



**TURRAMURRA**  
— OOSH —

bookings@tpsoosh.com.au  
(02) 9144 4769

## Enrolment and Orientation

### Policy Statement

South Turramurra OOSH (OOSH/service) accepts enrolments for all school-aged children who attend Turramurra Public School, where we have the ability, legal or otherwise, to provide a high level of care for the child. An enrolment and orientation process is in place for children and their families, the purpose of which is to:

- Gather information to support a high level of care for the child.
- Provide families with operational information.
- Form the foundation for a successful relationship between home and OOSH.

### Legislative Requirements

Education and Care Services National Law Act 2010: 167, 170, 175, 176

Education and Care Services National Regulation 2011: 85, 90, 92, 99, 102, 102D, 157, 158, 161, 162, 168, 170, 171, 172, 177, 183 Privacy Act 1988

Public Health Act 2010

Family Law Act 1975

Health Records and Information Privacy Act 2002 (NSW)

### Definitions

#### Enrolment

- An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.

#### Enrolment Record

- The Approved Provider must ensure that an enrolment record is kept for each child enrolled at the service, must keep an enrolment record for each child they educate and care for.

#### Orientation

- Process to support the child's transition to the service, whereby families spend time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.

### Implementation Strategies – how will it be done?

The Approved Provider/Nominated Supervisor will:

- ensure that an **enrolment record is kept for each child** which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation.

- **keep prescribed enrolment and other documents** as set out in regulation 177, including a medication record and children's attendance record.
- **keep records confidential and stored safely and securely** for the relevant period listed in regulation 183.
- consider **quality practice approaches to enrolment and orientation**.
- ensure that **regulatory obligations are met** in relation to enrolment and orientation.
- **implement procedures for enrolment and orientation**.
- **support families' involvement in the service** and contribution to service decisions regarding the enrolment and orientation of their child at the service.
- **ensure families are aware of relevant policies and procedures** at time of enrolment, such as:
  - Acceptance and refusal of authorisations
  - Dealing with medical conditions in children
  - Incident, injury, trauma and illness
  - Delivery of children to, and collection from, education and care service premises

The Educators and Staff will:

- **be familiar with regulatory requirements**.
- **support families' involvement in the service** and contribution to service decisions regarding the orientation of their child at the service.
- **share information with families** to support the child's transition into the service.
- **respect the culture, values and beliefs of families**, and incorporate the decision-making of parents in their child's learning and wellbeing.
- **familiarise themselves with the information supplied by the family about the child** and use this to support the child to transition into the service.
- **keep records confidential**.

## Procedures

### Eligibility

- According to our licence agreement with the Australian Department of Education, South Turrumurra OOSH has the ability to care for a maximum of 300 children per session.
- To be eligible for enrolment at South Turrumurra OOSH, children must be enrolled and attending Turrumurra Public School.
- We strive to ensure that all families have a place at South Turrumurra OOSH but we must first ensure that a high level of care can be met through appropriate staffing and resources before we fill all available positions.

### Waitlist

- Families will be placed on the waitlist when demand for care exceeds the number of available places.
- To place a child on the waitlist, parents/guardians will complete an online waitlist application. The link to the online waitlist application is accessible on the OOSH website or by contacting OOSH via email.
- Waitlist positions are informed by priority of access and dates of applications received.
- As vacancies arise at South Turrumurra OOSH, we will prioritise children who are:
  1. At risk of abuse or neglect.
  2. Children of a sole parent who satisfies the activity test through paid employment.
  3. Children of two parents who satisfy the activity test through paid employment.
  4. All other children.
- Letters of offer, enrolment links, and information about South Turrumurra OOSH are sent to the email address listed on the waitlist application form. It is the responsibility of the parent/guardian who submitted the form to notify OOSH if their contact email address has changed.

### Enrolment

- An online enrolment form must be completed for each child prior to attendance at South Turrumurra OOSH.

- Each enrolment must contain an attached copy of the child’s birth certificate and immunisation records.
- A completed direct debit authorisation must be submitted prior to attending South Turrumurra OOSH.
- Once the required forms have been submitted, a senior staff member will go through the online enrolment form prior to the child starting care to ensure all the appropriate fields have been completed and will advise parent/guardians of any missing information. Once all information has been received, the enrolment will be approved, and the parent/guardian will receive an email advising next steps.
- The online enrolment form must be completed in full and contain the following information as prescribed in Regulation 160:
  - The full name, date of birth and address of the child.
  - The name, address and contact details of:
    - Each known parent/guardian of the child
    - Any person who is to be notified of an emergency involving the child if any parent/guardian of the child cannot be immediately contacted; and
    - Any person who is an authorised nominee; and
    - Note: Authorised nominee** means a person who has been given permission by a parent/guardian to collect the child from the education and care premises (see section 170(5) of the Law)
    - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to the child; and
    - Any person who is authorised to give an educator permission to take the child outside the education and care premises.
  - Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities, or authorities of any person in relation to the child or access to the child.
  - Details of any other court orders provided to the approved provider relating to the child’s residence or the child’s contact with a parent or other person.
  - The gender of the child.
  - The language used in the child’s home.
  - The cultural background of the child and, if applicable, the child’s parents/guardians.
  - Any special consideration of the child, for example any cultural, religious, or dietary requirements or additional needs.
  - The relevant authorisations set out in regulation 161.
    - An authorisation, signed by a parent/guardian or person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek:
      - I. Medical treatment for the child from a registered medical practitioner, hospital, or ambulance service; and
      - II. Transportation of the child by an ambulance service; and
  - The relevant health information set out in regulation 162.
    - The name, address and telephone number of the child’s registered medical practitioner or medical service; and
    - If available, the child’s Medicare number.
    - Details of any:
      - I. Specific healthcare needs of the child, including any medical condition; and
      - II. Allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
    - Any medical management plan, ASICA anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy referred to above; and
    - Details of any dietary restrictions for the child; and
    - The immunisation status of the child; and

- If the approved provider or an educator or family day care educator has sighted a child health record for the child, a notation to that effect; and
- In relation to New South Wales, certificates for immunisation or exemption for the child, as required under section 87 (1), (2) and (3) of the Public Health Act 2010 of New South Wales.
- If the enrolment form is incomplete, the child cannot be accepted and will not be able to attend.
- Enrolments submitted by families to South Turramurra OOSH will be processed in line with the Priority of Access Guidelines and the Child Care Management System (CCMS).
- It is the responsibility of the parent/guardian to notify the service if any details provided on the initial enrolment form have changed.

### Orientation

- Upon receiving enrolment, specific details are documented on a child induction form to be used in their orientation to OOSH.
- Details on the child induction form include:
  - Child's name.
  - School grade.
  - Any allergy, asthma, medication, condition or dietary requirements.
  - Name of siblings or relations who currently attend OOSH.
  - Any additional information such as diagnoses, phobias or additional languages spoken at home.
- Allergy and asthma plans submitted during enrolment are used to make risk minimisation and communication plans. Plans are made by South Turramurra OOSH and are discussed and agreed to by the parent/guardian. Action and communication plans are kept in the first aid folder located in the first aid bay, with the relevant medication supplied by the parent/guardian. Staff will read all relevant documentation in each child's profile and sign on the staff sign off page to ensure they have been made aware of the health needs of the child.
- Any dietary requirements listed on the enrolment are added to the dietary requirements document displayed in the kitchen, and a magnetic dietary tag is created to be used as a reference during food preparation and serving.
- Before the child begins care at OOSH, parents/guardians are contacted and provided with a copy of our Parent handbook to help answer any questions they may have regarding the OOSH routine and the service we provide.
- When the child begins attendance at OOSH, the details from the child induction form are communicated to the staff at daily team meetings to ensure all staff are aware of the child and their needs.

### Child Care Subsidy

- To receive Child Care Subsidy (CCS) parents/guardians must apply via Centrelink/MyGov to assess whether the family is eligible for CCS. To ensure a smooth enrolment process, this must be completed prior to enrolment.
- In order for South Turramurra OOSH to link Government approval and claim these rebates for families, parents/guardians must provide CRN numbers for their child and the parent/guardian listed as Parent 1 on the online enrolment form.
- To ensure that rebates are received correctly, parents/guardians need to confirm that their child is attending South Turramurra OOSH via 'MyGov.'
- South Turramurra OOSH has no control over rebate percentages. For most issues regarding CCS rebates, parents are referred to Centrelink.

### Re-enrolment for existing families

- All children (except year 6 school leavers) currently enrolled at South Turramurra OOSH will have their bookings roll over to the next school year unless account holders have requested otherwise.

- Families will be sent a reminder each year to check all details and update any relevant information by emailing OOSH.
- Any changes to enrolment information that is requested via email will be processed by a senior staff member to ensure all related documentation is updated accordingly.
- All updates to contact email address or phone numbers will be updated by staff in the service's google contacts as well as the parent's Xplor profile.
- Any changes to a child's medical conditions information during re-enrolment will require an update to the Risk Minimisation and Communication plan, and a new parent/guardian signature as per our *Dealing with Medical Conditions Policy*.
- When South Turrumurra OOSH operates with a waitlist, families will be asked to review bookings for the following year while checking their enrolment details. Families will be provided with a minimum 2-week re-enrolment deadline for submitting booking requests for the following year. This allows current families to have priority of available sessions before new enrolments are offered positions.
- When South Turrumurra OOSH operates with a waitlist, any additional days that have been requested by existing families after the re-enrolment deadline has closed, will not roll over to the new year and will have to be added to the waitlist for the following year.

### Cancelations and Changes to Bookings

- South Turrumurra OOSH requires 2 weeks' notice on all permanent booking cancellations.
- Cancellation or change requests must be made via email to [bookings@tpsoosh.com.au](mailto:bookings@tpsoosh.com.au) before they can be processed. Two weeks' notice will begin from the date the written notice has been received by OOSH.
- South Turrumurra OOSH reserves the right to suspend or cancel bookings in cases of outstanding accounts, child behavioural issues or non-compliant or abusive behaviour from parent/guardians in line with our *Behaviour Management and Payment of Fees policies*.

### Inclusion

- South Turrumurra OOSH aims to create an inclusive environment for all children.
- If educators and the Nominated Supervisor believes the current OOSH environment is not suitable for a child who is enrolling at South Turrumurra OOSH or if a child enrolling may pose a threat to other children attending OOSH, a meeting with the parent/guardians and the educational leader will be organised to discuss reasonable allowances to create a supportive environment for all children.
- If required, South Turrumurra OOSH may apply for Inclusion Support funding to further support children in the OOSH environment. (See *Inclusion Policy*)
- South Turrumurra OOSH may require additional time to prepare funding arrangements or implement environmental changes to support children with additional needs. This can take up to 6 weeks. (See *Inclusion Policy*).

### References and Related Policies and Procedures

#### References

- ACECQA – Enrolment and orientation information sheet [acecqa.gov.au/media/27031](https://www.acecqa.gov.au/media/27031)
- ACECQA – Opening a new service [acecqa.gov.au/resources/opening-a-new-service](https://www.acecqa.gov.au/resources/opening-a-new-service)
- Australian Government Privacy Act <https://www.legislation.gov.au/C2004A03712/latest/versions>
- Child Care Handbook <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>
- ACECQA National Quality Standards <https://www.acecqa.gov.au/nqf/national-quality-standard>
- ACECQA My Time Our Place <https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf>

## Related Policies and Procedures

- Acceptance and Refusal of Authorisations
- Dealing with Medical Conditions in Children
- Dealing with Infectious Diseases
- Incident, injury, trauma, and illness
- Delivery and Collection of Children
- Emergency and Evacuation
- Excursions and Transportation
- Governance and Management
- Interactions with Children
- Dealing with Complaints
- Behaviour Management
- Payment of Fees
- Inclusion

## Approval and Revision History

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14.01.2021	Amy Kitto	Scott Everard	January 2022
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