will generally still need to pay a gap fee.
- Information about gap fees and absences will be discussed
- It is a legal requirement that prior to the child starting at the OSHC Service we have all required documents including:
 - the completed enrolment form
 - medical management plans (if relevant) completed by the child's medical practitioner
 - a current Immunisation History Statement from the Australian Immunisation Register (AIR)

- details of any court orders, parenting orders or parenting plans
- Families are responsible for keeping the OSHC Service informed of any changes to the information on the enrolment form.

Information Required from Families

1. Full name/s of each known 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 educational qualifications
3. The full name, residential address, and contact telephone number of a person 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 (emergency contact)
4. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the OSHC Service (authorised nominee)
5. Full name of the child
6. Child's date of birth
7. Child's birth certificate or passport to be sighted to verify child's enrolment details [delete if not required]
8. Child's residency status [optional]
9. Child's address
10. Gender of the child
11. Cultural background of the child and their parents
12. Provision of care – if care will be a routine and/or casual etc.
13. Session start and end times
14. Complying Written Agreement including fee information
15. Relevant details regarding the child's school and class if being dropped off or collected from a school
16. Immunisation status of the child (Immunisation History Statement)
17. Any court orders or parenting agreements regarding the child including parenting orders or parenting plans
18. The language used in the family home
19. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language [optional]
20. Any special requirements of the family, including for example cultural or religious requirements.
21. The individual needs of a child, including any needs of children with a disability or with other additional needs
22. The name, address and contact details of any person who is:
 - a. authorised to consent to the administration of medication to the child
 - b. authorised to consent to medical treatment of the child
 - c. authorised to authorise an educator to take the child outside of the Service premises
 - d. authorised to authorise the Service to transport the child or arrange transportation of the child.
23. Authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child for the approved provider, nominated supervisor or educator to seek:

- medical treatment for the child from a registered medical practitioner, hospital or ambulance service
- transportation of the child by an ambulance service

24. Child's Medicare number

25. Specific healthcare needs of the child, including any medical conditions, allergies, including whether a child is at risk of anaphylaxis, and has any intolerances

26. Any medical management plan (e.g., anaphylaxis medical management plan, if applicable), risk minimisation plan and communication plan for a specific ~~severe~~ healthcare need, medical condition, or allergy

27. Details of any dietary restrictions for the child

28. The name, address and telephone number of the child's registered medical practitioner or medical service

29. Authorisation for regular transportation and regular outings, if relevant

30. Customer Reference Number (CRN) for child and claimant, if applicable

31. A note that the child health record has been sighted by the approved provider or staff

32. 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:

- Family Handbook, which outlines the Service's operation and philosophy
- current fee structure and payment details
- CCS information
- information about the Service's policies and procedures, including how families can access them
- information about the online app or platform used (if applicable)
- information on the National Quality Framework, National Quality Standards and the approved learning framework- *My Time Our Place*
- ECA Code of Ethics brochure
- Lunchbox and snack ideas (if applicable- Vacation Care)
- Munch and Move Fact Sheets **[NSW specific]**

Responsibilities of the Approved Provider / Nominated Supervisor/ Management

- that obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
- families are aware of this *Enrolment Policy* and are advised on how and where the policy can be accessed
- the enrolment form is completed accurately and, in its entirety
- document evidence such as a birth certificate or passport is sighted to verify that the child's enrolment details are true and correct
- the child's health record has been sighted and noted on their enrolment record
- authorisations are completed by the child's parent, or other person authorised to provide the authorisation, as required
- our OSHC Service complies with the *Disability Discrimination Act 1992* and *Disability Standards for Education 2005* and does not discriminate against children or families on the basis of disability
- barriers to access and participation for children with disability are identified and reasonable adjustments to the program and environment are made to allow access and participation in the Service [See: *Additional Needs Policy*]
- a child with a specific health care need, allergy or medical condition does not begin at the OSHC Service until the required medical management plan and medication, where applicable, have been provided
- the child's medical management plan is recorded, and relevant information is shared with educators
- current ASCIA Action Plans are provided for children with a relevant allergy, asthma or other medical condition, where applicable

- *Administration of Medication* forms are completed (if relevant)
- the *Medical Conditions Policy* is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service
- risk minimisation plans and communication plans are completed with parents/guardians for children with specific health care needs before the children begins education and care at the OSHC Service
- the appropriate room leader is informed of the new child including any specific health care needs, medical conditions, interests, developmental needs, and strengths
- educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths
- the enrolment is lodged through **[enter childcare software provider]** or Provider Entry Point (PEP) with Department of Education
- the enrolment notice is lodged within 7 days
 - from the end of the week in which the provider and family made an arrangement; or
 - the provider or Service being approved; or
 - the end of a suspension of the Service approval.
- enrolment notices must include details as outlined in the *Child Care Providers Handbook*
- enrolment notices and arrangements are updated within 7 days if prescribed information has changed or if the enrolment ended
- a file for the child's information is created
- families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process

Educators will:

- be familiar with the regulatory requirements relating to enrolment and orientation
- support families' involvement in the OSHC Service and their contribution to decisions regarding their child's enrolment and orientation
- respect the culture, values and beliefs of families, and involve families in decision-making about their child's learning and wellbeing
- familiarise themselves with the information provided by the family about the child, and use this to support the child's transition into the OSHC Service
- share relevant information with families to support their child's transition
- keep all family and child information confidential.

Families will:

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

- 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 eligible families to help with the cost of childcare for children aged up to 13 years. There are three factors that determine a family's level of CCS. These are:

- the [combined annual family income](#)
- the [service type](#) – the type of approved child care Service and whether the child attends school
- the family's eligibility for subsidised hours under the 3 Day Guarantee and any additional hours for which they may be eligible.

Documentation may be required such as an Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian Marriage certificate or 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 electronically 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 after the end of the week in which the provider and family make an arrangement for the provision of care.
- 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 [Additional Child Care Subsidy](#) and [Child Care Provider Handbook](#) information.

- 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 a child in need of wellbeing support
- Once a child has been identified as in need of wellbeing support, the OSHC Service will check the ACCS eligibility requirements from the [Guide to the ACCS child wellbeing](#)
- If the OSHC Service deems the child is eligible for ACCS child wellbeing the Service will submit/issue an initial ACCS certificate for up to 6 weeks
- The OSHC Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate
- If the child continues to need wellbeing support following the initial 6-week certificate, the OSHC Service may apply for a determination for a period of up to 13 weeks
- Following an application for an ACCS 13-week determination, the provider must ensure the application is accompanied by evidence, dated less than 6 months before the start date of the determination, unless an exception applies, or where permitted, a statutory declaration that supports the provider's view that the child continues to be in need of wellbeing support
- If the child continues to be in need of wellbeing support after the initial 13-week determination, the provider will lodge a subsequent determination application
- Determinations may be made for up to 52 weeks in certain circumstances, including where the child is in formal foster care, formal kinship care or subject to a long-term protection order.

Ending an Enrolment

- Families are required to provide management with **two weeks' written notice** when withdrawing their child from the OSHC Service. The letter must state:
 - the date the withdrawal notice was provided
 - the child's last day of attendance.
- Written withdrawal notification can be emailed or handed to management
- This letter will be placed into the child's file and archived once they have left the OSHC Service
- All records related to a child's enrolment must be kept securely until the end of 3 years after the last day of the child's attendance in accordance with the National Law and National Regulations. Records required to be kept under Family Assistance Law for CCS purposes must be kept for 7 years.

- Management will add an end date into the OSHC Service software program to ensure compliance with the Family Assistance Law
- Fees will be charged up to the end of the **two-week notice** from the date the withdrawal notice was received in writing, whether or not the child has attended the Service during those two weeks
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable)
- A copy of the final account and withdrawal form is to be kept in the child's file
- Families must ensure the account is paid prior to final attendance
- If payment has not been received, the debt recovery process is to start immediately
- If the child does not attend during their **two weeks of notice**, CCS may not be paid after their last day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Law in relation to CCS)
- At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial bond payment made on enrolment will be refunded to the family within two weeks of the child's last day
- If at any time during the child's enrolment it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the Service will contact the parent/authorised person/s to discuss the concerns and available options. This may include the termination of the child's enrolment.
- An enrolment will automatically cease if a child does not attend a session of care for 14 consecutive weeks. If the child returns after 14 weeks or more, the Service must re-establish the care arrangement and submit a new enrolment notice.

Employees with Children at the OSHC Service

Employees are welcome to enrol their child at the OSHC Service. However, if an employee's employment ends, the Service reserves the right to review the child's enrolment where a conflict of interest arises. (See *Children in the Workplace Policy*).

Ending Updating and Ending Arrangements and Enrolments

Enrolment notices must be updated in the following circumstances:

- the family disagrees with details of an enrolment and the Service agrees an update is required
- the care arrangement between the OSHC Service and family changes
- the OSHC Service notices that information on the enrolment is incorrect
- the enrolment ends

Our OSHC Service will update the enrolment notice through the Service's **CCS Software** (or PEP) within 7 days of any of the events above occurring.

Enrolment Record Keeping

Our *Record Keeping Policy* outlines the information and authorisations that we will include in all child enrolment records and the applicable record-keeping and retention requirements.

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 where there has been a serious or ongoing breach of the enrolment agreement, Service policies or other requirements, following reasonable attempts to address the matter.

This may include:

- failure to comply with the enrolment agreement of the CWA
- ongoing behaviour that presents a serious safety risk and cannot be adequately managed despite reasonable strategies, family collaboration and, where appropriate, support from relevant professionals or agencies
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required session time and repeated late collection after documented warnings
- inability to safely and appropriately meet the child's needs after reasonable adjustments, strategies and support have been explored with the family and, where appropriate, relevant professionals or agencies
- serious or repeated disrespectful, threatening or inappropriate behaviour towards the approved provider, educators or other staff
- if a parent knowingly and repeatedly brings their child ill to the OSHC Service
- family knowingly providing false or misleading information
- bullying and/or harassing educators, children or families enrolled at the Service - *Code of Conduct Policy*
- failure to provide required child or family information.

Management or the nominated supervisor will advise families in writing that the Service proposes to terminate their child's enrolment, following reasonable attempts to address the matter and, where appropriate, work with the family to resolve the issue.

- **Two weeks'** notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at serious or immediate risk. In this case, an immediate termination of enrolment may apply.
- A statement of 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

There are times when children's behaviour requires guidance, which will always be undertaken according to the OSHC Service's policies and procedures. Every effort will be made to support children using positive guidance strategies and working closely with families to develop appropriate strategies to support the child's behaviour and wellbeing. If the child's behaviour continues to present a serious safety risk to the child or others despite reasonable strategies and support, the Service will work with the family to determine appropriate next steps. This may include discussing whether the Service can continue to safely and appropriately provide education and care for the child, which may result in the termination of the child's enrolment.

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.

Sources

- Australian Children's Education & Care Quality Authority. (2026). [Guide to the National Quality Framework](#)
- Australian Children's Education & Care Quality Authority. (2026). [Enrolment and orientation: Policy and procedure guidelines](#)
- Australian Children's Education & Care Quality Authority. (2026). [Disability rights and obligations: Information sheet.](#)
- Australian Government Department of Education. (2026). [Additional Child Care Subsidy](#)
- Australian Government Department of Education. (2026). [Additional Child Care Subsidy child wellbeing: Guide for early childhood education and care providers and services](#)
- Australian Government Department of Education. (2026). [Child Care Provider Handbook](#)
- Australian Government Department of Education. (2026). [How to enrol children](#)
- Australian Government Department of Education. (2026). [What records you need to keep](#)
- Australian Government. Services Australia. [Child Care Subsidy](#)
- Australian Government. Services Australia. [How to get immunisation history statements.](#)
- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- National Centre for Immunisation Research and Surveillance. (2024). [No Jab No Play, No Jab No Pay](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Enrolment Policy* will be updated and reviewed annually, or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management. All families will be notified 14 days before any policy change that may have a significant impact on the provision of education and care to any child enrolled at the Service or the family's ability to utilise the OSHC Service.

Date created: June 2015

Date last reviewed: September 2026

Due: September 2027