



CHILDREN'S SERVICES Enrolment and Orientation Policy

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1. Introduction

Coast Services Group Limited - Children's Services manage enrolments in a manner that ensures the successful and appropriate placement of a child into care, in accordance with all government regulatory requirements. We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of our families through provision of secure recording and storing procedures.

We provide places for children 6 Weeks to 6 years and school aged children needing care during their time out of school hours. We will not discriminate against any families needing care. However, priority of access will be determined by the Government guidelines and placement on the waiting list.

2. Scope

This Policy applies to all Children's Services operated by Coast Services Group Limited (a wholly owned subsidiary of Coast Community Connections LTD) and our employees. This applies to Early Childhood Programs, Occasional Care, Out Of School Hours Care and Vacation Care programs and services.

3. Policy

3.1. All services must follow the priority of access set down by the Commonwealth Government:

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.

3.2 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 on low incomes.

Children in families from culturally and linguistically diverse backgrounds.

Children in socially isolated families.

Children of single parents.

3.3 In the event of extraordinary circumstances where families are advised to keep their children at home, such as a Pandemic, our services will follow government advice and legal requirements as they are introduced. As advised by the government Child Care Services are obliged to prioritise care to essential workers, vulnerable and disadvantaged children and previously enrolled children.

Children are placed in order of application.

4. Procedures and Implementation

Children's Services Educators will:

- 4.1. Ensure that all children provided with care are enrolled with the service.
- 4.2. Ensure an enrolment form is fully completed for each family before the child attends the service. Staff will go through the form with the parents prior to starting. An orientation – checklist completed
- 4.3. Children cannot be enrolled to Children's Services unless a parent or guardian of the child:
 - 4.3.1. Has given written authorisation for the service to seek urgent medical, dental or hospital treatment or ambulance service; and
 - 4.3.2. Has given written consent to the carrying out of appropriate medical, dental or hospital treatment, in the event that such action appears to be necessary. An example of such an event would be if a child was injured, or is ill, at the premises.
- 4.4. Provide language support when a parent is having difficulty in completing the form. An enrolment interview should be conducted and if necessary organised in the parent's first language.
- 4.5. Ensure the enrolment form contains all relevant details relating to personal, medical, dental, custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child.
- 4.6. Once enrolment has been accepted and entered into the database, the Nominated or Certified supervisor will contact the family asking them to confirm their enrolment on the MYGOV portal.
- 4.7. The Service requires a copy of any court orders or agreements plus any subsequent alteration registered by the court if a child is subject to an access order or agreement. Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.
- 4.8. Keep all enrolment forms on the Computer in a secured location. They are kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and /or State Department Officers.
- 4.9. Update enrolment forms yearly or when there are changes to the family's circumstances. This can all be completed through My Family Lounge portal.
- 4.10. Advise parents that it is their responsibility to notify staff or Educators of any changes to their current details on enrolment forms.
- 4.11. Enrol children at any time throughout the year depending on availability of care
- 4.12. Allow parents to place their child on the waiting list for the current or upcoming year if they do not require care immediately.
- 4.13. On enrolment, provide all families with information through service specific orientation procedure.
- 4.14. Provide care for children 0-6 in Occasional Care, and for primary school children in Out of School Hours care 5 – 12 years old..
- 4.15. Enrol preschool aged children in Vacation Care programs only when they are registered or enrolled to attend school in that calendar year.
- 4.16. Enrolled Before, After and Vacation Care children will be aged between of 5 years and 12 years who attend Primary School.

- 4.17. Ensure access for any child irrespective of cultural background, religion, sex, disability, parents' marital status, health status or income while meeting the specific needs of the local community.
- 4.18. Determine access for children with special needs in consultation with all stakeholders and according to priority of access guidelines. Physical environments will be adapted as much as possible to suit children's special needs.
- 4.19. Develop a waiting list and update regularly, identifying priority of access, eligibility, date placed on list and required days of care. Placement from the waiting list is determined by priority of access guidelines, siblings of children already in care, and date of placement on the waiting list. Parents are able to access their status on the waiting list on request.
- 4.20. Provide families with 14 days' notice, when possible, if a placement needs to be changed to allow care for a higher priority child.
- 4.21. OSHC will develop an enrolment and orientation procedure that is specific to their site and service type.
- 4.22. Work with families to identify the individual education and care requirements of each child and their family. This will include tailoring the orientation / settling in process to meet the needs of individual children and families in order to support the continuity of care between home and the service.
- 4.23. If a child has a medical condition a Action plan completed by the child's doctor/specialist shall be completed before a child can attend the service. The Parent/guardian will need to complete a Medical Risk Minimisation Form/communication plan.

5. Other related policies and procedures

- Absent and Missing Children Policy
- Educational Program and Practice Policy
- Enrolment Forms and package