

Enrolment Policy

Issue Date:
October 2025

Next Review Date:
October 2027

Persons Responsible:
Service Director and
Service Assistant Director

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
102D	Authorisation for service to transport children
155	Interaction with children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
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
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
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
Disability Discrimination Act 1992		Child Care Subsidy Minister’s Rules 2017
NATIONAL QUALITY STANDARDS		
2.2	Safety	Each child is protected
2.2.2	Incident and Emergency Management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
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.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family 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	Governance	Governance supports the operation of a quality service.

Policy statement:

Under the Education and Care Services National Regulations, an approved provider must ensure that policies and procedures are in place for managing enrolment and orientation (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170).

Enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent or guardian's eligibility for Child Care Subsidy. For eligible individuals and children, entitlement decisions will not occur without the correct enrolment in place. An enrolment links the child, the individual claiming the subsidy, and the childcare service.

Target Audience:

Approved Provider, Nominated Supervisor, Management, Educators, Staff, Families, Children, visitors to the Service

Aim:

The Service's enrolment policy aims to:

- provide clear guidelines for the enrolment of children at the Service.
- ensure compliance with legislative requirements.
- be effective in assisting families to have a positive enrolment experience which meets their individual needs.
- outline how the obligation to assist families most in need will be met.

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.

To enrol any child, a vacancy must be available for the booking requested, adequate staffing must be available, and the needs of all children able to be met.

Childcare 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.

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 enrolled at the Service.
- Children of Service employees.

Waiting List

To register on the Service waiting list, families access 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 register an account in My Family Lounge. Families who have accessed 'My Family Lounge' for other childcare service providers will log in using their existing login details, via the Lipscombe service website, to establish connection with Lipscombe.

Enrolment procedure

Step 1: When the Service identifies that a position is available, it identifies the next eligible family according to priority of access and position on the waiting list. The Service will contact the family to discuss potential enrolment, and a time is made for orientation. Please refer to the Service Orientation policy.

Step 2: An orientation visit is conducted, unless the family declines orientation (please see Orientation Policy). Following orientation, if the Service can offer a suitable place, and the family wishes to enrol, an 'Offer for Care' will be made by the Service, by email. The offer for care will include:

- the child's name
- program into which they are to be enrolled
- days of attendance
- the date which the booking will start
- an Xplor Enrolment Form Link, noting the expiry date for any enrolment offer is when the Xplor link expires, 7 days after being sent.
- the Service's current Fee Schedule
- a copy of the Service's *Child Care Agreement* (Terms and Conditions)
- a copy of the Service's Key Policy Booklet

Step 3: Families are required to accept the 'Offer for Care' by responding to the offer for care email within the specified time frame.

The family must then submit the child's completed enrolment form through Xplor before the link expires. Children cannot attend the Service without a satisfactorily completed enrolment.

It is a legal requirement that prior to the child starting, the Service has all required documents including

- the completed enrolment form
- medical management plans (if relevant) completed by the child's general practitioner or other treating medical practitioner
- a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age *and*
- details of any court orders, parenting orders or parenting plans

It is the responsibility of the account holder to ensure all enrolment information is kept current and required documents are provided to the Service as updates become available or reach their expiry date.

Immunisation History Statement:

- It is a requirement of Family Assistance Law that immunisation information held by the Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare subsidy
- Children must meet the immunisation requirements to be eligible for Family Tax Benefit (FTB) Part A and Child Care Subsidy (CCS). Some exemptions apply; however, families are advised that vaccination conscientious objection is not a valid exemption
- In Tasmania, Child Care Services require an immunisation history statement for enrolment from the Australian Immunisation Register. Children do not need to be immunised to attend childcare Services. However, if an outbreak occurs, unimmunised children may be excluded from childcare for a period of time.

Step 4: The primary contact signs an arrangement which reflects the enrolment circumstances. Please see the 'Arrangements for Care' section below.

Step 5: If Child Care Subsidy applies, families will be notified to confirm the Child Care Subsidy enrolment in their My Gov account. Please see the Child Care Subsidy section below.

Bookings

Bookings for new families commence on the date nominated by the Service in the offer for care, unless the Service agrees to reschedule the start date to either:

- Commence earlier when sufficient settle visits have occurred and the child is ready to start.
- Commence later when a child requires further time to settle.

Bookings are made on a calendar year basis and end at close of business on the last business day of the year, as advertised.

Booking Flexibility

Requests to change bookings temporarily can be made at any time by contacting administration - admin@lipscombechildcare.asn.au or 6225 1418.

Requests for bookings to be swapped from one day to another within the same week, will only be approved, subject to a place being available, including sufficient staff arrangements to accommodate the change of day.

Additional days can be requested by contacting administration or through the Xplor Home App or Xplor Home account.

Partial cancellation of a booking does not constitute ending of an enrolment. However, a minimum notice period of 1 week will apply to cease attendance on any permanently booked day. Any permanent changes to bookings must be requested by email to admin@lipscombecchildcare.asn.au

Bookings not attended will be marked as absent, when the parent gives notice by 9am on the day. Absence fees will be applied as per the fee schedule.

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

- The child is at risk of harm
- Swapping the child's days limits another child increasing days.
- The 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 from the one family, coordinating care in multiple programs
- The child is due to transition from Playhouse to Nutgrove or Seagulls and available spaces are required to continue to offer all currently booked days for the child transitioning
- There are special circumstances for the family such as illness or bereavement

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

- Placement is required to support child wellbeing or safety; or
- 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 (treated as a casual booking); or
- Other circumstances at the discretion of the Service.

Priority is given to permanent bookings. Placement of a child for any short- term period must not prevent another family accessing a place for the full calendar year, or remaining part of the current year, then on an ongoing basis.

Re-enrolment

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

Step 1: The Service will invite families, via email, to make a booking request for the following year.

Step 2: Requests will be considered by the Service, with changes to days of attendance, and additional days of care being offered in accordance with its policies and procedures and pending available spaces.

Step 3: Bookings will be confirmed by the Service applying the agreed booking to the child's Xplor account and providing a link for re-enrolment via email from Xplor.

Step 4: Families accept or decline the offer by completing re-enrolment; This includes reviewing and if relevant, updating each child's enrolment information, including authorisations, and uploading any updated documentation. This includes but is not limited to Immunisation History Statement, Medical Management Plan, Court Order, or documents to support the Service in meeting the child's individual needs.

Failure to satisfactorily complete any step of the re-enrolment process by a specified date may result in the place being offered to another family.

When children are transitioning from one program to another within the Service, an orientation, and a series of settling visits for children will be arranged. If the transition is to a new Lipscombe site, a CWA will need to be signed before children can begin attendance at the new Service.

Re-enrolment at the Service will be offered in accordance with the following considerations:

- The Service's 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 of the Service.

Continuing enrolment or re-enrolment is always subject to the Service determining in its absolute discretion at any time not to invite, confirm, or continue care. 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

The Service assesses requests for placement as per the Priority of Access Guidelines outlined earlier in this policy. Wait listed families are then contacted in order of 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 and enrolment must be completed by the date indicated in the offer for care. 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 consistent 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 placement in the preferred program as soon as a place is 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
Seagulls	3 - 5 years
Sandy Bay OSHC	4 - 8 years (Before and After Kinder Care and Before and After School Care)
Waimea OSHC	4 -12 years Before and After Kinder Care, Before and After School Care, and Vacation Care

Access to the Waimea Vacation Care program will be limited to children who have commenced their 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, or until they are 5 years.

Storage of enrolment information

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 Approved Provider, Nominated Supervisor (Director), Assistant Director, Business Manager and Administration Officer/s, Responsible Persons in Day-to-Day Charge, Parents / Guardians of the child, the State Regulatory Authority and Commonwealth Department officers.

Ending enrolment

Enrolment terms are contained in the *Child Care Agreement*. As per that agreement, permanent cancellation of an enrolment by the Xplor account holder 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, and the child does not attend a session of care that the child would otherwise have attended, a cessation of care fee (equivalent to the absence rate for that session) will be applied.

If a family has accepted the offer of a placement, then decides to withdraw from the Service before the agreed commencement date, the two week written notice period applies.

Child Care Subsidy will not be paid on any session of care beyond the child's last attendance, other than in exceptional circumstances for 7 days before commencement, or 7 days after the last attendance (see Child Care Provider Handbook).

Termination of Enrolment by the Service

Our Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached by the child or their family.

In addition, enrolment may be terminated if a child is absent without explanation for more than two weeks, or, if the account for fees remains outstanding for an excessive period, as per the Fee and Credit Policy.

The Approved Provider or the nominated supervisor will advise families in writing that their child's enrolment will be terminated following reasonable attempts to rectify any non-compliance.

Where employees have children enrolled at the Service, the Service reserves the right to terminate that child's care arrangement should the employee be terminated from their position, due to conflict of interest.

Child Care Subs

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. Information relating to the Child Care Subsidy can be found at <https://www.servicesaustralia.gov.au/child-care-subsidy>

[The Service cannot apply for or query CCS on behalf of families.](#)

Families who wish to receive CCS as reduced fees must apply for CCS through the MyGov website/app, or contact Centrelink directly. Applications prior to January 2026 will require families completing the Child Care Subsidy activity test. From January 2026 the activity test will be replaced with [3-day guarantee](#) initiative.

If a child does not attend a session of care for 14 continuous weeks, Centrelink will end the enrolment for Child Care Subsidy purposes. If the child attends the service again after a period of 14 weeks has lapsed, the Service will need to re-establish the Complying Written Arrangement with the individual and submit a new enrolment notice to the Government.

Arrangements for care

The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child. This may be a *Complying Written Arrangement* (CWA), Relevant Arrangement (RA), or Arrangement with an Organisation (AO). The arrangement is to provide care in return for fees, whether Child Care Subsidy will be claimed, or not. The Arrangement must be recorded, and the parent must confirm the terms of the agreement electronically through Xplor.

The Agreement will include:

- Enrolment circumstances – type of arrangement being entered into.
- Expected pattern of care – routine sessions, casual sessions or a combination of both.
- Dates – the date the care arrangement was made, and the date it will cease if this is known.
- Parties to the arrangement - the names and contact details of the provider, including Service ID and the individual(s), usually the CCS claimant.
- Child receiving care - the name, date of birth of the child and Customer Reference Number (CRN) if they have one.
- If Child Care Subsidy will be claimed- the name, date of birth and CRN of the claimant.
- Session details – Day, start, and finish times of routine sessions.
- Whether care will be on a casual basis, such as for school holiday care (in addition to, or instead of, a routine basis)
- Details of fees charged under the arrangement, which the parties understand may vary from time to time.
- Whether an Additional Child Care Subsidy claim will be made, and on what basis.

Once a provider enters into a Complying Written Arrangement with an individual, they must submit an enrolment notice to the Government within seven days of the end of the week in which the arrangement started.

Where Child Care Subsidy will be claimed, a Complying Written Arrangement (CWA) is required. Once the provider submits an enrolment notice to the Government, the family will be asked to confirm the enrolment through their MyGov account.

Parents cannot sign an arrangement until the Service has created a booking in Xplor. Parents should not sign a CWA more than 14 weeks prior to the child's first attendance, as the arrangement would cease prior to the child commencing.

Enrolment when there are shared care arrangements:

If a child's parents are separated and both individuals are responsible for part of the cost of the child's child care fees, each individual must establish their own enrolment, including their own claim for Child Care Subsidy and their own written arrangement with the provider (or provider).

Where one parent already has a Complying Written Arrangement in place with a provider, that Complying Written Arrangement must be varied in writing. Each parent will be assessed separately for Child Care Subsidy.

Each enrolment will require a separate enrolment link, enrolment form, signed authorisations and signed arrangement. Each parent will need to submit their own application and with separate email addresses. Parents will need to communicate specific details regarding their booking cycle. It is not the responsibility of the Service to communicate / liaise between parents to align booking arrangements between parents.

The Service will accommodate the following booking patterns for families with shared care arrangements:

- The child having two separate fortnightly bookings, for the same days on alternate weeks (i.e. Parent 1: week 1-Monday, Tuesday, Thursday, Friday, Parent 2: week 2-Monday, Tuesday, Thursday, Friday)
- The child having two separate weekly enrolments but for different days (i.e. Parent 1: Monday, Tuesday weekly; Parent 2: Thursday, Friday -weekly)

An irregular fortnightly booking, that has different booked days each week, for one child, between two accounts, will only be approved at the Service's discretion, and may be approved only for a set time frame. This includes where a particular day is required for one parent and not the other. The service may require that the day is booked on a weekly basis. In this circumstance, the service may remove the fee for the unused day, if the place can be offered to another child on a casual or routine basis, and there would not otherwise be a place available for that child.

Child Care Subsidy gap fees

A key principle and requirement under Family Assistance Law is that all parents who receive Child Care Subsidy should make a co-contribution to their childcare fees. The co-contribution (or gap fee) is the total of the fees the parent is liable to pay for sessions of care minus the amount of Child Care Subsidy paid in respect of those fees and sessions

Generally, only state and territory governments (and their agencies) can contribute to the payment of the gap fee, in part or in full. Other third parties (such as employers and charities) cannot pay the gap fee except in exceptional circumstances.

Additional Child Care Subsidy

Additional Child Care Subsidy provides additional fee assistance to vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality childcare on a child's health, wellbeing and development; and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

- Additional Child Care Subsidy (child wellbeing)—to help children who are at risk of serious abuse or neglect.
- Additional Child Care Subsidy (grandparent)—to help grandparents on income support who are the principal care giver of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship)—to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work)—to help low-income families transitioning from income support to work.

Providers are centrally involved in identifying children who require extra support through Additional Child Care Subsidy (child wellbeing). Providers are not involved in making applications for the other types of Additional Child Care Subsidy, although they may encourage families who may be eligible to contact Centrelink to apply for additional assistance.

Links to other Policies:

Acceptance and Refusal of Authorisations

Child Safety and Wellbeing Policy

Fee and Credit Policy

Duty of Care

Grievance and Complaints Management Policy

Delivery and Collection of Children

Fee Schedule

Immunisation and Health Infectious Disease Policy

Sun Policy

Behaviour Policy

Work health and safety policy

Governance Policy

Excursion Policy

Incident, Injury, Trauma and Illness Policy

Family Code of Conduct

Privacy and Records Policy

Inclusion Policy

Cyber Security and Technology Use Policy

References:

Education and Care Services National Law and Regulations 2010

Family Law Act 1975

Australian Government Department of Education.(2025) [Child Care Provider handbook](#)

Australian Government Department of Education (2021). [Guide to Additional Child Care Subsidy \(child wellbeing\)](#)

Australian Government Services Australia. [How to get Immunisation history statements.](#)

Department of Human Services (Centrelink). [Child Care Subsidy](#)

ACECQA Enrolment and Orientation Information Sheet, August 2021

Child Care Centre Desktop <https://www.childcarecentredesktop.com.au/login/policies>

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>

Australian Government, Services Australia- <https://www.servicesaustralia.gov.au/child-care-subsidy> July 2023

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.

October 2023 – updated to reflect transition from QK to Xplor; check updates in Family Assistance; refer to Child Care Centre Desktop for updates. Updated links to other policies, Updated CWA information KA

October 2024 – Removed orientation information to separate policy; updated reference to regulations and handbook version Nov 2024; updated NQS; updated policy statement; general content update to align with current practices; added shared care arrangements; added information about ACCS; added information about CCS gap fees; Changed ‘cancellation of enrolment’ to ‘ending enrolment’.

September 2025 – update CCS information regarding access and parent activity (3 day guarantee); removed duplicated points; update reference to CCS Handbook; updated section ‘Changes to Bookings’, to be called ‘Booking Flexibility’; Amended 14 week non attendance