# Intereach Out of School Care
# Enrolment and Orientation Procedure

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| **Applies to** | Intereach Out of School Hours (OOSH) | | | | |
| **Policy** | NQS six: Collaborative partnerships with families and communities' policy | | | | |
| **Version** | 1.0 | **Date approved** | 4/9/2025 | **Next review date** | 4/9/2028 |

## 1. Objective

Intereach OOSH aims to ensure that enrolment and orientation processes meet the unique needs of each individual child and family to ensure successful placement. The service aims to provide an efficient enrolment procedure that is clear and understandable to all in the local community.

Intereach OOSH is committed to building respectful and supportive relationships between families and the service to promote positive outcomes for children whilst adhering to legislative requirements

## 2. Responsibilities

It is the responsibility of the Nominated Supervisor to:

- ensure that all regulatory obligations are meet in relation to enrolment and orientation;
- keep records confidential, and stored safely and securely for the relevant period listed in regulation 183;
- implement the enrolment and orientation procedure;
  - ensure the enrolment is completed accurately and in its entirety prior to the child commencing education and care;
    - a child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service each day;
    - the child's Medical Management Plan is recorded, and this information is shared/distributed to educators • Action Plans are completed in full (if relevant);
    - Administration of Medication forms are completed (if relevant);
    - Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs before commencement at the service;
    - Copies of immunisation history statement and birth certificate provided;
    - request families to provide an AIR Immunisation History Statement or an AIR Immunisation History Form (for a child on an approved catch-up-schedule) prior to enrolment;
- ensure information about immunisation, infectious diseases and exclusion periods is available to families at time of enrolment/orientation;
- ensure the enrolment record which contains all the prescribed information is retained for each child in accordance with the Intereach data security and retention policy;
- respond to enrolment enquiries;
- ensure families are aware of relevant policies and procedures at the time of enrolment, such as the *Acceptance and refusal of authorisations procedure;*
- support staff to develop a smooth orientation and transition process to support effective placements;
- ensure a family's first language is recognised and respected, with provision for interpreter and translation services if required;

- ensure records are kept confidentially;
- ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation for three years from the last day they were educated and cared for by the service; and,
- notify families at least 14 days before changing the policy or procedures if the changes will:
    - affect the fees charged or the way they are collected or
    - significantly impact the service's education and care of children or
    - significantly impact the family's ability to utilise the service.

It is the responsibility of staff to:

- be familiar with regulatory requirements in relation to the enrolment and orientation;
- develop strategies to assist new families to:
    - feel welcomed into the service;
    - share information about service policies and procedures;
    - communicate information about their family beliefs, values and culture;
    - share their understanding of their child's strengths, interests, abilities and needs; and,
    - converse the values and expectations they hold in relation to their child's learning;
- familiarise themselves with information supplied by the family about the child and use this to support a successful transition into care;
- share information with families about the service to support the child's transition;
- discuss with the family their right to enter the service at any time their child is being educated and cared for
- support families' involvement and contribution to service decisions regarding the orientation of their child at the service;
- advise parents/guardians that it is their responsibility to notify staff or educators of any changes to their current details that are on enrolment forms and make changes accordingly; and,
- ensure all enrolment forms are kept confidential.

It is the responsibility of parents/guardians to:

- review and comply with the Intereach Children's Services *Enrolment and Orientation Procedure*;
- complete all documentation required by the service including, court orders, parenting plans;
- ensure all information about the child and family held by the service is kept up-to-date and recomplete enrolment forms annually
- notify the service upon enrolment of any specific health care needs of the child, including any medical conditions, allergies and medical management plans that need to be followed
- provide any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service;
- review and understand the OOSH Safe Transport of Children Procedure and provide written authorisation if transport by the service is required for your child. Provide updated authorisation annually or when there is a change to the authorisation;

- review and understand the OOSH Excursion and Regular Outing Procedure and provide written authorisation if required. Provide updated authorisation annually or when there is a change to the authorisation. Provide updated authorisation annually or when there is a change to the authorisation;
- provide the OOSH with a copy of one or more of the following documents upon enrolment:
    - an Australian Immunisation Register (AIR) Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations; or
    - an AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule; or
    - an AIR Immunisation Medical Exemption Form which has been certified by a GP
- register for Child Care Subsidy (CCS); using their MyGov account if they choose to do so;
- confirm Complying Written Agreement (CWA);
- update information, including (AIR) Immunisation History Statements, by notifying the service of any changes as they occur; and,
- update, add or delete contacts or authorised people to their enrolment using the parent's portal when needed and inform staff or educators via phone/email or text message about the change.

# 3. Procedure

## 3.1. Enrolment Record

Nominated Supervisors will regularly review the content of enrolments in line with regulatory requirements and ensure enrolment forms are updated annually with families

Any feedback provided by the regulatory authority on enrolment records will provide a basis for reviewing and updating enrolment forms, any required information will be passed onto third party software providers.

Children's records will be archived from the system after 12 months of no attendance at the service and records will remain accessible through the online system.

## 3.2. Enrolling

- Families can access online enrolments from the Intereach website or contacting the service directly to receive an enrolment link.
- The Family Handbook is available online through the Intereach website, this provides information on enrolment. Where direct contact is made with the service, the family handbook will be emailed or provided in hardcopy.
- The OOSH service will receive an email once an enrolment has been submitted and take the time to review the information provided to ensure the form has been completed accurately. Any information that is missing will be followed up.
- Educators and staff will not enrol children unless all documents and authorisations are provided by the parent or guardian of the child.
- If the requested days of care are not available the family will be notified and will be placed on the service waiting list
- Staff will make regular contact with families on the waitlist (families are placed on the waitlist once an enrolment is looked for or submitted) to update them of their progress and keep detailed notes of any communication.

OOSH will:

- invite parents/guardians to the Family Centre for an orientation prior to their first day and to spend some time in the environment together meeting the team of educators, other

children and families whilst having the opportunity to follow up on any further enquiries or seek further information; and,

- ensure orientation is flexible and tailored to each child and family. Some families may choose to have multiple visits or short sessions to help the child settle in. Educators will communicate with the family to plan a transition period based on the child's temperament, experience in care settings, and any anxiety or additional needs.

OOSH will ensure that during the Enrolment process:

- Inclusion is of our highest priority and if required supports are put in place to ensure all families are well supported during this transition.
- Families are invited to discuss their family structure, lifestyle, child-rearing practices, beliefs, and values and how they expect the service to help their child.
- Families are actively involved in decision-making during enrolment into their child's learning and wellbeing.
- The service's philosophy, policy and procedures are discussed with the parent/guardian. Also, parent/guardian is informed of how their feedback is valued and inform them of the systems in place for collaborating with educators when making decisions for their children.
- The families are informed of activities and experiences for children and how these align with the Approved Learning Frameworks.
- The families are informed of the service routines, procedures and practices that ensure a safe and equitable environment for their child.
- Opportunity is provided for the parent/guardian to ask questions and seek clarification.

### 3.3. Complying written arrangements (CWA)

The provider and parent/guardian must enter into an agreement regarding the planned arrangements for care of a child, this is called a Complying Written Arrangement (CWA) and is an agreement to provide care in return for fees.

- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider.
- The CWA must include the following information:
    - the names and contact details of the provider and the individual(s)
    - the date the arrangement starts
    - the name and date of birth of the child (or children)
    - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
    - whether care will be on a casual or flexible basis (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.
- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider will update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA.
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.

- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.

## 4. Monitoring, evaluation, and review

This procedure will be reviewed every three years and incorporate feedback and suggestions from children, families, staff, coordinators, volunteers, and students.

## 5. National Quality Framework

| Element | Concept | Description |
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| **2.1.1** | Wellbeing and comfort | Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation. |
| **2.2** | Safety | Each child is protected |
| **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 the service and contribute to service decisions. |
| **6.1.2** | Parent views were 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. |
| **7.1.2** | Management systems | Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe. |

| 6. Context | |
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| **6.1. Standards or other external requirements** | Australian Children's Education and Care Quality Authority (2017), *National Quality Standards*<br>Australian Children's Education and Care Quality Authority (2017), *Guide to the National Quality Framework*<br>Early Childhood Australia (2016). *Code of Ethics*<br>Australian Government, Department of Education, Child Care Provider Handbook July 2025 Accessed September 2025 from: https://www.education.gov.au/child-care-provider-handbook - managing-child-care-places<br>NSW Privacy Laws, Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW). Accessed September 2025 from: https://www.ipc.nsw.gov.au/privacy |
| **6.2. Legislation or other requirements** | Education and Care Services National Regulations<br>Education and Care Services National Law Act 2010<br>Privacy and Personal Information Protection Act 1998 (NSW)<br>Health Records and Information Privacy Act 2002 (NSW)<br>Privacy and Data Protection Act 2014 (Vic)<br>Freedom of Information Act 1982 (Vic)<br>Child Safe Standards NSW<br>Child Safe Standards VIC |
| **6.3. Internal Documentation** | Acceptance and refusal of authorisations procedure<br>Delivery and Collection of Children Procedure<br>Administration of Medication Procedure<br>Dealing with medical conditions Procedure<br>Inclusion and Diversity procedure<br>Incident, Injury, Trauma and Illness Procedure<br>Relationships with children Procedure<br>Immunisation and Vaccine Procedure<br>Sleep and Rest Procedure<br>Delivery and Collection of Children Procedure<br>Supervision Procedure<br>Family Handbook<br>OOSH All About Me<br>OOSH Child Profile Template<br>Medication Administration Form |

## 7. Document control

| Version | Date approved | Approved by | Next review date |
|---|---|---|---|
| 1.0 | 02/03/2020 | R. Phillips - Acting Senior Manager, Children and Family Services | 02/03/2023 |
| 2.0 | 07/06/2023 | M. Piffero – General Manager Operations | 07/06/2026 |

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| 1.0 | | The Children's Services procedure separated to be a standalone procedure for OOSH and approved by:<br>J Farrow - Manager Education and Care | |