

ENROLMENT AND RE-ENROLMENT OSHC POLICY

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Endorsed by: BoG Chair

Scheduled review date: 01-2023

Policy Statement & Commitments

Hampton Park Community House Outside School Hours Care Service (the Service) supports equal opportunity principles and considers that where possible it has an obligation to promote equal access to HPCH OSHC Service it provides within Australian Government guidelines.

The Enrolment and Re-enrolment process is fair, equitable and transparent. In the interests of children's welfare and protection, access to children referred to HPCH OSHC Service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child in attendance. The enrolment process considers all requirements of the Education and Care Services National Regulations, and the guidelines contained within the Australian Government Child Care Service Handbook.

HPCH OSHC Service will understand the importance of an orientation process that provides clear guidelines to families to help families and children to settle HPCH OSHC Service successfully. HPCH takes the approach of whole of family enrolment, engaging regularly with families during their time at the Service

Families will be oriented to HPCH OSHC Service before their children attend. The orientation process is a time for educators to share information with families about how HPCH OSHC Service operates, and how the child is settling. It is also a time for families to share information about the child and their expectations of HPCH OSHC Service and the educators.

HPCH OSHC Service is committed to:

- Providing clear and consistent information to families who are enrolling their child into the HPCH
- Out of School Hours Care Service for the first time and in consecutive years
- Providing children with support and comfort to settle into HPCH OSHC Service and establish new friendships and relationships, and advocacy for children's wellbeing and protection

- Providing educators with clearly explained enrolment process; time to get to know families before children start full time care;
- Orientation process and strategies to support families in introducing children to HPCH OSHC Service; time to develop close professional relationships with families;
- Providing support from referral agencies; and information about custodial issues.
- Providing the Executive and Board of Governance through the Children's Services Domain Management team with assurance that there is a transparent enrolment process for all families, and the ability to obtain an equal balance between management practices and individual rights.

Principles

- All children attending the OSHC Program must be enrolled at Hampton Park Community House Education & Care Service .
- Families are required to complete an online or paper Enrolment form which is updated each year or when details change. Completion of enrolment forms is a requirement of the Education and Care Services National Regulations and Law (2011). A printed copy will need to be provided to HPCH Director -Children's Service.
- It is the responsibility of the Families to keep enrolment information up to date throughout the year, including email and contact details.
- Families must sign to acknowledge that they have read and agree to comply with HPCH Children's Service policies and procedures which are available on the website or in hardcopy in the Children's Services office.
- If families take a leave period and wish to retain their place, they must continue to pay for their place, unless the place is re-sold casually. If they do not wish to pay to ensure their place, they will lose the place at the service and be placed on the waiting list.
- Families making cancellations or absences for medical reasons must provide a medical certificate, and will count towards the 42 allowable absences per financial year (Child Care Subsidy is paid for 42 allowable absences). Cancellations under the 42 allowable absences will still be charged the daily rate plus Child Care Subsidy, if applicable. Cancellations above 42 absences will attract full fee payment.
- Families who receive the Child Care Subsidy will be required to attend on their final day booked or full fees will apply for all cessation of care absences up to their end date.
- Families wishing to withdraw from the Service and cancel permanent bookings will need to give two weeks' notice in writing. Note the previous point re; cessation of care.

Transition - Often when children start Prep they need some time to settle in. HPCH Children's Service OSHC Program strongly encourages orientation with children prior to the official start date.

Payment starts when regular days start.

Communication

- Families are reminded that all matters regarding Enrolment information will be held and managed in line with HPCH Privacy & Confidentiality Policy.
- Information regarding Enrolments and commencement of Re- Enrolments for the following year will be sent out via email, in the newsletter and website, on the OSHC Noticeboards, and next to Daily Sign in/out Rolls. It is each family's responsibility to view this information on a regular basis.
- HPCH Children's Service will not be held responsible for a family not receiving Enrolment and Re-Enrolment information. It is the Families responsibility to contact the Service if the family is going to be away during the Re-Enrolment period (end of term 3 and beginning of term 4).
- All Enrolment information will be sent out via email. It is each family's responsibility to ensure the HPCH Children's Service has correct email details, or alternative contact arrangements if email is not available.

Fees

All information regarding fees for the OSHC service is outlined in the HPCH Fee Policy , and families should read this policy prior to enrolling in the Service. (see website for HPCH Fee Policy)

HPCH administration staff will process fee payments, weekly - every Friday for the previous week, from provided EFTPOS authorities.

Once an enrolment offer online is accepted and confirmed, an enrolment fee of \$200.00 per family, will be required to secure the place by the set date. This fee will be credited to the first account, unless fees are outstanding by the end of the year, whereby places for the following year will be on hold.

Families will lose the \$200.00 deposit if days are reduced or enrolment is withdrawn after the days have been confirmed.

Families with outstanding fees cannot enrol for the following year, until fees are paid, and may have current bookings suspended until payment is received.

If no response is received from an offer, the offer will be deemed to be declined. The family will not be offered a place at the Service. However, if after all Round Offers have been made, places are still available, families can then apply. Communication regarding available places will be posted on HPCH website and social media

Families who have not been made an offer due to places not being available, will then be placed on the waiting list if they elect this option.

If fees are outstanding by the end of the school term 4, enrolments for the following year will be forfeited.

Implementation

Definitions

New Enrolment – any new enrolment to the Service which is offered and accepted at any time, during the year, on a Permanent or Casual basis.

Re-Enrolment – are places offered to current permanent users of the Service for the following year, then siblings, before being offered to new Preps and other families. This process is undertaken through a series of offers, and online application and acceptance, which commences at the beginning of term 4, for bookings in the following year.

Permanent Booking – ongoing bookings made for the same days each week, for the duration of the year:

- Permanent bookings are charged for each week of the school terms, except for school and public holidays.
- Permanent days cannot be swapped.
- If the parent or guardian wants to change permanent bookings to casual or need to cancel permanent bookings 2 weeks' notice has to be provided. Written notice is required for all booking cancellations.

Casual Booking - is a non-permanent booking of available places:

Casual days will only be offered if places are available or where cancellations to permanent places are made.

- Once a casual place is booked, it will be charged, unless the place can be re-sold or two week's written notice is given.
- Written notice is required for all booking cancellations.

Cancellation – permanent bookings that are cancelled with the Service:

- Two weeks written notice is required for all booking cancellations.
- Families with Permanent bookings with continued cancellations, without medical certificates or exceptional circumstances discussed with the Director Children's Services will lose their permanent bookings. This will be assessed at the end of each term.
- Temporary cancellations to take leave from the OSHC program will be offered to the children who go on annual holidays (Once in a while). Families must provide written notice of their intention to take leave from OSHC by completing the relevant form and provide it to the Director of Children services prior 2 weeks to the holiday period. There will be no fees charged for this off period.

Waiting List - the Service has a waiting list for available permanent and casual places.

Supporting Documents & relevant policies

Acceptance & Refusal of Authorisations Policy
Delivery & Collection of Children Policy

Privacy & Confidentiality
Fees Policy
Complaints Policy

Evaluation

This policy will be reviewed by the Hampton Park Care Group Inc. Executive and Board of Governance (BoG) as part of the HPCH's annual review cycle and also in response to the changing needs of the Organisation and the Children's Service Domain Area.

All updates and changes to the Enrolment system will be addressed via the Executive Officer before being presented to the BoG for approval.

The families and the HPCH community members will be informed of updates and changes to the Enrolment system in a timely manner.

Authorisation:

Signature of Chair of BOG :



Date of Approval by BOG:

Hampton Park Care Group Inc.

10-02-2022