



ENROLMENT AND ORIENTATION POLICY

PURPOSE

Kilkenny OSHC is committed to providing a positive, supportive and well-informed enrolment and orientation process for children and families.

The service aims to:

- Develop respectful partnerships with families
- Support children's transition into OSHC care
- Ensure compliance with Family Assistance Law and National Regulations
- Promote children's safety, wellbeing and inclusion

SCOPE

This policy applies to:

- Children
- Families
- Educators and staff
- Management
- Approved Provider
- Nominated Supervisor
- Visitors and volunteers

NATIONAL QUALITY STANDARD

Quality Area 6 – Collaborative Partnerships

Kilkenny OSHC supports:

- Family engagement in service decision-making
- Respect for cultural diversity and family values
- Community partnerships supporting children's wellbeing





LEGISLATIVE FRAMEWORK

Kilkenny OSHC complies with:

- Education and Care Services National Law 2010
- Education and Care Services National Regulations
- Family Assistance Law and Child Care Subsidy legislation
- Disability Discrimination Act 1992
- Family Law Act 1975
- Privacy legislation
- Child protection and child safe standards

Relevant regulations include:

- Regulation 160–183 (enrolment and records)
- Regulation 85–102 (health, medication and excursions)
- Regulation 157 (parental access)

PRINCIPLES

Kilkenny OSHC will:

- Promote equitable access to care
- Support inclusion of children with additional needs
- Maintain confidentiality and privacy
- Follow priority of access guidelines





ENROLMENT REQUIREMENTS

Under Family Assistance Law, enrolment is required for all children attending OSHC services regardless of CCS eligibility.

An enrolment links:

- Child
- Family or authorised claimant
- Service provider

Enrolments will be accepted subject to:

- Licensed capacity
- Availability of bookings
- Maintenance of educator-to-child ratios

PRIORITY OF ACCESS

Kilkenny OSHC may prioritise enrolments for families who are:

- At risk of abuse or neglect
- Sole parent or dual income working families meeting activity tests
- Families experiencing vulnerability

This is guided by Commonwealth CCS Priority of Access guidelines.

ENROLMENT PROCESS

When families express interest in enrolling, Kilkenny OSHC will arrange an enrolment meeting to:

- Build relationships
- Provide service information
- Explain policies and procedures

Families will be provided information about:

- Service philosophy
- Programming approaches



- Fees and CCS information
- Routines and daily operations
- Sun safety requirements
- Behaviour expectations
- Communication methods
- Learning frameworks

Families are encouraged to ask questions during this process.

REQUIRED ENROLMENT INFORMATION

Families must provide:

Parent or Guardian Details

- Full name
- Contact details
- Address
- Employment details (if relevant)

Child Information

- Child's full name
- Date of birth
- Address
- Gender
- Cultural background
- School and class details





Authorised Contacts

- Emergency contacts
- Authorised nominees for collection

Health and Medical Information

- Medical conditions
- Allergies and intolerances
- Medical management plans
- Medication authorisations
- Doctor contact details
- Medicare number

Legal Information

- Court orders
- Parenting plans
- Custody arrangements

Subsidy Information

- Customer Reference Number (CRN)
- CCS claim details

HEALTH AND IMMUNISATION

Kilkenny OSHC will:

- Record immunisation status
- Maintain medical action plans
- Implement risk minimisation strategies

Children may attend OSHC even if immunisation requirements differ from early childhood services; however, immunisation records must be kept in enrolment documentation.





CHILD CARE SUBSIDY (CCS)

Child Care Subsidy is administered under Family Assistance Law.

CCS is determined by:

- Family income
- Activity test outcomes
- Type of care provided

Families must:

- Apply via myGov
- Provide CRN details

Families pay the gap fee between CCS payment and service fees.

Additional Child Care Subsidy (ACCS) may be available depending on circumstances.

COMPLYING WRITTEN ARRANGEMENTS (CWA)

Kilkenny OSHC will enter into a Complying Written Arrangement with families outlining:

- Care arrangements
- Session times
- Fees and charges
- Booking conditions

CWAs must be updated in writing if arrangements change.

Enrolment notices will be submitted within 7 days of arrangement commencement.



ACCS CHILD WELLBEING PROCEDURES

Where a child is identified as at risk of harm, Kilkenny OSHC will:

- Submit ACCS certificates where eligible
- Refer families to appropriate support services
- Maintain confidentiality

Evidence must support ACCS determinations.

ORIENTATION PROCESS

During orientation families and children will:

- Receive enrolment assistance
- Be introduced to educators
- Tour the service environment
- Review daily routines and programs
- Discuss communication preferences

Children will be supported during transition using:

- Buddy systems
- School communication
- Gradual settling strategies

Families will receive:

- Policy information
- Fee and payment details
- Communication platform information





INCLUSION AND ACCESS

Kilkenny OSHC supports inclusion of children with additional needs.

The service will:

- Identify barriers to participation
- Make reasonable adjustments where possible
- Consult families and professionals when required

Children requiring medical support must provide:

- Medical management plans
- Medication authorisations
- Risk minimisation plans

Children cannot commence care without required medical documentation.

FIRST DAY PROCEDURES

On the child's first day educators will:

- Welcome children and families
- Demonstrate sign-in and sign-out procedures
- Show storage areas for belongings
- Explain daily routines

Management will ensure:

- Enrolment documentation is complete
- Orientation checklists are finalised





FEE MANAGEMENT

Families will be provided with:

- Fee schedules
- Payment procedures
- Absence and gap fee information

Fees must be maintained according to service agreements.

CONFIDENTIALITY

Kilkenny OSHC will maintain confidentiality in accordance with privacy legislation.

Personal information will only be shared where legally required.

RECORD KEEPING

Enrolment records will include:

- Authorisations
- Medical information
- Attendance records
- CCS documentation

Records will be stored securely in accordance with Regulation 177 and 183.

VISITORS, VOLUNTEERS AND STUDENTS

Visitors must:

- Hold appropriate clearances
- Follow child safe policies

They will never be left alone with children.



Kilkenny Primary School OSHC & Vacation Care

SERVICE POLICIES

CONTINUOUS IMPROVEMENT

This policy will be reviewed annually or following:

- Legislative changes
- Service incidents
- Stakeholder feedback

Families, staff and children will be consulted during reviews.

REVIEW DETAILS

POLICY REVIEWED BY	Graziella Panazzolo	OSHC DIRECTOR	
POLICY REVIEWED	January 2026	NEXT REVIEW DATE	January 2027
MODIFICATIONS			
PREVIOUS MODIFICATIONS			

