

## ENROLMENT AND BOOKINGS POLICY

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## 1 NQS

QA2	2.1.1	Each child's health needs are supported.
	2.1.4	Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines.
	2.2.1	Healthy eating is promoted and food and drinks provided by the service are nutritious and appropriate for each child.
	2.3.1	Children are adequately supervised at all times.
	2.3	Each child is protected.
	2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.
	2.3.3	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QA6	6.1	Respectful supportive relationships with families are developed and maintained.
	6.1.1	There is an effective enrolment and orientation process for families.
	6.2	Families are supported in their parenting role and their values and beliefs about child rearing are respected.

## 2 National Regulations

Regs	77	Health, hygiene and safe food practices
	78	Food and beverages
	79	Service providing food and beverages
	80	Weekly menu
	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
	165	Offence to inadequately supervise children
	167	Offence relating to protection of children from harm and hazards
	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
181	Confidentiality of records kept by approved provider	
183	Storage of records and other documents	

## 3 EYLF

LO1	Children feel safe, secure, and supported
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## 4 Aim

- 4.1 To ensure that each child's enrolment is completed as per our legal requirements.
- 4.2 Additionally, we aim to ensure that each child and family receives an enrolment and orientation process that meets their needs, allowing the family and child to feel safe and secure in the level of care that we provide.
- 4.3 UOW Pulse Ltd Children's Services provides childcare for university students, staff and the broader community. Given the diversity of the clientele, child care bookings are broken into several categories.

## 5 Related Policies

The Kids' Uni Policies and Procedures apply to Kids' Uni North, Kids' Uni South, Kids Uni CBD, Kids Uni iC.

Inclusion Policy (CHI-ADM-POL-003)

Administration of Authorised Medication Policy (CHI-ADM-POL-004)

Child Wellbeing Policy (CHI-ADM-POL-009)

Excursion Policy (CHI-ADM-POL-024)

Nutrition, Food Safety & Allergen Management Policy (CHI-ADM-POL-027)

Health, Hygiene and Cleaning Policy (CHI-ADM-POL-030)

Immunisation and Diseases Policy (CHI-ADM-POL-033)

Infectious Diseases Policy (CHI-ADM-POL-035)

Medical Conditions Policy (CHI-ADM-POL-038)

Orientation for Children Policy (CHI-ADM-POL-041)

UOW Pulse Ltd Privacy Policy (PUL-BUS-POL-013)

Record Keeping and Retention Policy (CHI-ADM-POL-049)

Relationships with Children Policy (CHI-ADM-POL-050)

Sleep, Relaxation and Clothing Policy (CHI-ADM-POL-052)

Waiting List Application Process Policy (CHI-ADM-POL-067)

Unenrolled Children Policy (CHI-ADM-POL-062)

## 6 Who is affected by this policy?

Children, Families, Educators

## 7 Implementation

- 7.1 Our service accepts enrolments of children aged between 0-6 years in our long day care centres.
- 7.2 All services are to use the UOW Pulse Ltd Children's Services Waiting List form, or families can access the form online at the UOW Pulse Ltd web site. [www.uowpulse.uow.edu.au](http://www.uowpulse.uow.edu.au)
- 7.3 Enrolments will be accepted providing:
  - i. The maximum daily attendance does not exceed the approved number of places of the service.

- ii. Child-educator ratios are maintained across the service (in each room).
- iii. A vacancy is available. (Please see Priority of Access Guidelines found in the Waiting List Application Process CHI-ADM-POL-067)

## 8 Enrolment

When a family has indicated their interest in accepting the offer of enrolment for their child in our service, for either occasional care or a permanent booking, the following will occur:

- 8.1 Once the family has accepted the offer, a mutual date for formal enrolment and orientation will be set. The start date must be a minimum of two days after orientation to ensure all enrolment requirements have been completed prior to the start date. An enrolment pack will then be sent out. This pack includes
- i. Email confirming days allocated and date and time for orientation appointment. This letter will also list all documentation required for enrolment, ie: Child's Birth Certificate or Passport, Medicare Immunisation History statement, Parent Photo ID and Medicare Cared. Attached to this email, will also be, the fees policy, medical conditions policy, immunisation requirements and the enrolment authorisations form.
  - ii. Online Enrolment form and other relevant forms that must be completed prior to attending the orientation appointment.
  - iii. A copy of the fees, Conditions of Enrolment, Parent Handbook, and Medical Conditions policy.
  - iv. During the orientation interview parent/guardian will be advised they are required to:-
    - a) Log into their HubHello parent portal to agree to their Complying Written Arrangement
    - b) Accept their enrolment through MyGov to ensure they receive their Child Care Subsidy. This information is followed up in a welcome email following the enrolment interview.
  - v. Parents are to be advised that changes to booked days or withdrawal from care require 4 weeks notice in writing. The four week notice period excludes the Christmas closure period.
- 8.2 On the day of the appointment, a tour of the service will be provided. During this tour, the educator will give the family information about the service including, but not limited to
- i. programming methods,
  - ii. meals,
  - iii. incursions and excursions,
  - iv. inclusion,
  - v. fees,
  - vi. changes to booked days or withdrawal from care require 4 weeks' notice in writing.
  - vii. policies, procedures and, regulations for our state and the licensing and assessment process, the National Quality Framework

- viii. signing in and out procedure, room routines, educator qualifications, introduction of educator in the room the child will be starting in and educator and parent communication. Families are also invited to ask any questions they may have.
- 8.2 Families are given a copy of the Parent Handbook to read.
- 8.3 Discussions are held between office staff and families regarding availability of days, a start date and tailoring an orientation process to suit the needs of the family and child. Any matters that are sensitive of nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with the Nominated Supervisor at this time.
- 8.4 If a child uses English as a second language, or speaks another language at home, we request that families provide us with some key words in the languages the child speaks at this time so that educators can learn the words. If an interpreting service is required a telephone interpreter service is available (Illawarra Multicultural Services 17 Auburn St, Wollongong – Phone 4229 6855).
- 8.5 Families will also need to contact the Family Assistance Office to have their eligibility for Child Care Subsidy assessed. Parents will also be advised they will need to accept their enrolment through MyGov to ensure they receive any eligible Child Care Subsidy payments.
- 8.6 As per our Orientation for Children Policy, families will be invited to bring their child into the service at a time that suits them so the child and family can familiarise themselves with the environment.
- 8.7 Before the child begins their first day with us, the service must have all required documentation for the child. The child will not be accepted into the service without this being completed.
- 8.8 Enrolment fee and 2 weeks of fees to be paid prior to the child starting their enrolment with Kids Uni.

## 9 Types of Bookings Available

- 9.1 Uni Session Bookings
- i. Fees are payable for the period between the first day of lectures and the last day of exams for a particular session.
  - ii. Fees are payable for every week of a session, including weeks when no lectures are held.
  - iii. This booking type is specifically designed to provide child care in order that students may study and prepare for exams. The provision of child care may also be a deciding factor for choosing UOW. It is available to both full time and part time UOW students.

To be eligible for a Uni Session booking the student must:

- Provide proof of enrolment (current UOW student card) or acceptance into the next semester at UOW.
- Be in receipt of the maximum Child Care Subsidy.
- Provide a current health care card including the child/ren in care

Evidence of continued eligibility must be provided to Kids Uni Administration prior to the commencement of each semester for a Uni Session booking to continue.

### 9.2 All Year Round Bookings

- i. Fees are payable for 50 weeks of the year, including all Public Holidays which fall on a booked day.

### 9.3 Occasional Care Bookings.

- i. Occasional care is available throughout the year depending upon availability. All occasional care bookings must be done through the administration office in order to ensure licensing numbers are maintained, billing can be done, and occasional care enrolment forms are completed (for new children).
- ii. Occasional Care bookings can be offered on a full day or half-day basis.
- iii. A half day booking will be charged half the daily rate and either be taken from 7.30am (or 8am at Kids Uni iC) to 1.00pm or 1.00pm to 6.00pm. Payment must be paid prior to care commencing.
- iv. A new occasional care child cannot attend a service until the enrolment form is fully completed as it contains information that is vital in the event of an emergency. All relevant enrolment documentation must be provided prior to commencement of care.
- v. All occasional care must be recorded in relevant administration/office diary.
- vi. Occasional care cannot be offered if family has an outstanding debt.
- vii. Cooks must be notified as soon as possible regarding the dietary needs of occasional care children so that they can be catered for.
- viii. The Nominated Supervisor must notify all educators and other staff of occasional care bookings, days of attendance, times, and needs.
- ix. Cancellations - If a child will not be attending for a previously confirmed occasional care booking notification of this absence must be received by 8am on the booked date. Failure to notify that an occasional care booking will not be used will incur the nominal daily fee.

## 10 Other information about our service's enrolment

10.1 From 1 January 2018, parents must provide a copy of one or more of the following documents to enrol in a childcare service:

- an 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 (temporary for 6 months only) or
  - an AIR Immunisation Medical Exemption Form which has been certified by a GP.
- No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book).

The documents must be stored by the director in a secure location for 3 years, unless a child transfers to another child care centre.

10.2 Enrolment of educator's children within the same service is generally not encouraged.

## 11 Information and Authorisations to be kept in the Enrolment Record

- 11.1 Our Record Keeping and Retention Policy outlines the information and authorisations that we will include in all child enrolment records many of these are regulatory requirements.
- 11.2 It is a condition of enrolment that every family must provide consent for the service to seek medical attention for their child in the event of an injury or illness. This includes transportation via ambulance.
- 11.3 All families are also required to provide at least one emergency contact person who we can contact in the instance that the child's primary carers are not available in an emergency. In the instance where a family do not have any known contacts the enrolment will require the

approval of the Director. If approved, this enrolment will be monitored and followed up after three months at which time the family must provide an emergency contact.

## 12 Source

Work Health and Safety Act 2011, Work Health and Safety Regulations 2011  
 Child and Young Persons (Care and Protection) Act 1998  
 Education and Care Services National Regulations 2011  
 National Quality Standard  
 Family Assistance Legislation Amendment (Child Care) Act 2010  
 Early Years Learning Framework

## 13 Review

This policy will be reviewed every 2 years and the review will include Management, Employees, Families and Interested Parties.

## 14 Version Control Table

Version Control	Date Released	Next Review	Approved By	Amendment
1	February 2012	February 2013	M. Fowler Manager – Kids Uni	
2	February 2013	February 2014	M. Fowler Manager – Kids Uni	Paragraph inserted re application of policies across all centres. Migrated into new QA format.
3	August 2013	August 2014	M. Fowler Manager – Kids Uni	Paragraph inserted into Page 5 under heading "9.1 Uni Session Bookings".
4	Feb 2014	Mar 2016	M. Fowler Manager – Kids Uni	Paragraph amended on Page 5 under heading "9.1 Uni Session Bookings" to clarify eligibility
5	Nov 2015	Sept 2017	M Gillmore G.M. UniCentre	Session Bookings further clarification
6	February 2016	September 2017	M Gillmore G.M. UniCentre	Inclusion of Kids Uni Preschool – Ages of children enrolled and noting that Child Care benefit is not applicable to the preschool.
7	July 2018	July 2020	K.Grose – Children's Services Manager	Updated immunisation requirements, translator information and Child Care Subsidy information.
8	Sept 18	Sept 2020	K.Grose – Children's Services Manager	Updated information relating to cancellation of occasional care bookings.
9	November 2019	Sept 2020	Nicole Bray – Director Kids Uni iC	Updated to reflect name changes to Kids uni iC
10	November 2019	Sept 2020	K.Grose Children's Services Manager	Updated to reflect online CWA's. Removed references to OOSH/Vac
11	July 2020	July 2022	K.Grose Children's Services Manager	Additions to authorisations to be included in enrolment records.
12	Dec 2021	Dec 2023	K.Grose Children's Services Manager	Excluding the Xmas closure period from notice to changes to bookings Updated the information sent on acceptance of enrolment Added information about a 'welcome email'. Updated initial fee payment requirements