

# ENROLMENT POLICY

Enrolment and orientation are an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Service. Such partnerships enable the Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Service.

## Benefits of kindergarten

Kindergarten is an important step for young children. It is strongly recommended all children go to kindergarten.

Research has shown that:

- early education helps set children up for a bright future
- attending 2 years of quality kindergarten has even greater benefits
- at kindergarten children learn skills that they'll take with them throughout their life.

Kindergarten improves children's health and wellbeing, helps them to develop strong social skills and encourages a love of learning.

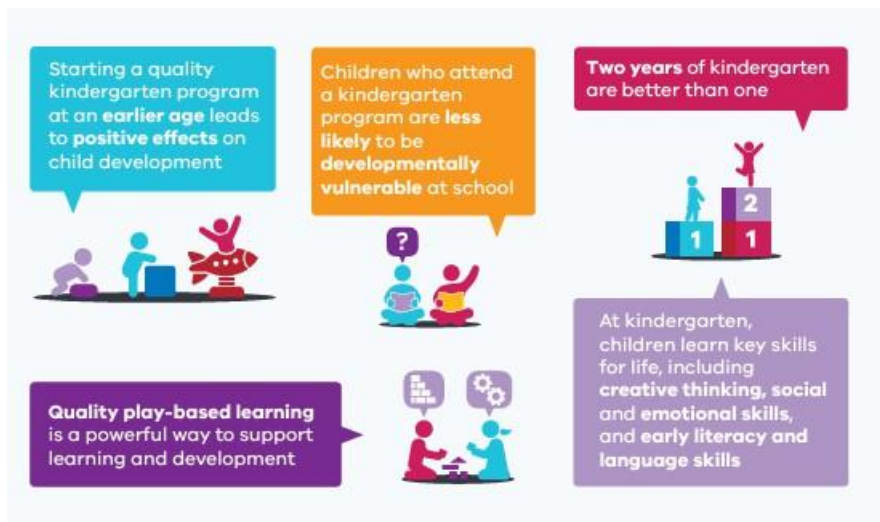
Children who go to kindergarten are more independent and confident and are more likely to make a smooth move to primary school.

Australian and international evidence shows that quality play-based learning helps lay the foundation for success throughout a child's education and life. Two years of quality early childhood education is shown to have more impact than one year and can lift children's outcomes across all learning domains.

For example, a United Kingdom study showed that children who attended at least 2 years of kindergarten had:

- better development in language, pre-reading, early number concepts, independence and concentration when starting school
- higher exam scores, and better grades in English and maths
- better social behaviours and self-regulation. Nearly a quarter of children are arriving at school with significant vulnerabilities.

Evidence shows 2 years of early childhood education has a stronger positive effect on children who need extra support, giving them more time to maximise their full potential. It is shown to reduce the risk of anti-social behaviour and improve overall quality of life. High-quality early childhood education is particularly beneficial for children who are from less stimulating home learning environments.



To access 3 year old Kindergarten and 4 year old kindergarten and what age children can access these link.

[3 year-old kindergarten](#) and [4 year-old kindergarten](#) and what age children can access these [Quick guide for parents | vic.gov.au \(www.vic.gov.au\)](#) Include that to enrol in a three-year-old kindergarten program the child must be three years old before the 30<sup>th</sup> April that year and to enrol in a four-year-old kindergarten program to child must be four years old before 30<sup>th</sup> April in their year before school.

[When to start kindergarten | vic.gov.au \(www.vic.gov.au\)](#)

## 1 Starting kindergarten

Three-Year-Old Kindergarten is now available across Victoria. It is being introduced in stages, meaning children can access between 5 and 15 hours per week.

From 2023, [Free Kinder](#) is available across Victoria at participating services, saving families up to \$2,500 per year, per child.

To check when your child will be eligible to start Three-Year-Old Kindergarten and Four-Year-Old Kindergarten, you can use the [starting age calculator](#).

Families with children born between January and April can choose which year to start Three-Year-Old Kindergarten. These children can start in the same year they turn three, or in the year they turn four years of age.

[Find a kinder program](#)

## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
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.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
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
102D	Authorisation for service to transport children
155	Interaction with children
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
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

#### RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Child Care Subsidy Minister's Rules 2017	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in <a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a>	

#### 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 Service to promote positive outcomes for children whilst adhering to legislative requirements.

## SCOPE

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

## ENROLMENT

According to the Child Care Provider Handbook (May 2023) *'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy... An enrolment links the child, the individual claiming the subsidy and the childcare service.'* An enrolment notice is required for each child attending the Service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

## IMPLEMENTATION

The *Education and Care Services National Regulations* requires approved providers to ensure their Services have policies and procedures in place for enrolment and orientation (Reg. 168) and take reasonable steps to ensure those policies and procedures are followed (Reg. 170).

Our Service accepts enrolments of children aged between 6weeks- 6 years of age.

Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity of the Service
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained in each room id

## PRIORITY OF ACCESS

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.
- Aboriginal and / or Torres Strait Island
- Asylum seeker and refugee children
- Children eligible for the kindergarten Fee subsidy.
- Children with additional need (require assistance, require a combination of services of specific disability of developmental delay).

Children receiving kindergarten funding, there are a range of State Government supports that can be access for children with delays or disabilities. See [Easy English PSFO factsheet 0.pdf \(www.vic.gov.au\)](http://www.vic.gov.au) and the [Kindergarten funding guide | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au).

School Readiness Funding is a permanent and ongoing part of the Victorian kindergarten funding model. School Readiness Funding supports 3-year-old and 4-year-old children in all early childhood education and care services delivering state-funded kindergarten programs in Victoria, including long day care.

[School Readiness Funding](#)

Possible second years of funded 4-year-old kindergarten [Second year of funded Four-Year-Old Kindergarten \(vic.gov.au\)](#) (see also page 43 of the Kindergarten Funding Guide), including eligibility. Please include this link [Going to kindergarten if your child is 6 years old | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au) and that children must enter school in the year they turn six years of age unless they have a school exemption, and include this link: [Exemptions from school age requirements \(vic.gov.au\)](http://www.vic.gov.au)

Reminder children are eligible for only one year of 3-year-old and only one year of 4-year-old funder Kindergarten, so please consider carefully the dates of enrolment. A second year of funded four-year-old Kindergarten may be possible [Going to kindergarten if your child is 6 years old | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au) . 16

Our service follows the Child Safe Standards [Child protection obligations in early childhood services | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au)

Happy Faces programming is based on the Victorian Early Years Learning and Development Framework. It provides [practice principles](#) to guide early childhood professionals to work together, with children and with families to achieve the best outcomes for every child. The Victorian Early Years Learning and Development Framework supports all professionals who work with children aged 0 to 8.

It identifies [five learning and development outcomes](#) for all children from birth to eight years:

- identity
- community
- wellbeing
- learning
- communication.

For more information about the VEYLDF see [Victorian Early Years Learning and Development Framework \(VEYLDF\) | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au).

## ENROLMENT

To secure a child's position families are required to pay an enrolment fee and two-week bond which is calculated at full fee to secure the position. When 2 weeks' notice of withdrawal is given, the bond will be refunded if all accounts are up to date.

When a family has indicated their interest in enrolling their child in our Service, we will organise an enrolment meeting to share information and build relationships.

- Families will be provided with a range of information about the Service which may include:
  - the Service philosophy, inclusion, programming methods, menu, incursions, excursions, fees, Child Care Subsidy, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for our State, Early Years Learning Framework (EYLF V2.0), the National Quality Framework, 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 strategies.
- Families will be invited to ask questions and seek any further information they may require
- Families will be provided with possible vacancies and start date
- Families will be invited to bring their child into the Service at a time that is mutually convenient to familiarise themselves with the environment and educators as part of the orientation process
- Any matters that are of a sensitive nature, such as discussing a child's medical needs, court orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, medical needs or plans
- Families will complete the enrolment form informing management of their child's interests, strengths and individual needs
- If a family or child uses English as a second language or speak another language at home, we request that families provide us with some key words in the language/s the child speaks so that educators can learn these words. Educators may use visuals to assist the child's understanding and be able to communicate with others
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test
- Information about gap fees and absences will be discussed
- It is a legal requirement that prior to the child starting at the Service we have all required documents including

- the completed enrolment form
  - medical management plans (if relevant) completed by the child's general practitioner
  - a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age our service will support eligible children to enrol under the 16-week support period ([No Jab No Play for early childhood education and care services | health.vic.gov.au](#))
- and*
- details of any court orders, parenting orders or parenting plans
- It is a requirement of Family Assistance Law that immunisation information held by the Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare subsidy
  - Children must meet the immunisation requirements to be eligible for Family Tax Benefit (FTB) Part A and Child Care Subsidy (CCS). Some exemptions apply; however, families are advised that vaccination conscientious objection is not a valid exemption
  - Parents must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their *AIR immunisation History Statement* . Our service will accept enrolments under the 16 week support rule.
  - National and state legislation in relation to immunisation for childcare
  - Victoria To have an enrolment confirmed for a child in long day care, kindergarten, family day care or occasional care, parents/carers have to provide the Service with a current immunisation history statement to show the child is up to date with all vaccinations that are due for their age. [[read more here](#)]
  - Unborn children may be placed on the waiting list. If an unborn child is placed on the waiting list, the family must advise the Service of the expected birth date. It is the responsibility of the parent to inform management of the name and date of birth of the child within three months after the expected birth date. If this information is not provided, then the child and family details will be removed from the list
  - It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form
  - The service will assist families or carers to obtain alternative forms of ID if birth certificates or other official identification are not available.
  - After the services applies the Victorian Priority of Access criteria, our service will develop enrolment policy according to local need, determined through consultation with the local community and key stakeholders, such as local government.



- After confirmation of enrolment, our service will provide all families with written confirmation that their child is accessing a “funded kindergarten program” at Happy Faces Childcare.
- For up to date detailed information about kindergarten term dates, curriculum days and other planned closures (eg. Public holidays) please see [School term dates and holidays in Victoria | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au)
- We will be participating in the Central Registration and Enrolment School for 3 year old and 4 year old Kindergarten program, organised by Whittlesea Local Council. [Kindergarten Central Registration and Enrolment | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au)
- Our service complies with Victorian and National legislation including the Disability discrimination, antidiscrimination, and human rights laws and provide these links for parents who might like further information:
  - [Federal Register of Legislation - Disability Discrimination Act 1992](http://www.federalregister.gov)
  - [Australia’s anti-discrimination law | Attorney-General's Department \(ag.gov.au\)](http://www.ag.gov.au)
  - [Human Rights in Australia | Australian Human Rights Commission](http://www.humanrights.gov.au)
  - [Equal Opportunity Act 2010 \(vic.gov.au\)](http://www.vic.gov.au)

#### FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION:

1. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number
2. Each parent’s occupation, work hours and educational qualifications [delete if not required in your state/territory]
3. The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
4. The full name, address and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee)
5. Full name of the child
6. Child’s date of birth
7. Child’s birth certificate or passport [to be sighted to verify child’s enrolment details]
8. Child’s residency status
9. Child’s address
10. Gender of the child
11. Cultural background of the child
12. Provision of care – if care will be a routine and/or casual etc.

13. Session start and end times
14. Complying Written Agreement including fee information
15. Immunisation History Statement
16. Any court orders or parenting agreements regarding the child
17. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
18. Any special requirements of the family, including for example cultural or religious requirements
19. The individual needs of a child with a disability or with other additional needs
20. A statement/authorisation indicating the name and address and contact details of any person who is authorised to consent to the administration of medication to the child
21. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
  - o medical treatment for the child from a registered practitioner, hospital or ambulance Service
  - o transportation of the child by an ambulance Service
22. Child's Medicare number (if available)
23. Specific healthcare needs of the child, including allergies and intolerances
24. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an ASCIA Action Plan
25. Details of any dietary restrictions for the child
26. The name, address and telephone number of the child's doctor
27. Authorisation for regular occurring transportation and regular outings/excursions
28. CRN for child and claimant

## ORIENTATION OF THE SERVICE

During the orientation of the Service, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- have Child Care Subsidy explained to families and assistance may be offered to assist with the application process
- be provided with an outline of the Service policies which will include key policies such as: *Payment of fees, Sun Safe, Incident, Injury, Trauma and Illness, Dealing with Infectious Diseases, Sick Child and Administration of Medication*
- be shown the signing in/out process for attendance



- be advised of appropriate clothing for children to wear to the Service, including shoes, hats and sunscreen
- be informed about policies regarding children bringing in toys from home
- be introduced to their child's educators
- be taken on a tour around the Service
- be invited to visit the Service at different times during the day
- be provided with suggestions for developing and maintaining a routine for saying goodbye to their child
- be asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- be informed of the daily report and how parents can view this or informed about the online platform/App the Service may use
- be introduced to the room routine and Service program, including portfolios and the observation cycle
- be informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- be given the opportunity to set goals for their child
- confirm preferred method of communication
- be provided with information and procedures about casual days and/or makeup days
- be advised that it is their responsibility to notify the Service of any changes to their current details on enrolment forms (e.g.: new phone numbers).

## ENROLMENT PACK

Once the enrolment fee and bond has been paid, families will be provided with an enrolment pack which consists of:

- Family Handbook, which outlines the Service's operation and philosophy
- current fee structure and payment details
- Child Care Subsidy (CCS) information
- Information about the online App or platform (if applicable)
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- ECA Code of Ethics brochure
- Lunchbox and Snack ideas
- Munch and Move Fact Sheets

### THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ MANAGEMENT WILL ENSURE:

- that obligations under the Education and Care Services National Law, National Regulations and Family Assistance Law are met
- educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
- families are aware of this *Enrolment Policy*
- the enrolment form is completed accurately and, in its entirety
- document evidence such as birth certificate or passport is sighted to verify that the child's enrolment details are true and correct
- authorisations are signed by both parents/guardians
- our Service complies with the *Disability Discrimination Act* and our enrolment policy and practices do not discriminate against children or others with disability
- barriers to access and participation for children with disability are identified and reasonable adjustments to the program and environment is made to allow access and participation in the Service [See: *Additional Needs Policy*]
- a child with medical needs does not begin at the Service unless a medical management plan is received and medication is brought to the Service each day
- the child's medical management plan is recorded, and this information is shared/distributed to educators
- ASCIA Action Plans are completed in full (if relevant)
- *Administration of Medication* forms are completed (if relevant)
- the *Medical Conditions Policy* is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service
- risk minimisation plans and communication plans are requested/completed with parents/guardians for children with medical needs before the child begins education and care at the Service
- the appropriate room leader is informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the observation cycle
- the enrolment is lodged through OWNA Childcare Software or PEP with Department of Education
- the enrolment notice is lodged within 7 days
  - from the end of the week in which the provider and family made an arrangement
  - the provider or Service being approved or

- the end of a suspension
- enrolment notices must include details as outlined with the Childcare Providers Handbook, p. 30
- enrolment notices and arrangements are updated within 7 days if details have changed or if the enrolment ends
- a file for the Child's information is created
- families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process
- families are made aware that casual days and/or make up days may be offered at the discretion of management and dependent upon licensing requirements and ratios [Service decision to implement]

### FAMILIES WILL:

- complete all documentation required by the Service for enrolment
- provide required authorisations as indicated on enrolment form
- confirm enrolment notices and sign CWAs
- notify the Service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date

### CHILD CARE SUBSIDY

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care Service and whether the child attends school
- Documentation may be required such as Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian marriage certificate, Australian citizenship certificate
- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance.

### COMPLYING WRITTEN ARRANGEMENT

- The approved provider and parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement (CWA)* and is an agreement to provide care in return for fees
- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider
- The CWA must include the following information:
  - the names and contact details of the provider and the individual(s)
  - the date the arrangement starts
  - the name and date of birth of the child (or children)
  - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
  - the usual start and end times for these sessions of care
  - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
  - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time
- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance
- Once the approved provider submits an enrolment notice, the family will be asked to confirm the enrolment through their myGov account.

### ADDITIONAL CHILDCARE SUBSIDY PROCEDURE

Our Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The approved provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
- Once a child has been identified as 'at risk' the Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing)

- If the Service deems the child is eligible for ACCS the Service will submit an initial ACCS Certificate for a 6-week period
- The Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate
- If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the Service may apply for a Determination for a period of up to 13 weeks
- Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency
- Following an application for an ACCS 13-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'
- If the child continues to be 'at risk; after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.

### ON THE CHILD'S FIRST DAY

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the Service during the day to 'check' in on their child and request help with separation if this is a problem for their child.

On the first day, the child and their family will be welcomed by the nominated supervisor and shown where or how to sign their child in/out of the Service.

- They will be greeted by an educator and walked to their room
- The educator will discuss what is happening in the room, and show where the child's locker is located
- Information about collecting their child at the end of the day will be discussed
- Educators will ensure information about the child's first day is shared with parents (through online APP or daybook)
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

### ENDING AN ENROLMENT

- Families are required to provide management with two weeks written notice when withdrawing their child from the Service. The letter must state:

- the date they are writing the withdrawal notice
- the child's last day of attendance.
- Written withdrawal notification can be emailed or handed to management
- This letter will be placed into the child's file and archived once they have left the Service
- All records related to a child's enrolment must be kept securely until the end of 3 years after the last day of the child's attendance
- Management will add an end date into the Service software program to ensure compliance with the Family Assistance Law.
- Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the Service during those two weeks
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable)
- A copy of the final account and withdrawal form is to be kept in child's file
- Families must ensure the account is paid prior to final attendance
- If payment has not been received, the debt recovery process is to start immediately
- If the child does not attend during their two weeks of notice, Child Care Subsidy (CCS) may not be paid after their last day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Law in relation to Child Care Subsidy)
- At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial Bond payment made on enrolment will be refunded to the family within two weeks of the child's last day
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the Service will immediately contact the parent/authorised person/s to discuss all options. This may include the termination of the child's position.

### EMPLOYEES WITH CHILDREN AT THE SERVICE

Employees are welcome to enrol their child at the Service, however, if an employee is terminated from their position, the Service reserves the right to terminate the child's position due to conflict of interest. (See *Children in the Workplace Policy*).

### WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE



- If a family has accepted the offer of a placement, then decides to withdraw from the Service before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks holding deposit/bond is payable to the Service and is non-refundable.

### 14 WEEK RULE (CCS)

- An enrolment will end for Child Care Subsidy purposes, if a child does not attend a session of care at our Service for 14 continuous weeks. This is a rule set by CCS and the Department of Education. For further information see the CCS Handbook.

### CONTINUING ENROLMENT FOR THE NEW YEAR

- Prior to the end of each year, families will be provided with a letter to confirm their child's continuing enrolment for the New Year.
- Failure to return this letter may result in their child not being considered for a future position.
- Families who require care in the New Year until the school year starts, will need to advise management in writing on the Re-enrolment form, stating their child's last date of attendance at the Service. Any extensions to the advised date will be assessed by management and subject to availability which will be confirmed in writing for families.
- The Complying Written Arrangement will be updated
- Families eligible for Child Care Subsidy are responsible for ensuring that all information requested by Centrelink is provided to them in order to ensure no interruption to CCS payments.

### UPDATING AND ENDING ARRANGEMENTS AND ENROLMENTS

Enrolment notices must be updated in the following circumstances:

- The family disagrees with details of an enrolment and the Service agrees an update is required
- The care arrangement between the Service and family changes
- The Service notices information on the enrolment is incorrect
- The enrolment ends

Our Service will update the enrolment notice with our CCS Software (or PEP) with 7 days of any of the events above occurring.

### ENROLMENT RECORD KEEPING

Our *Record Keeping and Retention Policy* outlines the information and authorisations that we will include in all child enrolment records.



## TERMINATION OF CHILD'S ENROLMENT

Our Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached.

This may include:

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- if a parent knowingly brings their child ill to the Service
- consistent child-rearing style differences between the parent and provider
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*
- failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule).

Management or the nominated supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

- Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.
- Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

## BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any

unacceptable behaviour. If the child’s behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

2025-2026 and Beyond

The Victorian Government is anticipating increased demand and enrolments in the Early Childhood sector. To support these initiatives, we are actively working on plans to facilitate welcoming more children and families into our service. We are considering staffing needs and physical room layout arrangements to maximise our potential.

[The Best Start, Best Life reforms | vic.gov.au \(www.vic.gov.au\)](http://www.vic.gov.au)

**CONTINUOUS IMPROVEMENT/REFLECTION**

Our *Enrolment Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

**CHILDCARE CENTRE DESKTOP- RELATED RESOURCES**

<p>Enrolment Checklist                  Enrolment Confirmation                  Enrolment Form                  Enrolment Information Update Form                  Enrolment Procedure                  Family Conduct Guidelines                  Family Exit Survey</p>	<p>Notification of Changes to Attendance                  Termination of Enrolment Procedure                  Termination of Enrolment Form                  Termination of Enrolment Letter                  Waitlist Application Record                  Waitlist Procedure</p>
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**SOURCES**

Australian Children’s Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).  
 Australian Children’s Education & Care Quality Authority. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.  
 Australian Children’s Education & Care Quality Authority. (2022). The Disability Discrimination Act: [What do Children’s Education and Care Services Need to Know?](#)  
 Australian Government Department of Education (2024). Child Care Provider handbook <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>  
 Australian Government Department of Education (2021). Guide to Additional Child Care Subsidy (child wellbeing) <https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing>  
 Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>  
 Australian Government Guide to Social Policy Law. Family Assistance Guide Immunisation- approved exemptions (FTB). <https://guides.dss.gov.au/family-assistance-guide/2/1/3/40>



Department of Human Services (Centrelink):

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Government of Western Australia. Department of Health. (2021). Western Australian Immunisation Requirements. Guidelines for persons in charge of child care services, community kindergartens and schools.

National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay

<https://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>

NSW Government Health. (2019). Questions and answers about vaccination requirements for child care:

[https://www.health.nsw.gov.au/immunisation/Pages/childcare\\_qa.aspx](https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx)

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

[Victorian Early Years Learning and Development Framework \(VEYLDF\) | vic.gov.au \(www.vic.gov.au\)](#)

## REVIEW

POLICY REVIEWED BY	Katherine Austin	Approved Provider	14 <sup>th</sup> October 2024
POLICY REVIEWED	SEPTEMBER 2024	NEXT REVIEW DATE	SEPTEMBER 2025
VERSION NUMBER	V17.09.24		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• merged information from Withdrawal of Child Policy/Termination of Enrolment Policy and Make Up Day Policy into <i>Enrolment Policy</i></li> <li>• hyperlinks checked and repaired as required</li> <li>• minor formatting edits within text</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	

