

Outside School Hours Care (OSHC) Enrolment & Orientation Procedures & Policy

AIM

The aim of this policy is to ensure that all families and carers enrolling in Loch Primary School Outside of School Hours Care (OSHC) are provided with an enrolment and orientation process in accordance with legislative and regulatory requirements.

POLICY

Loch Primary School OSHC is committed to:

- Ensuring a safe, welcoming and engaging environment is provided to children from the outset
- Ensuring educators have all of the information they require to provide the best possible education and care to every child attending our programs
- Providing equal access and inclusive for all children
- Meeting the needs of our community
- Maintaining confidentiality in relation to all information on enrolment forms in accordance with Confidentiality of Records Policy.

Loch Primary School Council is responsible for:

- Determining priority of access guidelines for the Loch Primary School OSHC service (Refer to **Appendix 1** Priority of Access guidelines)
- Ensuring that Loch Primary School OSHC makes published materials promoting the service available for the public. Ensuring that these materials are accurate and current
- Providing access to enrolment forms
- Ensuring both completed enrolment forms and required supporting documentation are provided prior to commencing service bookings for the child to attend
- Ensuring that enrolment records are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Education and Care Services National Regulations 2011 (National Regulations) Regulation 183)
- Ensuring that a copy of policies and procedures is available at all times and is able to be provided on request

- Providing opportunities for interested families to attend the service during operational hours to observe the program and become familiar with the environment prior to their child commencing
- Ensuring an effective orientation occurs for all new children, including visiting the OSHC site
- Ensuring access to Child Care Subsidy is promoted for families
- Complying with Child Care Subsidy and Additional Child Care Subsidy obligations and requirements
- Clarifying roles and responsibilities in general and especially in relation Child Care Subsidy System, such as enrolment process (including explaining to families their obligations), submitting attendances/absences, invoicing, payments, reconciling.

The Nominated Supervisor is responsible for:

- Responding to enrolment enquiries promptly
- Informing and educating families regarding Child Care Subsidy
- Ensuring that enrolment forms are completed prior to the child's commencement at the service and all relevant documentation is included with each child's enrolment record
- Complying with the service's Confidentiality of Records Policy in relation to the collection and management of a child's enrolment form and all information collected during the enrolment process
- Supporting and assisting families in any way they can
- Meeting with children and families to complete and update management plans as required
- Ensuring plans are reviewed prior to the start of each school holiday program for children who only attend during school holidays
- Ensuring educators understand the needs of all children attending the program. This may include gathering additional information about child engagement strategies, goals, and interests
- Ensuring staff are adequately equipped and trained to respond to the needs of all children attending the program
- Developing strategies to assist new families to:
 - Feel welcomed at the service
 - Become familiar with service policies and procedures
 - Share information about their family beliefs, values, and culture
 - Share their understanding of their child's strengths, interests, abilities and needs
 - Understand Child Care Subsidy entitlements
 - Register for Child Care Subsidy and or Additional Child Care Subsidy (refer to **Appendix 2**)
 - Understand the Complying Written Agreement (CWA)
 - Understand allowable absences
- Discussing with families and carers the values and expectations they hold in relation to their child's learning if required
- Ensuring each family is provided with a thorough orientation program

- Discussing additional support services for children with families and carers where required
- Maintaining up to date knowledge of record keeping procedures and retention period (Refer to Confidentiality and Record Keeping Policy), including Family Assistance Law requirements
- Maintaining appropriate knowledge of business administration procedures in consultation with OSHC Sub Committee
- Incorporating processes that comply with Child Care Subsidy guidelines when managing attendances, allowable absences/absences, fee increases, collection of fees and service delivery on public holidays (refer to **Appendix 1: Processes complying with Child Care Subsidy guidelines**)
- Clarifying the roles related to the management of the Child Care Subsidy processes prior to enrolment and orientation with the Loch Primary School council and principal

Educators are responsible for:

- Welcoming new children into the program
- Taking children and families on a tour of the OSHC service and explaining the program schedule (i.e., mealtimes, and transitions), activity program, expectations, toilet locations, sign in/out process)
- Ensuring they understand the needs of all children attending
- Assisting families and carers to develop and maintain arrival and departure routines
- Building supportive and respectful relationships with children and families
- Engaging with children including finding out more about their interests, likes, dislikes and hobbies
- Providing comfort and reassurance for children who are showing signs of distress when separating from family members
- Sharing information with families and carers regarding their child's progress with settling into the service.

LOCH PRIMARY SCHOOL OSHC: PRIORITY OF ACCESS GUIDELINES

The Loch Primary School OSHC Priority of Access Guidelines will place children in their service adhering to the following priorities. These are service guidelines for child placement. (Refer to **Appendix 1: Priority of Access Guidelines**)

ROLES AND RESPONSIBILITIES

Role	Responsibility
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Educators and Supervisors	Educators and supervisors will oversee the implementation and service adherence to this policy. All Educators are responsible for the daily implementation of the policy when directly supervising children.
Nominated Supervisor / Person with Management or Control	Nominated Supervisor / Person with Management or Control are responsible for ensuring suitable resources and support systems to enable compliance with this policy. Both roles will drive the consultation process and provide leadership and advice on the continuous improvement of the policy.
School Council / Principal	Provide official sign off on the Policy.

REFERENCES

LEGISLATION, STANDARDS AND PROVISIONS

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)
- [A New Tax System \(Family Assistance\) Act 1999](#)
- [Family Law Act 1975](#)
- [Child Care Subsidy Secretary's Rules 2017 \(legislation.gov.au\)](#)
- [Child Safe Standards](#)
- [National Quality Standard, Quality Area 5 – Relationships with Children](#)
- [National Quality Standard, Quality Area 6 – Collaborative Partnership with Families and Communities](#)
- [Equal Opportunity Act 2010 \(Vic\)](#)
- [Privacy Act 1988 \(Cth\)](#)
- [Privacy and Data Protection Act 2014 \(Vic\)](#)
- [Child Safe Standards](#)

SUPPORTING DOCUMENTS

- [Department Education and Training \(DET\) - School Operations](#)
[Department Education and Training: Information Security, InfoSafe](#)
- [Australian Children's Education and Care Quality Authority \(ACECQA\)](#)
[ACECQA National Quality Standard](#)
[National Quality Agenda IT System](#)
- [Australian Government Department Education, Skills and Employment \(DESE\)](#)
[Child Care Provider Handbook - Child Care Subsidy System 2019](#)
[Guide to Additional Child Care Subsidy \(child wellbeing\)](#)
[Child Care - Financial Integrity](#)

POLICY REVIEW AND APPROVAL

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Loch Primary School OSHC and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and

Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g., families, school community etc. will also inform policy updates and review.

This policy was last reviewed and updated by both School Council and OSHC staff on **27th March 2023** and is scheduled for review in **March 2024**.

STAFF ACKNOWLEDGEMENT

I acknowledge:

- receiving the Loch Primary School OSHC Enrolment and Orientation Policy;
- that I will comply with the policy; and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

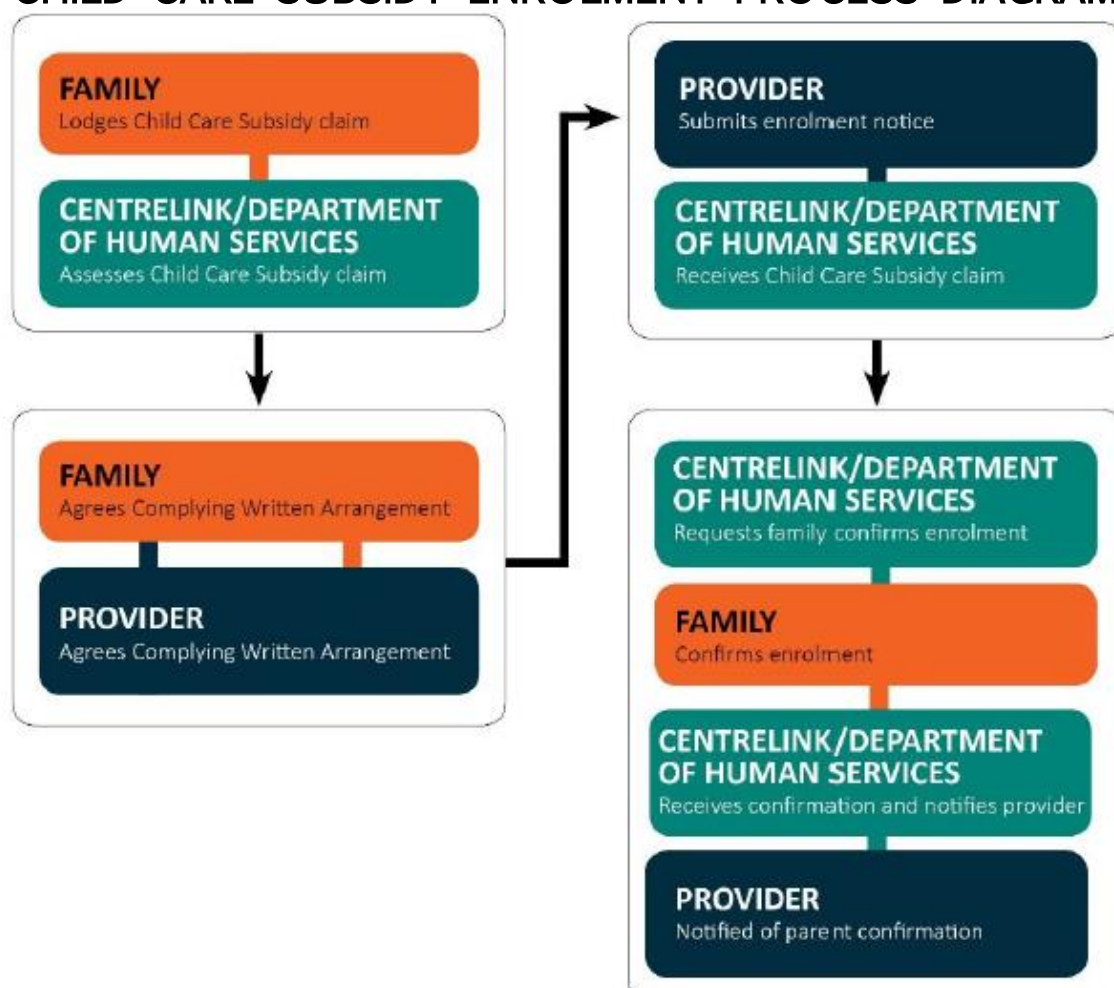
Your Name:		
Signed:		
Date:		
Loch OSHC sign off:		Date:

APPENDIX 1

COMPLYING WITH CHILD CARE SUBSIDY GUIDELINES

- The OSHC provider Loch Primary School OSHC will keep up to date with Child Care Subsidy enrolment processes following steps outlined in the [Child Care Subsidy Enrolment Process](#)
- The OSHC provider and individual (the fee-paying parent or carer) will agree on arrangement, which can be any of the following (refer to table below):
 - Complying Written Arrangement (CWA)
 - Relevant Arrangement
 - Arrangement with an organisation (third party)
- The OSHC provider will submit an enrolment notice, which requires the following information:
 - Enrolment circumstance
 - Expected pattern of care dates
 - Parties to the arrangement
 - Child receiving care
 - Service providing care
 - Child Care Subsidy claimant
 - Session details and liability

CHILD CARE SUBSIDY ENROLMENT PROCESS DIAGRAM



For more information refer to [Child Care Provider Handbook, Chapter: Enrolling Children](#).

APPENDIX 2

PRIORITY OF ACCESS GUIDELINES

STEP 1: Additional Child Care Subsidy (Refer to [Guide to Additional Child Care Subsidy](#))

Priority will be firstly given to families accessing Additional Child Care Subsidy Safety Net. The Safety Net aims to give the most vulnerable and disadvantaged children, as well as those from regional and remote communities, a strong start through access to quality early childhood education and care.

The ACCS includes four elements:

- ACCS (child wellbeing) - for families who require practical help to support their children's safety and wellbeing (the focus of this guide)
- ACCS (grandparent) - for grandparents who are the primary carers of their grandchildren
- ACCS (temporary financial hardship) - for families experiencing temporary financial hardship
- ACCS (transition to work) – for families transitioning from income support to work.

STEP 2: Local Service Priorities

The Loch Primary School OSHC Priority of Access Guidelines will be used to allocate available places where there are more families requiring care than places available.

When filling vacant places, Loch Primary School OSHC service will fill places according to the following priorities:

- **Priority 1** – a child at risk of serious abuse or neglect.
- **Priority 2** – a child of a single parent who satisfies, or of parents/carers who both satisfy, the work, training, study test
- **Priority 3** – any other child.

Within these main Priority categories, priority will be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold of or who or whose partner is on income support
- families from a non-English speaking background
- socially isolated families
- single parent families.

REQUIRING A CHILD TO VACATE A PLACE

Under the Priority of Access Guidelines, a childcare service may require a Priority 3 child only to vacate a place to make room for a higher priority child. The service will only do so if:

- The person liable for the payment of the childcare fees was notified when the child first entered care that the service followed this policy, and
- The service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

If Loch Primary School OSHC has no vacant places and is providing care for a child who has not yet started school, the service may require that child to leave the service in order to provide a place for a school child.

