

ARMIDALE OUT OF SCHOOL HOURS CARE

Enrolment and Orientation Policy

Related documentation Policies:	Authorisations and Refusals, Dealing with Medical Conditions, Dealing with Infectious Diseases, Delivery/Collection of Children and Parental Access.
Regulations/ Standards:	Education and Care Regulations 85, 86, 88, 90 - 92, 95, 96, 99, 102, 157, 160 - 162, 168 – 172, 177 – 183. National Quality Standards Area 6.
Related procedures:	Confidentiality, Management of Records.
References:	ACECQA, Child Care Provider Handbook, November 2024.
Date effective	August 2025
Date for review	August 2028
Purpose	To ensure that our enrolment and orientation processes meet the unique needs of children and families.
Responsibility	Board of Directors, Management, Nominated Supervisors, Educators and families.

Key information:

Armidale Out of School Hours Care service will use our best endeavours to support families in their transition into our service and to promote a sense of wellbeing in our community.

We aim to build respectful and collaborative relationships as the basis for the delivery of quality outcomes for children; we view enrolment and orientation as opportunities for gaining information about children's strengths, abilities, cultures and interests.

Armidale Out of School Hours Care seeks to deliver sound governance and practice quality management. We will strive to ensure that our record keeping meets all regulatory requirements.

Responsibilities:

Approved Provider

- To ensure that an enrolment record is kept for each child which contains all information set out in Regulation 160, as well as authorisations from families relating to medical treatment, regular outings, health information and transportation.
- To keep prescribed enrolments as set out in Regulation 177, including a medication record and childrens' attendance records.
- To keep records confidential and stored securely for the relevant period listed in Regulation 183.

- To take reasonable steps to ensure that Nominated Supervisors and Educators follow the Enrolment and Orientation Policy and its procedures.
- To ensure that copies of this Policy are readily available to Nominated Supervisors, Educators and are available for inspection by families.
- To notify families at least 14 days in advance before changing this Policy if the changes will:
 - Affect the fees charged or the way they are collected,
 - Significantly impact the service's education and care for children, or
 - Significantly impact families' ability to utilise the service.

Nominated Supervisor:

- To ensure that regulatory obligations are met in relation to enrolment and orientation.
- To implement Armidale Out of School Hours Care procedures for enrolment and orientation.
- To ensure that an enrolment record is kept for each child which contains all prescribed information.
- To support families' involvement in the service and encourage their contribution to decisions regarding the enrolment and orientation of their children into the service.
- To ensure families are aware of relevant policies and procedures at the time of enrolment, including:
 - To ensure families are aware of relevant policies and procedures at the time of enrolment, such as:
 - Acceptance and Refusal of Authorisations,
 - Dealing with Medical Conditions in Children,
 - Delivery of children to, and collection from, the education and care service,
 - Safe Arrival of Children, and
 - Family Code of Conduct.
- To promote quality practice approaches to enrolment and orientation.
- To keep records confidential.

Upon receipt of a family's enrolment documentation, Management and the Nominated Supervisor will:

- Ensure that family enrolment documentation is uploaded or completed and entered into Harmony software prior to the child commencing care.
- Maintain the confidentiality of all family records, ensuring that they are uploaded into *Harmony* software and a paper copy provided to the Nominated Supervisor.
- Provide enrolled families with information about relevant issues in children's services.
- Discuss individual families' care requirements, showing respect for their cultural backgrounds and lifestyle choices.
- Provide a nurturing care environment and collaborate with families to assist children to settle into our service, and

- Deal with any issues or grievances which may arise between a family and any other partner in accordance with Armidale Out of School Hours Care Complaints Handling Policy.

It is the responsibility of Families enrolling in AFDC to:

- Provide Armidale Out of School Hours Care with accurate information about their childcare needs and complete an enrolment package, either online or paper-based.
- Sign their acknowledgement of the Family Code of Conduct.
- Sign their acceptance of the Policy for Guiding Positive Behaviour.
- Authorise Armidale Out of School Hours care to seek medical attention for their child from a registered medical practitioner, hospital or ambulance service and to transported by ambulance where required.
- Indicate whether they provide consent for the use of their child/ren's image and in terms of which media.
- Provide Armidale Out of School Hours with copies of their children's Birth Certificates, Immunisation Histories and Medical Management Plans (If applicable) prior to enrolment.
- Provide AFDC with copies of any Court Orders, Apprehended Violence Orders or Parenting Plans that may be in place from time to time.
- Pay Armidale Out of School Hours Enrolment Fee upon invoice.
- Lodge a claim through Centrelink, where applicable, for Childcare Subsidy and complete the Activity Test:
- Confirm the child's enrolment with Armidale OSHC through *Harmony* software.
- Communicate with Management regarding changes to family details, child/ren's health and ongoing needs when necessary.

Priority of Access

The Commonwealth no longer has mandatory requirements of AFDC in filling its vacancies.

It is however, expected that AFDC will give priority to:

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