



Enrolment and Orientation

POLICY RATIONALE

Holy Family Catholic School OSHC is committed to consistent and clear enrolment procedures to ensure no family is disadvantaged in accessing Holy Family Catholic School OSHC services. The service will keep an enrolment form for each child that includes the information listed below. (R160-162)

Holy Family Catholic School OSHC ensures that Educators are provided with strategies to support families in introducing children to the Service, time to develop close professional relationships with families, and support from referral agencies where appropriate.

ENROLMENT PROCEDURES

Holy Family Catholic School OSHC acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.

- Holy Family Catholic School OSHC is dedicated to providing families with:
 - Enrolment for their child/ren;
 - Support in the event of needing additional or emergency care for their child;
 - Privacy and confidentiality.
- The enrolment record will include the information prescribed in compliance with *Regulation 160* of the Education and Care Services National Regulations (2011).
- The enrolment record will include authorisations prescribed in compliance with *Regulation 161* of the Education and Care Services National Regulations (2011).
- The enrolment record will include health information in compliance with *Regulation 162* and of the Education and Care Services National Regulations (2011) for all other jurisdictions.
- All enrolments are to be completed through the Xplor app. Families who do not have access to a computer or who are challenged by language, literacy and numeracy concepts will be supported by the Director of Service (or responsible person) to complete the enrolment process.
- Families may be supported during enrolment through translation services.
- At enrolment, parents/guardians are encouraged to provide any further information about their child that will support continuity of care between home and the service.
- Enrolment Records will be updated regularly by parent/guardian or more frequently if or when a family's circumstances change.
- A fully completed enrolment must be completed before a child can attend the service. This includes an agreement to the Holy Family Catholic School OSHC terms and conditions.
- It is a legal requirement that a full copy of any court order or parenting order that exists be kept with the service's records. The enrolment record must contain details of both parents (if known). (R 160)
- Access to this information is available only to relevant Educators, the enrolling parent/ guardian, and authorised Government Officers. This information will also be shared with Emergency Services staff in the case of an emergency.

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- If a place is not immediately available at the service, the family may be put on a waiting list. When a place becomes available, the parent/guardian will be contacted by the Director, and enrolment may proceed.
- Vacation Care Bookings open approximately four weeks before school holiday programs begin and are made online Xplor App.
- Before and After School Care Bookings are made through the Xplor App.
- Bookings are accepted according to Priority of Access guidelines as set by the order that bookings are received.

SUPPORTING CUSTODY ARRANGEMENTS

Services maintain records of custodial and access arrangements for children attending the service in compliance with *Regulation 160* of the Education and Care Services National Regulations (2011).

Holy Family Catholic School OSHC ensures that Educators are provided with information about custodial issues and ensures that Educators are supported to implement procedures for supporting custody arrangements.

- Holy Family Catholic School OSHC requires that each parent/guardian provides, upon enrolment and/or change of circumstances, provide a copy of any legal documents including but not limited to Family Court Orders, Parenting Orders, family violence-related orders, child protection orders and bail orders in compliance with *Regulation 160* of the Education and Care Services National Regulations (2011). Holy Family Catholic School OSHC cannot accept court/parenting orders where portions are removed, omitted or blacked out.
- Enrolling family members are responsible for informing the Director of Service (or responsible person) of custody and access arrangements on enrolment and must advise immediately of any subsequent changes to these arrangements.
- All legal documentation relating to custody and access are held and maintained according [CESA Records Management policy](#).
- The Director of Service (or responsible person) is responsible for alerting Educators of any custody arrangements concerning children in their care.
- No child will be permitted to leave the service with anyone other than those authorised on the child's Enrolment Form, or by written authorisation from the custodial parent/guardian, in accordance with the *Delivery and Collection of Children Policy*.
- If a person other than those mentioned in legal documentation relating to custody and access arrangement arrives at the service to remove a child and is not a person who is authorised by the enrolling parent/guardian on the child's Enrolment Form, the Director of Service (or responsible person), will explain Holy Family Catholic School OSHC legal responsibilities, and explain that by law the child's legal guardian must be contacted before the child is taken from the service, and any other procedures in accordance with the policy on Delivery and collection of children.

Overseas court orders are only enforceable where they have been registered in Australia with the Attorney Generals Department, International Family Law section.

PROCEDURES FOR ACCEPTING REFERRALS

Holy Family Catholic School OSHC provides procedures for enrolling children from referral agencies, including children's welfare authorities.

- The Director will determine a threshold of the number of children with additional education and care requirements or needs that can be appropriately and respectfully provided for.
- Where it is determined that the service cannot accept a referred child, the referring agency will be advised to contact the Australian Government's Child Care Access Hotline by phoning 1800

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670 305 or by visiting the Australian Government’s online child care portal to seek alternative options.

- Acceptance of a referral will be dependent upon:
 - The Service having the required resources to appropriately care for the child(ren);
 - Completion of an Enrolment Form by an authorised parent/guardian;
 - A visit or phone call from the referring agency (e.g. case manager) to:
- Provide information about the referral;
- Clarify any special conditions of enrolment;
- Provide necessary details about the child(ren)’s care arrangements, including foster care details; and
- Determine a suitable orientation process (child to the service, and Educators to child’s needs).
 - Reaching agreement regarding the cost for providing care and any special requirements.
 - Agreement to a debriefing from the case manager at the conclusion of the referral period.
- Holy Family Catholic School OSHC will determine a fee schedule for referrals which includes contingencies for arrangements, such as payment for transport, clothing or food, and additional Educator support if required. The referral agency will be invoiced for the agreed cost of providing care determined and documented during the case manager’s visit to the service.
- Holy Family Catholic School OSHC will ensure confidentiality in relation to information about referred children at all times in accordance with Record Keeping Policy. However, Educators involved in the direct care and education of referred children will be provided with information that is considered to be essential to ensure the safety and protection of both the referred child/ren, other children and Team Members.
- Referral agency officers will be required to provide identification before being admitted to a Service.

REQUIREMENTS FOR ADDITIONAL NEEDS

Holy Family Catholic School OSHC requires a minimum of 4 weeks notice if you intend to enrol your child into a Vacation Care Program or a Before and After School Care program, and they have been diagnosed with any form of learning, behavioural or diagnosed difficulty or medical condition. This allows adequate time to apply for additional funding, recruit additional staff and be best prepared to support your child. A meeting (telephone or in-person) between Holy Family Catholic School OSHC and the child’s parent(s) may be required.

Before accepting the enrolment of each child, Holy Family Catholic School OSHC will work in partnership with each child’s family/guardian to consider if they can make reasonable adjustments to the service/program in order to support the child, to maintain an appropriate and safe environment for both the additional needs child, other children at the service and educators.

ORIENTATION PROCESS

Holy Family Catholic School OSHC understands the importance of an orientation process that provides clear guidelines to help families and children to settle into the service successfully. Holy Family Catholic School OSHC is committed to providing children with support and comfort to settle into the service and establish new friendships and relationships and advocacy for children’s wellbeing and protection.

- Please inform Educators that this is your child’s first time attending the program.
- An Educator will show your child around the service, explain boundaries and expectations to them, endeavour to engage them in an activity or find them a friend or buddy to help settle them in.
- Sometimes Educators may ask children to be a special helper to them, or they may ask the children to sit with them so we can better ascertain what your child likes to do. These profiles are kept confidential and are used for current and future planning.

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- Parents/guardians are welcome to view these profiles if educators have completed one with your child. Please respect the boundaries of the service and understand that educators are experienced in what they do and sensitive to the needs of the children at the service.
- Parents are more than welcome to enter with their child to look around and ask any questions of the educators. However, we ask parents to understand that often children adjust more quickly with the assistance of the Educators when anxious parents do not linger overly long. Parents are encouraged to call at any stage throughout the day to ask for a report on their child. Educators are happy to assist and speak with parents/guardians at any time.
- Educators may discuss the child's day with the family member when they come to collect the child.

Families and children provide feedback about this process as Holy Family Catholic School OSHC commit to the continuous improvement of our services.

REFERENCES:

- ACECQA National Quality Framework Resource Kit (2012)
- Quality Area 2 – Children's health and safety
- Quality Area 6 – Collaborative partnerships with families and communities
- Quality Area 7 – Leadership and service management
- Education and Care Services National Law Act (2010), S 168, S 175
- Education and Care Services National Regulations (2011), R 160, 161, 162

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