



CATHOLIC EDUCATION

WESTERN AUSTRALIA

ENROLMENT AND BOOKING

POLICY STATEMENT

Acceptance of families and children at our OSHC service will be non-discriminatory with families from all backgrounds and cultures welcomed. Families enrolling their children to attend our service are entering into a partnership with our service and staff underpinned by the values of the Catholic Church.

Successful enrolment requires completion of the enrolment package and orientation on offer for families. processes (see *Orientation Policy* for more information). No child will be accepted into the service until the enrolment form has been completed in full, and supporting documentation has been provided.

Permanent bookings are assumed to operate for the whole school year unless otherwise stated at the time of enrolment. Casual bookings are subject to availability.

Places will be allocated to families with the greatest need for child support as determined by the Australian Government Priority of Access Guidelines outlined in this policy.

We will make every effort to make all relevant information available to families prior to enrolment.

RATIONALE

According to Catholic social teaching we are all children of God, created in his image.ⁱ Beyond our differences and boundaries “we are all one in Christ Jesus”.ⁱⁱ Therefore, our service values the rich and diverse communities of which our children are a part of and understands these communities are central to their lives and learning (CEOWA Early Years Position Statement, August 2009).

Our enrolment process aims to ensure all relevant information is collected prior to children commencing in care to ensure their ongoing safety and well-being. The enrolment process takes into account all legislative requirements from the *Education and Care Services National Regulations (2012)*. of current early learning and care legislation and the guidelines contained within the Australian Government Child Care Service Handbook.

Clear booking procedures assist us to plan staffing numbers and rosters to ensure the appropriate supervision and care for our enrolled children.

PROCEDURES

Enrolments will be accepted according to the Australian Government Priority of Access guidelines. Families will be advised that children enrolled under the third priority access may be required to alter their days or leave the service in order to provide a place for a higher priority child.

An enrolment form and registration agreement must be completed by each enrolling family for each child who will attend the service. Completion includes the provision of all required documentation such as birth certificate and immunisation records and the payment of one week's fees in advance.

The nominated supervisor will complete the enrolment checklist to ensure all required details are recorded.

Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct.

Enrolment information will be kept in a confidential file in a locked storage. Access to this information is available only to the educators, service management, families and authorised government officers.

A privacy statement which details the name and contact details of the service; informs enrolling parents they are able to gain access to their information; why the information is collected; the organisations to which the information may be disclosed; any law that requires the particular information to be collected; and the main consequences for not providing the required information, forms part of the enrolment form. (See *Acceptance and Refusals Policy* for more information).

Families will be given a "Strengths, Interests and Needs" and "interests" sheet in their enrolment package, to complete.

At enrolment each family will be provided with a copy of the Family Handbook, enrolment and management of medical conditions policy. During orientation they are also shown other important documents such as the grievance policy, ECRU contact details, menu etc. in the policy file.

Families are invited to participate in an orientation process as established in the service's orientation policy in order to finalise the enrolment process.

At enrolment and during the orientation process, parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.

If an OSHC place is not immediately available at our service families may be put onto a waiting list.

To be placed on the waiting list families must complete a *Booking Form* detailing the family's names and address, care needs and priority of access eligibility. Once entered onto the waiting list it is necessary for the family to contact the service at the end of each month to confirm their continued wish to remain on the list. When a place becomes available the family will be contacted by the nominated supervisor and enrolment may proceed.

PRIORITY OF ACCESS GUIDELINES

One of the main reasons the Australian Government funds child care services such as OSHC is to meet the child care needs of Australian families. When the demand for child care places exceeds supply in a location services are required to allocate places to those families with the greatest need for child care support.

When filling vacant places there are three priority levels to be followed within the Priority of Access Guidelines:

Priority 1 - a child at risk of serious abuse or neglect.

Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the A New Tax System (Family Assistance) Act 1999.

Priority 3 - any other child

Within these main categories, priority should also be given to the following children:

- ❖ children in Aboriginal and Torres Strait Islander families
- ❖ children in families which include a disabled person
- ❖ children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$41, 902 for 2013 – 2014 or who or whose partner are on income support
- ❖ children in families with a non-English speaking background
- ❖ children in socially isolated families
- ❖ children of single parents.

When filling vacancies, it is a requirement that we give school children priority over children who have not yet started school.

Any staff members wishing to enrol their children in the OSHC program will need to speak with the nominated supervisor before enrolment. Placement is to be organised at the convenience of the service through the nominated supervisor or centre manager.

BOOKING GUIDELINES

Permanent (Regular) Bookings

It is assumed that permanent bookings will operate for the whole school year unless otherwise stated by a parent / legal guardian. A one week cancellation notice is required if families wish to cease using the service or change their child's permanent booking. Notification must be provided to the nominated supervisor.

The nominated supervisor must also be notified (in writing or by telephone) if their child will be absent from the centre for any reason e.g. sickness, holiday etc. All permanent bookings must be paid for, whether the child attends or not.

Casual Bookings

All casual bookings are subject to availability of places. Requests must be emailed through to the nominated supervisor. Casual bookings can be cancelled with no charge if more than 24 hours written notice is given.

A casual booking is a one off bookings that is for emergencies, and once off care which may include multiple children from the same family.

Emergency Care

In the event of a family emergency the service will always attempt to accommodate family needs. Parents are required to contact the nominated supervisor by phone to arrange emergency care requirements. Usual session fees apply.

Vacation Care Program Bookings

The nominated supervisor will provide a booking form to all families wishing to book their child into the vacation care program. Families will then be asked to return the completed form to the nominated supervisor 2 weeks prior to vacation care commencing. Bookings can be cancelled or changed with no fee if more than 1 week's written notice is given.

REFERENCES

Australian Children's Education and Care Quality Authority (2012), *Education and Care Services National Regulations (WA) 2012*. ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), *The Guide to the National Quality Standard*, ACECQA, NSW.

Australian Children's Education and Care Quality Authority (2011), *The Guide to the Education and Care Services Law and the Education and Care Services National Regulations*, ACECQA. NSW.

Further sources

Australian Children's Education and Care Quality Authority <http://www.acecqa.gov.au/>

Department for Local Government and Communities and the Education and Care Regulatory Unit <http://www.communities.wa.gov.au/education-and-care/Pages/default.aspx>

Review history

YEAR OF REVIEW	AMENDMENTS
January 2014	Reviewed and edited content to align with requirements under the national regulations.
October 2015	Reviewed content to ensure it aligns with requirements under the national regulations.

October 2016	Reviewed content to ensure it aligns with requirements under the national regulations.
November 2017	Checklist to be revised and updated

Next review

November 2018
