TURRAMURRA OOSH
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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.
- Meet regulatory requirements.

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 and 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 may 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.

Booking Types

Permanent bookings

- Permanent bookings are weekly, re-occurring bookings and must run for a minimum of two weeks. OOSH is legally obligated to submit all permanent booking patterns and attendances to our governing body, including those not eligible for Child Care Subsidy. *(See Cancelations and Changes to bookings below for more information on permanent bookings).*

Casual bookings

- Casual bookings are one-off bookings, can be requested at any time, are charged at a higher rate than permanent bookings and are subject to availability.
- Casual booking cancelations can be processed without charge up until the day of the booking. If a cancelation is requested on the day of the booking, children will be marked absent and parents/guardians will be charged for the session.

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 Turramurra OOSH can care for a maximum of 300 children per session.
- To be eligible for enrolment at OOSH, children must be enrolled and attending Turramurra Public School.
- We strive to ensure that all families have a place at 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 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 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 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 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.
        - Any person who is an authorised nominee.
          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.
        - 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, e.g. any cultural, religious, 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.
            II. Transportation of the child by an ambulance service.
    - 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.
- If available, the child's Medicare number.
- Details of any:
  I. Specific healthcare needs of the child, including any medical condition.
  II. Allergies, including whether the child has been diagnosed as at risk of anaphylaxis.
- 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.
- Details of any dietary restrictions for the child.
- The immunisation status of the child.
- 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.
- 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 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.
- Complete enrolment of a child may take multiple business days and same-day or next-day enrolment and attendances are usually not possible.

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 OOSH then discussed, adjusted 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.
- New children are shown around the service and key elements of OOSH are discussed with one of our senior educators for their first three sessions. New children are discussed at daily meetings for their first five sessions and sessions after long periods of absence.
- New Kindergarten children engage in their own thorough induction to OOSH life as a group, throughout their first term at OOSH. They also wear fluorescent bibs and name tags whilst they become familiar to staff.

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.
- For OOSH to link Government approval and claim CCS 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.'
- As per government requirements, parent/guardians must complete the Complying Written Arrangement (CWA) via their Xplor profile.
- To ensure accurate rebate payments and avoid backdated CCS balancing in your OOSH account, parent/guardians must keep their CWA up to date with changes to bookings patterns.
- 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 OOSH will have their booking pattern roll over to the next school year unless parents have requested otherwise.
- Families will be sent a reminder each year to check all details and update any relevant information by emailing OOSH or completing the attached re-enrolment form.
- 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 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 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 be added to the waitlist for the following year.

Cancelations and Changes to Bookings

- OOSH requires 2 weeks' notice on all permanent booking cancellations.
- Cancellation or change requests must be made via email to 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.
- 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

- OOSH aims to create an inclusive environment for all children.
- If educators and the Nominated Supervisor believe the current OOSH environment is not suitable for a child who is enrolling at OOSH or if a child enrolling may pose a threat to other children attending OOSH, a

meeting with the parent/guardians will be organised to discuss reasonable allowances to create a supportive environment for all children.

- If required, OOSH may apply for Inclusion Support funding to further support children in the OOSH environment. (See *Inclusion Policy*)
- 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
- ACECQA – Opening a new service 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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