

Enrolment & Orientation Policy

Commitment to Families

Our Out of School Hours Care (OSHC) Service is dedicated to providing high-quality care before and after school, on pupil-free days, and during vacation care. Enrolment and orientation mark the beginning of a new relationship between families and our service. We recognise that this stage can be both exciting and emotional for children and families, and we are committed to approaching it with sensitivity, respect, and support. By building strong partnerships, we work together with families to achieve consistent, high-quality outcomes for every child.

Regulatory and Ethical Framework

This policy is guided by the Education and Care Services National Law and Regulations, the National Quality Standard (2025), and the ECA Code of Ethics. It also reflects the principles of My Time, Our Place: Framework for School Age Care, which emphasises respect for children’s individuality, collaboration with families, and the creation of safe, inclusive environments. We also adhere to requirements set out under the Family Assistance Law, the Child Care Subsidy guidelines, and other relevant legislation.

Purpose

The purpose of this policy is to ensure that every child and family experiences a welcoming, positive, and informative enrolment and orientation process. We aim to provide clear communication, respect each family’s unique needs, and establish relationships that promote positive outcomes for children while meeting all legislative and regulatory requirements.

Scope

This policy applies to children, families, educators, staff, management, and visitors to the OSHC Service. It ensures consistency in our enrolment practices and supports families as they transition into our community.

Enrolment Process

Our service accepts enrolments for children who are enrolled in primary school, provided that vacancies exist, ratios are maintained, and our licensed capacity is not exceeded. Enrolment links each child with their family and the service under the requirements of the Child Care Subsidy. Every family is asked to provide accurate and up-to-date information, including enrolment forms, medical details, immunisation records, and, where applicable, court or parenting orders. Sensitive matters such as medical needs or family circumstances are always discussed privately to ensure confidentiality and respect.

Priority may be given to children who are at risk of harm or neglect, or whose families meet activity test requirements under the Child Care Subsidy guidelines. We support equitable access while balancing the needs of all families.

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Orientation Process

Orientation is designed to help children and families feel comfortable and confident in their new environment. Families are welcomed into the service, introduced to educators, and shown the learning spaces and routines. They are provided with key information about our philosophy, daily program, policies, fees, Child Care Subsidy, and communication strategies. Families are encouraged to ask questions, share information about their child's interests and needs, and set goals for their child's time in OSHC.

We also take into account cultural and linguistic diversity by inviting families to share key words in their home language and by respecting cultural or religious practices. Where a child has additional needs, medical conditions, or dietary requirements, management works closely with families to ensure medical management plans, risk minimisation strategies, and communication plans are in place before the child begins.

Supporting Families

To assist families in understanding our service and wider community resources, we provide an enrolment pack. This may include our Family Handbook, fee structures, Child Care Subsidy information, an introduction to the National Quality Framework and My Time, Our Place, the ECA Code of Ethics, and practical information to support children's wellbeing.

Throughout the process, we strive to provide families with clear, up-to-date information, and to respect their culture, values, and beliefs. We also support families with guidance on Child Care Subsidy applications, including assistance with myGov processes where needed.

Child Care Subsidy and Complying Written Arrangements

As part of enrolment, families enter into a Complying Written Arrangement (CWA), which sets out the agreement between the provider and the parent regarding care, fees, and attendance. This is a legal requirement under the Family Assistance Law. Families are asked to confirm their enrolment through their myGov account, and information is provided on eligibility for Child Care Subsidy and Additional Child Care Subsidy. The service ensures that all enrolments and subsidy applications are managed in accordance with national guidelines.

Record Keeping and Confidentiality

All enrolment records are maintained in line with the Education and Care Services National Regulations and our Record Keeping Policy. Families are responsible for keeping their details updated, and the service is responsible for ensuring all records remain accurate, complete, and confidential.

First Day and Transition Support

We recognise that starting at OSHC can be a big change for children. On a child's first day, educators warmly welcome families, explain routines, and support children to settle into their environment. Where appropriate, strategies such as buddy systems or communication with classroom teachers are used to assist children in remembering to attend OSHC. We value feedback from families about the orientation process and provide opportunities for them to share their experiences through surveys or conversations with staff.

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Child Safe Standards and Paramountcy Principle

The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including the enrolment and orientation process.

This means that all enrolment and orientation practices must prioritise the safety, wellbeing and rights of each child above all other considerations. Educators, staff and management are required to exercise professional judgement and take all reasonable steps to ensure that accurate and complete information is obtained, individual needs are identified, and appropriate supports, risk minimisation strategies and management plans are in place prior to the child commencing at the Service.

The Service will ensure that each child and family is supported through a respectful, inclusive and responsive enrolment and orientation process. This includes working in partnership with families, maintaining confidentiality, and ensuring that any information relating to a child's health, safety or wellbeing is used to inform safe practices and appropriate care. Where a child may be at risk, or has additional needs, appropriate actions will be taken to ensure their safety and inclusion within the Service.

All practices relating to enrolment and orientation must prioritise the protection of children from harm, uphold their dignity and wellbeing, and ensure that every child feels safe, supported and welcomed into the Service environment.



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Family Responsibilities

Families play an important role in ensuring a smooth enrolment and orientation process. They are asked to provide complete and accurate information, notify the service of any changes to their child’s health or family circumstances, and work with educators to develop plans for any additional needs. By maintaining open communication, families help us provide the highest standard of care for their children.

Review of Policy

This policy is reviewed regularly to ensure compliance with the latest legislation, regulations, and standards, as well as to reflect feedback from families, staff, and the community. Through reflection and continuous improvement, we remain committed to supporting children and families through every step of the enrolment and orientation journey.

Review

Date:	Changes:	Reviewed by:
26/11/2021	New policy (All updated)	Charmayne Nathan
04/07/2024	No changes - reviewed	Charmayne Nathan
15/09/25	Policy was updated, information was condensed.	Charmayne Nathan
24/4/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan