

Policy Statement & Commitments

The program is equally accessible by all children and organisational arrangements maximise access. This involves overcoming barriers to access for some groups of children within the community. The service supports equal opportunity principles and considers that where possible it has an obligation to promote equal access to the service it provides within Australian Government guidelines.

The enrolment process is open and equitable. In the interests of children's welfare and protection, access to children referred to the service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child in attendance. The enrolment process takes into account all requirements of the *Education and Care Services National Regulations*, and the guidelines contained within the *Australian Government Child Care Provider Handbook*.

The program understands the importance of an orientation process that provides clear guidelines to families to help families and children to settle into the program successfully. The orientation process is a time for educators to share information with families about how the 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 the Service and the educators.

The Service 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.
- Providing families with enrolment for their child/ren; assistance in separating from their child; confidentiality; confirmation that their child has settled; support in the event of needing additional or emergency care for their child; and priority of access within Australian Government Guidelines.
- Providing Educators with clearly explained enrolment process; strategies to support families in introducing children to the program; time to develop close professional relationships with families; support from referral agencies; and information about custodial issues.

Enrolment Procedures

- Enrolments will be accepted according to the Australian Government 'Priority of Access'.
- Registration is available online at the OSHC page of our school website.
- Upon, or prior to, enrolment families will receive a link to an online Family Handbook.
- The enrolment record will include the following information for each child:
 - Full name, gender, date of birth and address of the child;

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- Name, address and contact details of each parent of the child; any emergency contacts; any person nominated by the parent to collect the child from the service; any person authorised to consent to medical treatment or to authorise administration of medication to the child; any person authorised to give approval for an educator to take the child out of the service;
 - Details of court orders, parenting orders or plans, and/or details of court orders relating to the child's residence or contact with a parent or other person;
 - Language used in the child's home and cultural background of the child and child's parents; and
 - Any special considerations for the child e.g. cultural, religious or dietary requirements or additional health care/medical or inclusion needs, including details of allergies or anaphylaxis, dietary restrictions.
 - Authorisations for the service to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and transportation of the child by an ambulance service.
 - Name, address and telephone number of the child's registered medical practitioner or medical service.
 - Child's Medicare number (if available).
 - Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.
 - Immunisation status of the child.
- Families will be advised to register with Centrelink for CCS and Tax Rebate eligibility, if they have not done so already.
 - At enrolment parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.
 - Enrolment information will be kept confidentially. Access to this information is available only to the Coordinators, some Educators, the enrolling parent/guardian, and authorised Government Officers.
 - Where demand for places exceeds the availability of supply, the service accepts or rejects enrolments in a consistent, policy-based manner.

Procedures for Supporting Custody Arrangements

- The Education and Care Services National Law requires the service to have details of all custodial and access arrangements.

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- Enrolling family members are responsible for informing the Nominated Supervisor of custody and access arrangements on enrolment, and must advise immediately of any subsequent alterations to these arrangements.
- The Nominated Supervisor is responsible for alerting program staff of any custody arrangements concerning children in their care.
- All relevant legal documentation is to be shown to the Nominated Supervisor and a copy will be maintained in the child's enrolment record.
- All legal documentation relating to custody and access held by the service is maintained with confidentiality according to the (Service Name) Confidentiality Policy.
- No child will be permitted to leave the program with anyone other than those authorised on the child's enrolment, or by written authorization from the custodial parent/guardian, or verbal consent to the Nominated Supervisor.
- If a person other than those mentioned in legal documentation relating to custody and access arrangement arrives at the program to remove a child, and is not a person who is authorized by the enrolling parent/guardian on the child's Annual Registration Form, the Supervisor will explain the service's legal responsibilities and explain that, by law, the child's legal guardian must be contacted before the child is taken from the service. See the service's policy on delivery and collection of children.

Procedures for the Exclusion of Children & Families

- Exclusion of children from the service due to the program's inability to provide appropriate education and care to all children will only occur after all other avenues of communication and support have been exhausted.
- Children and families may be excluded when professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent/guardian, or where a child puts the majority of children at risk through inappropriate behaviour. All avenues, such as seeking additional funding to provide additional support, will be explored.
- For exclusion due to non-immunisation and infectious diseases refer to the service's policy on Dealing with Illness and Infectious Diseases.
- Subject to equal opportunity legislation, the service reserves the right to exclude a child from the program for any reason connected to the welfare of the child and the welfare of educators and other children or families who use the program. This measure is not administered lightly.
- Children who are not enrolled in the program must only be present on a temporary basis, such as during delivery and collection of enrolled siblings, and must remain under the direct supervision of their parent/guardian/responsible adult.

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Orientation Procedures

The service will provide options for the orientation of children and families which includes:

- Inviting new families to visit the program with their child at times that suit them, together with the Supervisor, to familiarise families with the program prior to the child's attendance.
- Upon request, providing all new families with a conducted tour of the premises which includes introductions to other Educators, children and families, and highlights specific policies and procedures that families need to know about the Service.
- Ensuring each family has a copy of the Family Handbook (provided on enrolment) and an opportunity to have any questions answered.
- Giving family members the opportunity to stay a while in the morning, or arrive early in the afternoon, to support their child during the settling in process.
- Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regards to enrolling their child in Westgarth Primary School OSHC.
- When a child first attends the program, the needs of both families and children will be respected. Parents/guardians will be encouraged to remain with their child when delivering or collecting them for as long a period as the parent/guardian and/or Educators feel may be necessary to ensure the child's wellbeing. The parent/guardian will be encouraged to telephone the program for reassurance that their child has settled in if necessary. Educators will make a special point of discussing the child's day with the family member when they come to collect the child.
- Families will be assisted to develop a routine for saying goodbye to their child, if necessary.
- Children who are distressed at separating from their family will be closely observed and offered reassurance until they are settled.

Related Documents

Education and Care Services National Regulations

<https://www.acecqa.gov.au/nqf/national-law-regulations/national-regulations>

[*Australian Government Childcare Provider Handbook*](#)

<https://www.education.gov.au/child-care-provider-handbook>

Appendix: Communication Plan

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