



Enrolment Policy

Issue Date:
September 2022

Next Review Date:
October 2023

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	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
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct risk assessment for excursion
102	Authorisation for excursions
157	Access for parents
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
173	Prescribed information is to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook

NATIONAL QUALITY STANDARDS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Policy statement:

Meaningful, respectful and supportive relationships with families contribute to a smooth transition and quality outcomes for children in the service. They can also form the basis of ongoing communication and trust between families and the team. Enrolment and orientation, when conducted well, are an opportunity to get to know each child and their family. They also enable families to become familiar with the service, its educators, and the program. ACECQA (2018)

Target Audience:

Management, Educators, Staff, Families, Children

Aim:

Lipscombe Child Care Services Inc (the **Service**) enrolment policy aims to be efficient, comply with legislative requirements and be effective in assisting families to have a positive enrolment process which meets their individual needs.

- To offer enrolments according to the Australian Government suggested Priority of Access
- To provide families with a clear effective process for enrolment and orientation at the Service
- To outline how the obligation to give parents access to their child at the Service will be met.

Responsibilities:

Board, Management, Educators

ACCESS

Children aged from 12 weeks old up to and including 12 years old are eligible to be enrolled at the Service. The service will ensure maximum daily attendance does not exceed the capacity of the service as per the Service Approval; a vacancy must be available for the booking required, adequate staffing must be available and the needs of all children must be able to be met.

Child Care providers in Australia are asked, but not legally obliged to prioritise children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

The service works to these priorities to support the aims of the Australian Government of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Service Priority of Access:

After observing the access priorities set out above, the Service reserves the right to offer priority to:

- Siblings of children currently attending the Service
- Children of staff members of the Service

ENROLMENT

The first step towards enrolment is to register on the service waiting list. This is found on the 'Waiting List' page of the service website www.lipscombechildcare.asn.au. This page provides the registration or log in point for 'My Family Lounge'.

New families will need to create an account in My Family Lounge. Families who have accessed My Family Lounge for other child care service providers will log in using their same log in details, but via the Lipscombe service website, to establish connection with Lipscombe.

When the service identifies a potential available place, it identifies the next eligible family according to priority of access. The Service contacts the family (usually by phone or email). The potential place is discussed, and a time made for orientation. please refer to the service 'Orientation Policy'.

When the orientation is complete, or earlier if the family declines orientation, and a suitable place is available, an offer for care will be made by the service to the family via the 'Qikkids Enrol' platform linked to My Family Lounge.

The family will be prompted to complete the enrolment form, provide relevant authorisations (see *Acceptance and Refusal of Authorisations Policy*) and upload required documentation. This may include but not be limited to immunisation records, medical information, court orders, identification or documents to support the service in meeting the child's individual needs.

Bookings

Bookings for new families commence on the date nominated by the Service in the offer for placement. The booking will end at close of business on the last calendar day of the year.

Bookings for children who are currently attending are offered for the next year on a calendar year basis. Bookings will commence on the first business day of the year and end at close of business on the last business day of the year.

Changes to bookings

Requests to change bookings can be made at any time by:

- The parent logging into My Family Lounge, to 'Current Bookings'
- Selecting the 'Edit' button beside the most recent booking and completing all fields which are available to make a new booking request.

The Service will respond with an offer for amended placement which the family can accept and confirm or decline.

Alternately, families can contact the Service directly to discuss potential changes.

Short term bookings will be considered on an individual basis and offered only when:

- Children are currently attending the Service and will attend the following year from the first business day of the year until commencement of the school year; or
- Placement is required to support child wellbeing or safety; or
- Other circumstances at the discretion of the Service, **and**

Placement of a child for a short term period will not prevent another family accessing a place for the full calendar year, or remaining part of the year, then on an ongoing basis;

Booking requests for current families wishing to continue in the next calendar year will be confirmed by December of the current year using the steps and considerations outlined below.

- Step 1: Lipscombe invites families to update their enrolment information and make a booking request for the next year via 'My Family Lounge'. Key policies and an updated fee schedule will be provided to each family at the time of invitation.
- Step 2: Lipscombe assesses all submitted requests and determines offers of a place in accordance with its policies and procedures
- Step 3: Lipscombe makes an offer for placement in accordance with its policies and procedures
- Step 4: Family accepts or declines the offer via My Family Lounge, accepting current terms and conditions, the updated fee schedule and key policies.
- Step 5: Orientation for new children entering the Service will be offered to families and a series of settling visits will be arranged for children moving from one Lipscombe program and another.

Children cannot attend the Service until the enrolment update is complete. This may include provision of updated immunisation records or other required documentation.

Continuing placement with the Service will be offered in accordance with the following considerations:

- The Service priority of access
- The ability of the Service to provide a safe and stimulating environment, which meets the needs of the child and other children in attendance
- The ability to obtain Insurance cover for a child wishing to attend care
- Families meeting their financial and other contractual and policy obligations to the Service

Continuing enrolment is subject at all times to the Service determining in its absolute discretion at any time not to invite, confirm, or continue care because it is not in its interests. Should it make this determination it will be entitled to not invite enrolment (including by deciding not to issue an invitation to submit a booking request), not make an offer for care; or to terminate enrolment under the Child Care Agreement.

A child will not be waitlisted if the Service has determined not to offer or continue enrolment for that child.

Waitlist (External)

The Service assesses requests for placement in a fair and transparent way, which is in keeping first with the DESE priority of access. Offers will then be made in the following order:

- families with children currently attending the Service, such as when families have requested an additional day. (This is referred to as the internal wait list)
- families with siblings currently attending other Lipscombe programs
- then by the date on which the waiting list application was received, subject to the place available matching the booking request

Once a place is offered, it must be accepted by the date indicated in the offer for placement. If the booking is declined, families may opt to remain on the waiting list, maintaining their previous position, or be removed.

Placement will be offered at the age appropriate program for any new child enrolling at the Service. For children aged 3–5 years, placement may be offered at Seagulls or Nutgrove, according to families' preferences and subject to availability of places. These programs may be accessed simultaneously, by parent choice or if the

need arises to meet care requests. However, for consistency of care for children, this will not be encouraged. In the event a child attends both Nutgrove and Seagulls, this child will be a wait list priority for care in the preferred program as soon as available.

Children confirmed to transition from Playhouse to Nutgrove or Seagulls are to be considered ahead of enrolments of new families to the Service. Places in Nutgrove and Seagulls for children due to transition from Playhouse will be held at the discretion of the Service.

Programs and age groupings are as follows:

- Bumble Bee 12 weeks - 2 years
- Playhouse 2 - 3 years
- Nutgrove 3 – 5 years (incorporates Before Kinder Care and Before School Care)
- Seagulls 3 - 5 years
- Sandy Bay OSHC 4 - 8 years (After Kinder Care and After School Care)
- Waimea 4 - 5 years After Kinder Care
- Waimea 5 -12 years After School Care

Note: Access to the Waimea Vacation Care program will be limited to children who have commenced their formal Kindergarten school year. For children who have attended or currently attend Nutgrove or Seagulls, families are encouraged to access their usual program for school holiday breaks at the end of terms 1 and 2.

Waitlist (Internal)

Families with children currently attending the Service, requiring additional care that is not immediately available will be placed on an internal waitlist. These requests are given priority over external waitlist families.

Internal wait list positions will be offered to the family who has been waiting the longest for the relevant day, unless the following circumstances apply:

- a child attending 3-5-year-old programs are attending both programs simultaneously to meet care requirements
- If offering the available position to someone further down the wait list allows the Service to place multiple children within the one family, coordinating care in multiple programs
- A child is due to move from Playhouse to a 3-5 program and available spaces are required to continue to offer all currently booked days for the child moving

Maintaining Enrolment Records

It is the responsibility of the custodial parent/guardian to update contact or other details as changes become relevant. This includes:

- Court Orders, including updates to court orders (only court orders that are on file at the Service can be used. These are required to be provided to the Director as the Nominated Supervisor or Assistant Director
- Contact details
- Addition or removal of persons listed and authorized on the enrolment record
- Bookings (permanent cancellations must be made by contacting the service in writing. Email will be accepted).
- Changes to booked days by submitting a new booking request in My Family Lounge
- Enrolment information for each child will be kept in a confidential file in accordance with our Privacy and Records Policy. Access to this information is only available to the Director, Assistant Director, Finance and Administration Officers, Responsible persons in day to day charge, parents / guardians of the child, the state regulatory authority and commonwealth department officers.

Cancellation of enrolment

Enrolment terms are contained in the *Child Care Agreement*. As per that agreement permanent cancellation of an enrolment by a parent/guardian is a termination of contract and is required to be in writing, with 14 days notice. Where the notice period is less than 14 days, a fee will be charged equivalent to the days of care at the allowable absence rate when it is relevant. If the child does not attend on his or her last day, Child Care Subsidy will not be applied.

Enrolment will be cancelled by the Service where children are absent without explanation for more than two weeks, or, if the account for fees remains outstanding for an excessive time (as per the Fee and Credit Policy).

ORIENTATION

The orientation process provides time for our Service to share information with families about all aspects of service delivery and for families to share information about their child and their expectations of the Service. Please see the service Orientation Policy.

CHILD CARE SUBSIDY

[Child Care Subsidy](#) (CCS) offers assistance to families, to assist with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school

Applications for Child Care Subsidy are made through Centrelink. Once approved and when the child and claiming parent Customer Reference Number (CRN) has been provided in the enrolment system, Child Care Subsidy will be applied to the family account as a fee reduction. The parent contribution paid to the service after Child Care Subsidy has been applied is called the 'gap fee'.

Complying Written Agreement (CWA) is an agreement between the service and a parent or guardian, to provide childcare in exchange for fees. The Government requires certain information be collected as a minimum to constitute a CWA. When a CWA is signed, a child is taken to be enrolled in the service. For eligibility for Child Care Subsidy, a child must have attended and incurred a cost under the CWA. The CWA requirements for Lipscombe are met through completion of the enrolment form and acceptance of terms and conditions in 'My Family Lounge'.

Links to other Policies:

Acceptance and Refusal of Authorisations

Duty of Care

Grievance and Complaints Management Policy

Delivery and Collection of Children

Fee Schedule

Immunisation and Health Infectious Disease Policy

Sun Policy

Fee and Credit Policy

Excursion Policy

Incident, Injury, Trauma and Illness Policy

Family Code of Conduct

Privacy and Records Policy

Inclusion Policy

References:

Education and Care Services National Law and Regulations 2010

Family Law Act 1975

Child Care Provider Handbook – version 1.0, May 2018

ACECQA Enrolment and Orientation Information Sheet, 2018

Child Care Centre Desktop Policy Bank

O'Reilly Legal and Governance – consultation 2021.

<https://www.education.gov.au/child-care-package/child-care-provider-handbook/enrolling-children/managing-child-care-places>

Policy Review:

The Service Early Years Education & Care will review this policy and related documents, every 2 years, or more often as required when new information becomes available.

Families are encouraged to collaborate with the Service to review the policy and procedures.

It is essential for all staff to familiarize with the policy and / or review and acknowledge in writing any changes to policy.

Changes made at review:

Review last 2008 -Addition of program enrolment guidelines, break down of groups, access to Waimea vacation care guidelines

Addition of QIAS; Addition of references

Review August 2012 - New policy format; Extra information with regards to priority of access; Removed reference to Fahan program

Added in additional information with regards to family law guidelines; Removed avenues for involvement in program as this is covered in other policies; QIAS links changed to NQF

Review May 2013 - Added definition for third priority; Added Regulations; Added information acceptance/refusal of permissions; Added changes to bookings.; Association membership; Addition of orientation guidelines (May 2013) Addition of cancellations (August 2013) KA

Adjusted format (August 2013) KA

Significantly updated October 2015 - Reviewed September 2017, include enrolment part 2 in process, which was updated to streamline process KA

July 2018 – updated for NQS and CCS and other JO & KA

October 2019 – Updated reference to Government Priority of Access; amended wording related to forms “Child Care Agreement’ and ‘Confirmation of Care’; added reference to ‘Complying Written Arrangement’. KA

October 2021 – updated to reflect Child Care Agreement changes (date removed), for re-enrolment in My Family Lounge for first time for 2022. Checked NQS areas relevant and current KA

October 2022 – updated Govt priority of access.