Enrolment and Orientation:

POLICY STATEMENT:

Out of School Hours Care (OSHC) Services provide high quality care for children Before and After School, on Pupil Free Days and during School holidays as Vacation Care programs. Enrolment and orientation can be both an exciting and an emotional time for children and families whether they attend only occasionally or on a regular basis. It is important to manage this time with sensitivity and support, building partnerships between families and the OSHC Service. Such partnerships enable the Out of School Hours Care Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Out of School Hours Service.

Grays Point Activity Centre (GPAC) aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the OSHC Service to promote positive outcomes for children whilst adhering to legislative requirements.

GPAC may accept enrolments for Primary School age children in accordance with funding priorities and guidelines. An orientation process is in place for children and their families.
The purpose of this is to:

- Enable Educators and staff to meet and greet children and their families
- Provide essential operational information
- Form the foundation for a successful and caring partnership between home and the Service.
- To help children develop a sense of belonging, feel accepted, develop attachments, and trust those who care for them ("My Time, Our Place", Outcome 1).

PROCEDURES:
The *Education and Care Services National Regulations* requires Approved Providers to ensure their Services have Policies and procedures in place for enrolment and orientation (Regulation 168) and take reasonable steps to ensure those Policies and procedures are followed (Regulation 170).

Enrolments may be accepted providing:

i. the maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Care Service
ii. a vacancy is available for the booking required
iii. the adult to child ratio is maintained at the Out of School Hours Care Service
iv. the children or family are not a risk concern to the Service
v. we have the correct resources for care of your child

a) Eligibility:

Our Service aims to support families who are most in need and may prioritise filling vacancies with children who are in need of wellbeing support. When considering available places, the Service will also consider the individual circumstances, needs and best interests of children and families, including children with disability or additional needs and First Nations children and families. The Service will support equitable access, inclusion and participation in accordance with relevant Legislation and the Service's Policies.

GPAC acknowledges and respects the diverse cultural identities, backgrounds, languages and family structures of children attending the Service. Educators will work collaboratively with families to understand and incorporate relevant cultural practices, languages, traditions and individual needs into the child's experience at GPAC.

Although GPAC can establish reasonable enrolment and vacancy allocation criteria, this discretion must be exercised consistently with anti-discrimination legislation, disability rights, inclusion obligations and the best interests of children. GPAC is asked to (but is not legally obliged to) prioritise children who are:

- ✓ at risk of serious abuse or neglect
- ✓ a child of a sole/single parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This meets the Australian Government's aims of helping parents/guardians who are most in need and supporting the safety and wellbeing of children at risk.

GPAC can set their own rules for deciding who receives a place, this can include but is not limited to:

- ✓ Children with siblings already attending Service.
- ✓ Children of new families who are enrolling in Kindergarten.

As well as the above, the Service Policy is that children must be enrolled in Primary School in order to be eligible to attend the Service. Children of Preschool age will not be accepted into the program, except for the January Vacation Care period immediately prior to them commencing Primary School – this enrolment may be accepted when proof has been provided that the child is enrolled to commence Primary School Term 1.

Children who have completed Year 6 may be eligible to attend the Service at the discretion of the Nominated Supervisor and not given priority over Primary School age children or those enrolled Kindergarten children.

It is the Nominated Supervisor's decision to accept children that have finished Year 6 and are enrolled for High School however would like to attend the December/January Vacation Care. The Nominated Supervisor may consider these children only if they had a GPAC booking and have attended the Centre in the preceding 3 months prior to the December/January School Holidays. They may only be considered for the holidays prior to Term 1 of starting High School. These children if accepted will not be given priority of access over Primary School aged children or new Kindergarten enrolments.

Guardians must also ensure they know that the Government Subsidy may not apply due to the age of their High School child requiring care.

b) Enrolment

When a family has indicated their interest in enrolling their child at GPAC, families are directed to review our enrolment procedure available on our website and complete an online enrolment form through Xplor. Families will be provided with a range of information on our website about our Service which will include:

- ✓ collection/drop off procedures - ensuring children are signed in and out of the Service, the Service Philosophy, programming methods, incursions, excursions, fees, Child Care Subsidy, Policies,

procedures, Code of Conducts, My Time, Our Place: Framework for School Age Care in Australia, the National Quality Framework, Educator qualifications, introduction to the Service and learning environment and signing in and out processes.

- ✓ Families are invited to ask questions and seek any further information they require.
- ✓ Families will be provided with a start date and time to book an orientation session (child/parent/carer to attend).
- ✓ Families will need to complete the enrolment form informing Management of their child's interests, strengths and individual needs, and an "About Me" form.
- ✓ Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with Management. Families will be required to bring any documents required in relation to Court orders, medical needs or plans.
- ✓ If a family or child uses English as a second language or speak another language at home, we request that families provide us with some key words in the language/s the child speaks so that Educators can learn these words.
- ✓ Families who wish to receive Child Care Subsidy (CCS) as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test. Information about gap fees and absences will be discussed.

It is a legal requirement that prior to the child starting at the Service we have all required documents including:

- ➢ The completed submitted enrolment online form, printed, signed and dated by both parent's/ account holders
- ➢ Medical Management Plans (if relevant) completed by the child's general practitioner
- ➢ Families are required to provide the Plan (and if required medication to support plan). GPAC will review and complete a Risk Minimisation Plan and Communication Plan for the child, families will be requested to review and sign prior to their first day of attendance
- ➢ Birth Certificate or Passport
- ➢ a current Immunisation History Statement from the Australian Immunisation Register (AIR)
- ➢ details of any Court orders, parenting orders or parenting plans
- ➢ It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form
- ➢ Code of Conduct and Expectation Charter
- ➢ Annual Membership Form, in addition to payment of Annual Membership Fee prior to first day of attendance
- ➢ Any additional forms that GPAC may specify that is required for enrolment (specific to enrolling family)

IMPLEMENTATION

The safety, rights and best interests of children are the paramount consideration in the administration of this Policy and in all decisions relating to enrolment and orientation.

The Education and Care Services National Regulations require the Approved Providers to ensure their Services have Policies and procedures in place for enrolment and orientation and take reasonable steps to ensure those Policies and procedures are followed.

Our Service accepts enrolments of children who are formally enrolled in primary school. [Children who attend vacation care in January of the same year they will attend school meet the definition of 'over preschool age'.] (If a child is enrolled in Vacation Care in December of the year prior to the child is to attend School, the child is considered to be 'preschool age' and compliance to regulatory requirements apply.)

Enrolments will be accepted providing:
a) the maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Care Service
b) a vacancy is available for the booking required
c) the adult to child ratio is maintained at the OSHC Service

FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION:

- Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number
- The full name, residential address, and contact telephone number of a person or persons authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
- The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from Grays Point Activity Centre (authorised nominee)
- Full name of the child
- Child's Date of Birth
- Child's Birth Certificate or passport
- Child's residency status
- The child's address
- Gender of the child (must reflect the same gender on Birth Certificate)
- Cultural background of the child
- Provision of care – if care will be a routine and/or casual etc.
- Session start and end times
- Complying Written Agreement including fee information
- Relevant details regarding of child's School and class if being dropped off or collected from a School
- Any Court orders or parenting agreements regarding the child
- The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
- Any special requirements of the family, including for example cultural or religious requirements.
- The needs of a child with a disability or with other additional needs
- Consent indicating parental permission for any medications to be administered to the child whilst at the Service. [Only a parent on the enrolment form can authorise the administration of medication.]
- Authorisation and signature by parent/authorised person for the Approved Provider, Nominated Supervisor or Educator to seek:
    - medical treatment for the child from a registered practitioner, hospital or Ambulance Service
    - transportation of the child by an Ambulance Service
- Child's Medicare number
- Specific healthcare needs of the child, including allergies and intolerances
- Any Medical Management Plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
- Details of any dietary restrictions for the child
- The name, address and telephone number of the child's Doctor
- Immunisation status of the child (Immunisation History Statement)
- CRN for child and claimant
- Child Care Subsidy Assessment confirmation.

If we are not provided authorisation or your enrolment refuses to give us permission and authorisation to contact medical or emergency assistance (including an Ambulance) where/when required for your child, your enrolment at GPAC will not be accepted.

Although Out of School Hours Care services are regulated under the Education and Care Services National Law Act, children attending Out of School Hours Care are exempt from the immunisation/enrolment requirements that apply to other Early Childhood Education and Care Services (long day care, family day care & preschools). The *immunisation status* of the child is however required to be kept in the enrolment record for each child enrolled at the Education and Care Service- Regulation 162 Education and Care Services National Regulations.

GPAC requires families to provide a current Immunisation History Statement from the Australian Immunisation Register (AIR) as part of the enrolment process.

The child's immunisation status will be recorded and maintained in their enrolment record in accordance with Regulation 162 of the Education and Care Services National Regulations.

Families are responsible for providing updated immunisation information when their child's immunisation status changes.

Immunisation requirements applicable to enrolment in other early childhood education and care settings should not be confused with the enrolment requirements for school-age children attending OSHC services.

GPAC will comply with all applicable requirements under the Education and Care Services National Regulations and relevant NSW Public Health Legislation.

The Office Administrator/Centre Manager is available to support families with the enrolment process prior to a family starting care. If an individual is having difficulties filling out the enrolment form an enrolment interview can be requested.

Enrolment details are to be updated annually and when there are changes to a family's circumstances or a change in health requirements, medical advice or behaviour assessment. Families are advised that it is their responsibility to notify staff of any changes to current details on their enrolment form.

THE APPROVED PROVIDER/MANAGEMENT WILL ENSURE:

- that obligations under the Education and Care Services National Law and Education and Care Services National Regulations are met
- the enrolment form is completed accurately and, in its entirety
- authorisations are signed by both parents/guardians
- a child with medical needs does not begin at the OSHC Service unless a Medical Management Plan is received and medication is brought to the Service
- the child's Medical Management Plan is recorded, and this information is shared/distributed to Educators
- current ASCIA Action Plans are provided for children with a relevant allergy, asthma or other medical condition, where applicable
- 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 the child begins attendance at GPAC
- Educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths

- Immunisation Certificate and Birth Certificate has been sighted and photocopied
- the enrolment is lodged through Xplor or with Department of Education, Skills and Employment (DESE)
- a file for the Child's information is created

FAMILIES WILL:

- ✓ complete all documentation required by the Service for enrolment
- ✓ provide required authorisations as indicated on enrolment form
- ✓ confirm enrolment notices and sign CWAs
- ✓ provide updated enrolment information as required once the child is enrolled
- ✓ notify the Service of any specific health care needs of the child, including medical conditions and allergies and provide a Medical Management Plan for child if applicable
- ✓ ensure all information about the child and family is kept up to date
- ✓ provide any Court orders or custodian requirements and paperwork

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is financial assistance provided by the Australian Government to eligible families to help reduce the cost of approved childcare.

CCS is generally paid directly to the Approved Provider and passed on to families as a reduction in their childcare fees. Families are responsible for paying the remaining gap fee.

The amount of CCS a family receives depends on their individual circumstances, including family income, the type of approved care used and applicable hourly rate caps.

Under the 3 Day Guarantee, which commenced on 5 January 2026, eligible families can access at least 72 hours of subsidised care per fortnight, regardless of their activity levels.

Some families may be eligible for up to 100 hours of subsidised care per fortnight, depending on their circumstances and the applicable eligibility requirements.

Families must apply for CCS through Services Australia and ensure their claim and enrolment details are confirmed.

GPAC will provide information to assist families with the CCS enrolment process. However, eligibility and subsidy entitlements are determined by Services Australia, not GPAC.

Families remain responsible for all fees not covered by CCS, including any applicable gap fees and full fees where CCS is not payable.

Child Care Subsidy (CCS) offers assistance to eligible families to help with the cost of childcare for children aged up to 13 years. There are factors that determine a family's level of CCS. These include:

- CCS-eligible families are generally entitled to at least 72 hours of subsidised care per fortnight.
- Some families may be entitled to 100 hours per fortnight.
- Aboriginal and Torres Strait Islander children are eligible for 100 hours per fortnight, subject to the applicable CCS arrangements.
- Families must still meet CCS eligibility requirements.
- Families still generally pay a gap fee.

Documentation may be required such as Australian Driver Licence, Australian Passport, Foreign passport, Australian Birth Certificate, Australian Marriage Certificate, Australian Citizenship Certificate

- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction

- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'

Families may also be eligible for Additional Child Care Subsidy depending upon their circumstance. all ACCS applications are managed in line with the Guide to Additional Child Care Subsidy (child wellbeing) and CCS Handbook

Once a child has been identified as 'at risk' the Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing).

GPAC recognises that some children and families may experience circumstances that affect their safety, wellbeing and access to education and care. Where a child is identified as being in need of wellbeing support, the Service may assess whether the family meets the eligibility requirements for ACCS child wellbeing.

The Service will work collaboratively with the family and, where appropriate, relevant support agencies to establish eligibility and identify appropriate assistance.

Before submitting an ACCS child wellbeing certificate, GPAC will:

- Confirm the relevant CCS eligibility and enrolment requirements.
- Discuss the application with the parent or carer.
- Obtain informed consent to use and share relevant personal information.
- Record observations and supporting evidence.
- Meet applicable referral and reporting obligations.

An ACCS child wellbeing certificate may provide immediate assistance for up to six weeks. Where ongoing assistance is required, GPAC may apply for a determination in accordance with Department of Education requirements.

All applications will be managed in accordance with the current Child Care Subsidy legislation and the Department of Education's ACCS Child Wellbeing guidance.

It is a requirement under Family Assistance Law for all children who attend childcare to have an enrolment notice lodged with the Department regardless of their CCS eligibility status.

There are four steps to enrol a child into the Child Care Subsidy system:

1. **The parent or guardian makes a claim for Child Care Subsidy with Centrelink**

Families need to create or access their Centrelink online account to lodge a Child Care Subsidy Claim for their child. Where possible parents or guardians should start the claim process before enrolling their child into the Service. Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy.

2. **The provider (GPAC) and individual (family) agree on arrangement for care of a child**

The only type of arrangement that can enable families to receive Child Care Subsidy is called a 'Complying Written Arrangement' (CWA). A Complying Written Arrangement is an agreement to provide care in return for fees. An Agreement of the sessions and fees that your child is booked into care

must be signed by a parent/guardian and recorded, in either hardcopy (paper) or electronic form and kept on record by GPAC.

3. The provider (GPAC) submits an enrolment notice

Once the provider (GPAC) has arranged with an individual (family), a new enrolment notice is created with the Department.

4. The individual (family) confirms the enrolment

After the provider (GPAC) submits an enrolment notice for a child, the individual (family) will be notified and asked to review and check the enrolment notice details. This will occur through their Centrelink online account. Where an individual cannot access myGov portal online, they can confirm their enrolment over the phone with Centrelink, or by visiting a Centrelink office. GPAC will be notified through our software when the enrolment has been confirmed.

Shared care/Separated families

If a child's parents are separated, and either individuals (or their new partners) are liable for part of the cost of the child's childcare fees, each individual will need to enrol their child into the centre and make their own claim for Child Care Subsidy to Centrelink.

Each parent will;

- need to agree their own 'Complying Written Arrangement' with GPAC
- be assessed separately for their entitlement to Child Care Subsidy, based on their income and activity levels, and
- be billed and invoiced individually for their share of care.

In all circumstances, including shared care arrangements, the allocation of absences per financial year in which Child Care Subsidy can be paid relates to each child, not to each individual claimant.

Where families have separated after commencement of the Complying Written Arrangement, the parent who is the Child Care Subsidy claimant must notify Centrelink of this change in their circumstances.

Where the other parent who was not the Child Care Subsidy claimant wishes to receive Child Care Subsidy payments, they will be required to make their own claim, based on their individual income and activity levels.

If parents separate while care is being provided for their child under a single arrangement, they should advise GPAC (as well as Centrelink) of the separation as soon as possible. GPAC will create a new enrolment notice for the parent who was not previously the Child Care Subsidy claimant for the child, if that parent is taking on liability for the cost of some of the childcare fees. Once parents have separated and have been separately assessed for Child Care Subsidy by Centrelink, entitlements will be calculated individually.

It is the responsibility of GPAC to ensure that each child's attendances are submitted under the enrolment for the parent with whom they have an arrangement and who is liable for paying the fees for those sessions of care.

If parents do not inform GPAC of their changed circumstances, then it is the parents' responsibility to resolve any disputes they may have regarding Child Care Subsidy payments and fees.

Enrolments will not be accepted from families without full completion of the Enrolment Form.
To secure the enrolment families are required to pay the Membership Fee.

Information about fees is included in the Fees Policy. Families that have or have had a debt recovery plan actioned or previous fee arrangement will need to establish a new written payment Agreement prior to commencing.

c) Inclusion of children with additional needs:

The Service may provide places for children with additional needs on a case-by-case basis.

GPAC is committed to providing an inclusive environment where all children have equitable opportunities to participate in the Service's programs and activities.

Families are encouraged to inform GPAC of any disability, developmental delay, medical condition or additional support needs prior to enrolment so that appropriate arrangements can be discussed and planned.

The Service will work collaboratively with families, Educators, relevant professionals and support agencies to identify and implement reasonable adjustments and appropriate inclusion strategies. If your child has a disability or requires additional special needs care please inform GPAC as soon as you require OOSH care, prior to enrolment if possible, so as we can provide suitable care for your family.

The Service will consider the individual needs of each child, available resources, staffing arrangements, environmental adjustments and any additional support that may be required to facilitate safe and meaningful participation.

Where appropriate, GPAC may seek assistance through the Inclusion Support Program to access advice, resources and funding to support inclusion.

Enrolment decisions will be made on an individual basis and in accordance with the Disability Discrimination Act 1992, the Disability Standards for Education 2005 where applicable, and other relevant legislation.

GPAC will only consider refusing or discontinuing enrolment on the grounds of unjustifiable hardship after reasonable adjustments and available support options have been properly explored and the relevant legal requirements have been considered.

Families are expected to participate openly and collaboratively in discussions about their child's needs and provide relevant information to assist the Service in developing appropriate support arrangements.

The Service reserves the right to refuse or terminate a booking where additional or alternative strategies for inclusion place unjustifiable hardship on the Service.

Further details will be required via interview or written documentation at the discretion of the Service, in order to establish the most appropriate ways to meet the needs of the child as well as the Centre.

Where additional support is considered, GPAC requires that parents will contribute to this process collaboratively and openly. Failure to support the Service with information, strategies, documentation etc may be considered an incomplete enrolment process, and bookings may not be accepted.

In the event that providing quality care requires the Service to provide additional resources, changes to routine etc., the Service reserves the right to place additional requirements on the family in order to accept enrolment. This may include a particular booking pattern or changes to notice periods for casual bookings.

Educators will use the enrolment process as a way to find out information about the child in regards to their likes, dislikes, strengths, interests, needs etc. The Service will use this information to make the child feel safe and comfortable during their time in the Service, particularly when they are new to the Centre.

Parents should advise Educators when they are greeted that it is their child's first day at the Service and the Educator will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the Centre.

Where the Service reserves the right to refuse or accept all requests for enrolment and bookings. Where accepting a booking would place unjustifiable hardship on the Service, and/or pose a risk to the health and safety of children, staff or volunteers, that booking may be refused.

Access to care will focus on the needs of the child and the Service's ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with the child's Guardian and Educators.

Where children with additional needs have needs outside the realm of daily Service delivery, GPAC may seek the assistance from the Inclusion Support facility to access funding, resources and advice. In this instance, access to care may be subject to the family providing appropriate documentation for the approval of government funding, which may take up to 8 weeks. Regular reviews may be conducted at the discretion of the Service, and ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with parents/guardians, the service Educators and if appropriate the Management Committee.

d) Waiting list:

Where demand for care exceeds the Service's number of approved places, families will be placed on the Service's waiting list.

Waiting lists will be refreshed annually by email. A request for updating family details and contact numbers will be sent to each family on the waiting list. If the Service does not receive an updated reply by email and the form is not returned to the Service, families will be removed from the list, as it is presumed the family is no longer requiring care.

When a position is available and the Service determines to make an offer to the family, the family will be contacted.

e) Attendance and enrolment records

Accurate attendance records will be kept, which:

- ✓ Records the full name of each child attending the Service
- ✓ Records the date and time each child arrives and departs
- ✓ Is recorded on the Hub kiosk on the child's arrival and departure by either:
  - The person who delivers or collects the child
  - The Nominated Supervisor or an Educator (Regulation 158); and
- ✓ Meet the requirements of the Child Care Subsidy System (CCSS)

An enrolment record for each child will be kept at the Service which includes all details outlined in Regulations 160, 161 and 162.

f) Child's attendance once enrolled:

The Service's responsibility for the child begins when placed in the Educator's care by parent or guardian, or when they arrive from School for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the Service as soon as possible. If GPAC is not notified prior to the child's anticipated booking, you will be invoiced for a non notification fee. The rules for Allowable Absences under CCSS will be followed in relation to all absences.

If a child who is enrolled with the Service but is not on the roll for a particular day, arrives at the Service, the Responsible Person, or other relevant Educator will be contacted immediately to see if the child has been booked in for the day. If a child has not been enrolled they must not be taken into GPAC's care. In this case, please contact the School and/or child's parents (if possible) immediately.

g) Cancellation of enrolment:

The family may terminate care with notice if care is no longer required however notice must be provided via email or written notification. CCS guidelines will be followed once an enrolment is cancelled.

Cancellation of an enrolment may be initiated in two different situations:

1. A parent/guardian advises the Service that no further care needs to be provided
2. The Service identifies that care is no longer required or being provided (CCS ending enrolments); or
3. The Service cancels enrolment of a child or family due to breaches of the Code of Conduct and Expectation Charter, behaviour, serious incident or irreconcilable dispute, as a result of legal obligations.

The family must give 3-weeks' notice (in writing) for Term 1, and 2 weeks' notice any other Term, if they wish to cancel a child's enrolment; failure to do so will mean that that the family will be charged full-fee cessation of care (no CCS) for the cancelled sessions for the amount of time notice was required.

Where the required notice period is not provided, families may be charged the applicable full fees for the outstanding notice period in accordance with the Service's Fees Policy and enrolment agreement.

Families acknowledge that Child Care Subsidy may not be payable for all absences occurring at the end of an enrolment. Any fees not covered by CCS remain the responsibility of the family.

The Service will process the cessation of enrolment and update the Child Care Subsidy System within the required reporting timeframe.

Should the need arise for a child's enrolment to be cancelled by the Service due to extenuating circumstances such as behaviour management, the Service will follow the Behaviour Guidance Policy and procedures.

Under exceptional circumstances, cessation of care penalties can be removed at the discretion of the Nominated Supervisor.

GPAC reserves the right to refuse or terminate enrolment or a booking.

h) Confidentiality and storage of records:

Enrolment information will be kept in strict confidence according to the Centre's Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the period of time specified in the Regulations (Regulations 158, 159,160, 183).

ORIENTATION OF THE SERVICE

GPAC recognises that starting at an OSHC Service can be an unfamiliar experience for children and families.
Educators will support children to become familiar with the Service environment, routines, expectations and other children at a pace appropriate to their individual needs.
Where possible, children and families will be offered opportunities to visit the Service before their first day of attendance.

During the orientation of the Out of School Hours Care Service, families will:

- ✓ have Child Care Subsidy is explained to families and assistance may be offered to assist with the application process
- ✓ provided with an outline of the Service Policies which will include key Policies such as: Payment of Fees, Incident, Injury Illness and Trauma, Dealing with Infectious Diseases, Illness Policy and Medication Administration
- ✓ shown the signing in/out process on the kiosk
- ✓ advised of appropriate clothing for children to wear to the Service for mufti days or Vacation Care, including enclosed walking shoes, covered shoulders for sun safety, etc.
- ✓ introduced to their child's Educators
- ✓ taken on a tour around the Service and environment specific areas including our program and menu
- ✓ asked to share information on any Medical Management Plan or specific healthcare needs of their child (if applicable)
- ✓ informed of how parents can view / be informed about the Service, including our website/ closed Facebook page.
- ✓ introduced to the routines and Service program, including the observations to aid programming
- ✓ informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- ✓ given the opportunity to set goals for their child
- ✓ confirm preferred method of communication.

TERMINATION OF CHILD'S ENROLMENT

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 where there has been a serious or ongoing breach of the enrolment agreement, Service Policies or other requirements, following reasonable attempts to address the matter.

This may include:

- failure to comply with the enrolment agreement of the CWA
- ongoing behaviour that presents a serious safety risk and cannot be adequately managed despite reasonable strategies, family collaboration and, where appropriate, support from relevant professionals or agencies
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required session time and repeated late collection after documented warnings
- inability to safely and appropriately meet the child's needs after reasonable adjustments, strategies and support have been explored with the family and, where appropriate, relevant professionals or agencies
- serious or repeated disrespectful, threatening or inappropriate behaviour towards the Approved Provider, Educators or other staff
- if a parent knowingly and repeatedly brings their child ill to the Service
- family knowingly providing false or misleading information
- bullying and/or harassing Educators, children or families enrolled at the Service - *Code of Conduct Policy*
- failure to provide required child or family information.

Management or the Nominated Supervisor will advise families in writing that the Service proposes to terminate their child's enrolment, following reasonable attempts to address the matter and, where appropriate, work with the family to resolve the issue.

BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's Policies and procedures. Every effort will be made to support children using positive guidance strategies and working closely with families to develop appropriate strategies to support the

child's behaviour and wellbeing. If the child's behaviour continues to present a serious safety risk to the child or others despite reasonable strategies and support, the Service will work with the family to determine appropriate next steps. This may include discussing whether the Service can continue to safely and appropriately provide education and care for the child, which may result in the termination of the child's enrolment.

CONSIDERATIONS:

Education and Care Services National Law and National Regulations	National Quality Standard	Other Service Policies/documentation	Other
S2A, S3A, S 51, S165A, S175 4,51,77,78,85, 86,90,91,92, 93,96,97,99, 100,101, 102D,155, 156,157,158, 160,161,162, 165, 167,168, 170,171,172, 173,177,178,1 81,182,183.	Elements 1.1.2,1.2.3,1. 2.2, 2.2.2, 3.3, 4.2, 4.2.2,5.1.1, 5.1.2, 6.1, 6.1.1, 6.1.2,6.1.3, 6.2.1, 6.2.2,6.2.3, 7.1, 7.1.2	- Fees Policy - Confidentiality Policy - Delivery and Collection of Children Policy - Acceptance & Refusal of Authorisations Policy - Governance & Management Policy - Communication with Families Policy - Interactions with Children Policy - Confidentiality Policy - Management of Complaints Grievance Handling Policy - Excursion Policy - Incident, illness, injury and trauma Policy - Dealing with Infectious Diseases Policy - Medical Conditions and Medication Administration Policy - Record and Retention Policy - Safe Transportation Policy - Behaviour Guidance Policy - Code of Conduct Expectation Charter	- Service Enrolment Form - Family Handbook - Network Record Keeping Factsheet

1. ACECQA – Enrolment and Orientation Policy Guidelines (March 2026) .
2. ACECQA – Enrolment and Orientation Procedure Guidelines .
3. Australian Government – 3 Day Guarantee .

4. Australian Government – How to enrol children .
5. Australian Government – Issuing an ACCS child wellbeing certificate .
6. ACECQA – Guidance for Child Enrolment Records .
7. NSW Public Health Act 2010 .

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Child Care Subsidy Minister's Rules 2017	Disability Standards for Education 2005
Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook	

SOURCES

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*
Australian Children's Education & Care Quality Authority. (2026). *Enrolment and orientation: Policy and procedure guidelines*
Australian Children's Education & Care Quality Authority. (2026). *Disability rights and obligations: Information sheet.*
Australian Government Department of Education. (2026). *Additional Child Care Subsidy*
Australian Government Department of Education. (2026). *Additional Child Care Subsidy child wellbeing: Guide for early childhood education and care providers and services*
Australian Government Department of Education. (2026). Child Care Provider Handbook
Australian Government Department of Education. (2026). How to enrol children
Australian Government Department of Education. (2026). What records you need to keep
Australian Government. Services Australia. Child Care Subsidy
Australian Government. Services Australia. How to get immunisation history statements.
Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
National Centre for Immunisation Research and Surveillance. (2024). *No Jab No Play, No Jab No Pay*

ENDORSEMENT BY THE SERVICE:

Approval date: 20 November 2026

Date for review: May 2028

Revised 29/5/19 KG and committee JW
12/8/2019 NG
24/3/20 KG JH Committee Mtg 25/3/20
Email 30/4/20 KF
Revised GQ NoCA April 2020 Approved committee 11/5/2020. Updated 28/9/20 JH and KG Approved committee JW 1/10/20
Revised GQ NoCA June 2022 JH KG July 2022 Revised 21/8/23 JB KG 28/8/23 KG 1/4/25 KG 2/11/26 JB 11/11/26 KG 20/11/26

GPAC USE:

When parents advise they would like separate accounts.
This is for parents who have separated and have come to an agreement between themselves that they will share the cost of childcare by opening individual accounts.

1. Both parents must advise Centrelink of their separation and their intention to open separate accounts. This is especially important if they one/both wish to claim the childcare subsidy which is based on income and activity.
2. The parent who is NOT the primary account holder/primary CRN holder must create their own Xplor account and complete the GPAC enrolment process.
3. Once all forms have been signed and received, including a separate Annual Membership Form we can create separate booking patterns for each family and enrol them for CCS (if applicable). When creating the new account, be sure to allocate the children a clearly distinguishable title for each parent (e.g., Jonny for mum and Jonny** for dad - on mum's day Jonny is booked in as 'Jonny' and on dad's days he is booked in as 'Jonny**').
4. Parent's will now be responsible for their agreed upon booking pattern including advising of absences, drop-off and collection, medical and billing.
5. Advise Leaders of new enrolment situation. Leaders will relay to staff at the relevant meetings.
6. Update in emergency contacts list and in GPAC mobile phone

Note: Allowable absences are 42 per year per child, not per family. Once 42 absences have been reached for the child, all subsequent absences will not receive CCS regardless of who is responsible for that session.