

# Enrolment and Orientation

## OSHC Policy & Procedure

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Approver: Melissa Cofre	Effective Date: <b>11/12/2025</b>	Review Date: 11/12/2028
Responsible Manager: Megan Slattery	Controlled version: 1	Page <b>1</b> of <b>16</b>

## 1. Policy

### 1.1 Policy Statement

Berry Street Yooralla is committed to consistent and clear enrolment procedures to ensure no family is disadvantaged in accessing Berry Street Yooralla services.

Berry Street Yooralla ensures that Educators are provided with strategies to support families in introducing children to the Service, time to develop close professional relationships with families, and support from referral agencies where appropriate.

### 1.2 Purpose

We 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 Out of School Hours Service to promote positive outcomes for children whilst adhering to legislative requirements.

### 1.3 Background

Our Service accepts enrolments of children who are formally enrolled in the nominated school of which the OSHC program operates.

Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Service
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained at the Out of School Hours Service
- d) priority of access guidelines are adhered to (as agreed with each school council for their school cohort).

Berry Street Yooralla provides an efficient enrolment procedure that is clear and unambiguous to Out of School Hours Service educators and families.

### 1.4 Scope

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor and visitors of the OSHC Service.

## 1.5 Legislation & Standards

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
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 their service and contribute to service decisions.
6.1.2	Parent views are 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.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
77	Health, hygiene and safe food practices
78	Food and beverages
88	Infectious diseases
90	Medical conditions policy
92	Medication record
93	Administration of medication
96	Self-administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursions
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
173	Prescribed information is to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
178	Prescribed enrolment and other documents to be kept by family day care educator
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

## 1.6 Key Terms

Term	Meaning	Source
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## 2 Procedure

### ENROLMENT PROCEDURES

Berry Street Yooralla acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.

Berry Street Yooralla is dedicated to providing families with:

- › Enrolment for their child/ren;
- › Support in the event of needing additional or emergency care for their child;
- › Privacy and confidentiality.

- The enrolment record will include the information prescribed in compliance with Regulation 160 of the Education and Care Services National Regulations (2011).
- The enrolment record will include authorisations prescribed in compliance with Regulation 161 of the Education and Care Services National Regulations (2011).
- The enrolment record will include health information in compliance with Regulation 162 and of the Education and Care Services National Regulations (2011) for all other jurisdictions.
- All enrolments are to be completed online. Families who do not have access to a computer or who are challenged by language, literacy and numeracy concepts will be supported by the Coordinator (or responsible person) to complete the enrolment process
- If the Families first language is not English they may be supported during enrolment through translation services.
- At enrolment, parents/guardians are encouraged to provide any further information about their child that will support continuity of care between home and the service.
- Enrolment can only be confirmed once an online booking has been made and Berry Street Yooralla have received all required supporting evidence/medical plans.
- Enrolment Records will be updated annually by parent/guardian or more frequently if or when a family's circumstances change.
- A fully completed enrolment and indemnity form must be filled out before a child can attend the service. This includes an agreement to the Berry Street Yooralla terms and conditions.

- It is a legal requirement that a full copy of any court order or parenting order that exists be kept with the service's records. The enrolment record must contain details of both parents (if known). (R 160)
- Access to this information is available only to relevant Team Members, the enrolling parent/guardian, and authorised Government Officers in accordance with the Berry Street Yooralla Record Keeping policy. This information will also be shared with Emergency Services staff in the case of an emergency.
- If a place is not immediately available at the service, the family may be put on a waiting list. When a place becomes available, the parent/guardian will be contacted by the Co-ordinator, and enrolment may proceed.
- Holiday Program Bookings open approximately four weeks before school holiday programs begin and are made online via the Berry Street Yooralla website. Details of the booking procedure are available via [www.yooralla.com.au](http://www.yooralla.com.au)
- After School Care Bookings are made electronically via the enrolment process throughout the year and can be made online up until 11:59 pm the night before, dependent on availability. All last-minute bookings are to be made with the customer service team or the service directly. Contact details can be found at [www.yooralla.com.au](http://www.yooralla.com.au) or by contacting the OSHC coordinator directly at the service
- Bookings are accepted according to Priority of Access guidelines as set by the order that bookings are received.

## SUPPORTING CUSTODY ARRANGEMENTS

Services maintain records of custodial and access arrangements for children attending the service in compliance with Regulation 160 of the Education and Care Services National Regulations (2011). Berry Street Yooralla ensures that Educators are provided with information about custodial issues and ensures that Educators are supported to implement procedures for supporting custody arrangements.

- Berry Street Yooralla requires that each parent/guardian provides, upon enrolment and/or change of circumstances, an upload a copy of any legal documents including but not limited to Family Court Orders, Parenting Orders, family violence-related orders, child protection orders and bail orders in compliance with Regulation 160 of the Education and Care Services National Regulations (2011).

Berry Street Yooralla cannot accept court/parenting orders where portions are removed, omitted or blacked out.

- Enrolling family members are responsible for informing the Coordinator of Service (or responsible person) of custody and access arrangements on enrolment and must advise immediately of any subsequent changes to these arrangements.
- All legal documentation relating to custody and access are held and maintained according to Record Keeping Policy.
- The Coordinator (or responsible person) is responsible for alerting Team Members of any custody arrangements concerning children in their care
- No child will be permitted to leave the service with anyone other than those authorised on the child's Enrolment Form, or by written authorisation from the custodial parent/guardian, in accordance with the Delivery and Collection of Children Policy.
- If a person other than those mentioned in legal documentation relating to custody and access arrangement arrives at the service to remove a child and is not a person who is authorised by the enrolling parent/guardian on the child's Enrolment Form, the Coordinator/Director of Service (or responsible person), will explain Berry Street Yooralla legal responsibilities, and explain that by law the child's legal guardian must be contacted before the child is taken from

the service, and any other procedures in accordance with the policy on Delivery and collection of children.

- Oversees court orders are only enforceable where they have been registered in Australia with the Attorney Generals Department, [International Family Law](#) section.

## PROCEDURES FOR ACCEPTING REFERRALS

Berry Street Yooralla provides procedures for enrolling children from referral agencies for children who attend the School the OSHC Program operates, including children's welfare authorities.

- The Quality and Compliance Manager will determine a threshold of the number of children with additional education and care requirements or needs that can be appropriately and respectfully provided for.
- Where it is determined that the service cannot accept a referred child, the referring agency will be advised to contact the Australian Government's Child Care Access Hotline by phoning 1800 670 305 or by visiting the Australian Government's online child care portal to seek alternative options.
- Acceptance of a referral will be dependent upon:
  - › The Service having the required resources to appropriately care for the child(ren);
  - › Completion of an Enrolment Form by an authorised parent/guardian;
  - › A visit or phone call from the referring agency (e.g. case manager) to:
    - Provide information about the referral;
    - Clarify any special conditions of enrolment;
    - Provide necessary details about the child(ren)'s care arrangements, including foster care details; and
    - Determine a suitable orientation process (child to the service, and Educators to child's needs).
  - › Reaching agreement regarding the cost for providing care and any special requirements.
  - › Agreement to a debriefing from the case manager at the conclusion of the referral period.
- Berry Street Yooralla will ensure confidentiality in relation to information about referred children at all times in accordance with Record Keeping Policy. However, Educators involved in the direct care and education of referred children will be provided with information that is considered to be essential to ensure the safety and protection of both the referred child/ren, other children and Team Members.
- Referral agency officers will be required to provide identification before being admitted to a Service.

## ORIENTATION OF THE SERVICE

Berry Street Yooralla understands the importance of an orientation process that provides clear guidelines to help families and children to settle into the service successfully. Berry Street Yooralla is committed to providing children with support and comfort to settle into the service and establish new friendships and relationships and advocacy for children's wellbeing and protection.

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

- provided with the enrolment form to be completed or shown how to complete this through an online platform

- provided with an outline of the Service policies which will include key policies such as:, Sun Safe, Incident, Illness, Accident and Trauma, Control of Infectious diseases, Administration of Medication.
- shown the signing in/out process
- advised of appropriate clothing for children to wear to the Service for mufti days or vacation care, including shoes
- introduced to their child's Educators
- taken on a tour around the Service and environment
- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- informed of the service program and how parents can view this
- introduced to the routines and Service program,
- informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals for their child

Once the enrolment has been processed, families will be provided with an enrolment pack.

## 2.1 Roles and Responsibilities

Role	Responsibilities
Approved Provider / Nominated Supervisor / Manager	<ul style="list-style-type: none"> <li>• ensure that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> are met</li> <li>• 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</li> <li>• keep prescribed enrolment and other documents as set out in regulation 177, including a medication record and children's attendance record</li> <li>• keep records confidential, and stored safely and securely for the relevant period listed in regulation 183</li> <li>• consider quality practice approaches to enrolment and orientation</li> <li>• take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the <b>Enrolment and orientation policy</b> and <b>procedures</b></li> <li>• ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection               <ul style="list-style-type: none"> <li>○ • 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</li> <li>○ significantly impact the service's education and care of</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ children or</li> <li>○ significantly impact the family's ability to utilise the service.</li> <li>○</li> <li>• ensure that regulatory obligations are met in relation to enrolment and orientation</li> <li>• implement procedures for enrolment and orientation</li> <li>• ensure that an enrolment record is kept for each child which contains all the prescribed information</li> <li>• support families' involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service <ul style="list-style-type: none"> <li>○ ensure families are aware of relevant policies and procedures at time of enrolment, such as: Acceptance and refusal of authorisations</li> <li>○ Dealing with medical conditions in children</li> <li>○ Incident, injury, trauma and illness</li> <li>○ Delivery of children to, and collection from, education and care service premises</li> <li>○ promote quality practice approaches to enrolment and orientation</li> <li>○ keep records confidential.</li> </ul> </li> <li>•</li> </ul>
Educators	<ul style="list-style-type: none"> <li>• be familiar with regulatory requirements</li> <li>• support families' involvement in the service and contribution to service decisions regarding the orientation of their child at the service</li> <li>• share information with families to support the child's transition into the service</li> <li>• respect the culture, values and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing</li> <li>• familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service</li> <li>• keep records confidential.</li> </ul>
Families	<ul style="list-style-type: none"> <li>• complete all documentation required by the service</li> <li>• 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</li> <li>• notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed</li> <li>• ensure all information about the child and family held by the service is kept up-to-date.</li> </ul>
Children	

## 2.2 References & Resources

- ACECQA National Quality Framework Resource Kit (2012)
  - Quality Area 2 – Children's health and safety
  - Quality Area 6 – Collaborative partnerships with families and communities
  - Quality Area 7 – Leadership and service management
  - Education and Care Services National Law Act (2010), S 168, S 175

- Education and Care Services National Regulations (2011), R 160, 161, 162

### 2.3 Related Policies and Procedures

Acceptance and Refusal Authorisation Policy Dealing with Infectious Diseases Policy	Privacy Policy Record Keeping Policy Sun Safe Policy Information Security Policy
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## 3 Policy & Procedure Review

In order to assess whether the values and purposes of the policy and procedure have been achieved, Yooralla will:

- Regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Keep the policy up to date with current legislation, research, policy and best practice.
- Revise the policy and procedures as part of the service's policy review cycle, or as required.
- Notify all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (Regulation 172 (2)).

The ongoing monitoring and compliance to this policy and procedure will be overseen by the OSHC Manager, Nominated Supervisor and Yooralla Quality, Risk and Safeguarding team.

All Yooralla OSHC policies and procedures will be reviewed every 12 months.