

(Revised September 2025)

Policy Statement:

The Mueller College Outside School Hours Care (OSHC) is available to all children and young people enrolled at the College and is primarily for those whose parents work or study. The program is designed to include children and young people from various backgrounds, e.g. cultural, religious, gender, ability, marital status and income. All sections of the community are respected, valued, catered for and encouraged to be involved in the operation of the Service. If limited places are available, the OSHC Service will use the Priority of Access Guidelines to allocate educational and care places to families.

Background:

In accordance with the Education and Care Services National Regulations, services are required to have policies and procedures in place for enrolment and orientation, including guidelines for the allocation of available places. The Priority of Access Policy ensures that the Service allocates places fairly and transparently, consistent with the Australian Government Department of Education's Priority of Access Guidelines. This policy supports equitable access for families and children with varying needs and circumstances, ensuring that priority is given to children who are most in need of care and support. It also reflects the Service's commitment to inclusion, cultural diversity, and the well-being of all children and families within the OSHC community. The Service aims to uphold the principles of fairness, accessibility, and community engagement in every enrolment decision, while complying with national and state legislative requirements.

Important terms:

Children and young people	Refers to the children and young people present in the care environment.
Educator	Refers to the staff employed by the Service to provide care for children and young people attending.
Parent/guardian	Refers to the primary carer/s of the child or young person attending the Service.
Family	Refers to the group of people, including the primary carer, who engage daily with the child or young person in the home environment.
Approved Provider	The organisation that holds Service approval and ensures all safety and emergency management requirements are met.
Nominated Supervisor	The person responsible for daily Service operations and ensuring that this policy is implemented.
Priority of Access	The order in which children are given placement when demand for care exceeds available places, as outlined by the Australian Government Department of Education.
Child at risk	A child who is identified as being at risk of serious abuse or neglect requires priority placement in care.

Legislation:

National Quality Standard (NQS):

Quality Area 2: Children's Health & Safety
6: Collaborative partnerships with families and communities
7: Governance and Leadership

2.2	Safety	Each child is protected.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
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 the service and contribute to service decisions.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community engagement	The service builds relationships and engages with its community.
7.1	Governance	Governance supports the operation of a quality service.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Regulations

84	<p>Awareness of child protection law</p> <p>(1) The approved provider of an education and care service must ensure that a person specified in subregulation (2) who works with children is advised of—</p> <ul style="list-style-type: none"> (a) the existence and application of the current child protection law; and (b) any obligations that the person may have under that law. <p>Penalty: \$1100.</p> <p>(2) The following persons are specified—</p> <ul style="list-style-type: none"> (a) a nominated supervisor of the service; (b) a staff member of the service; (c) a volunteer at the service; (d) a student who participates in the service. <p>Note— A compliance direction may be issued for failure to comply with subregulation (1).</p>
157	<p>Access for parents</p> <p>(1) The approved provider of an education and care service must ensure that a parent of a child being educated and cared for by the service may enter the education and care service premises at any time that the child is being educated and cared for by the service.</p> <p>Penalty: \$1100.</p> <p>(2) A nominated supervisor of an education and care service must ensure that a parent of a child being educated and cared for by the service may enter the education and care service premises at any time that the child is being educated and cared for by the service.</p> <p>Penalty: \$1100.</p> <p>(3) A family day care educator must not prevent a parent of a child being educated and cared for by the educator as part of a family day care service from entering the family day care residence or approved family day care venue at any time that the child is being educated and cared for by the educator.</p> <p>Penalty: \$1100.</p> <p>(4) Despite subregulations (1) to (3), the approved provider, nominated supervisor or family day care educator is not required to allow a parent to enter the education and care service premises if—</p> <ul style="list-style-type: none"> (a) permitting the parent's entry would— <ul style="list-style-type: none"> (i) pose a risk to the safety of the children and staff of the education and care service; or (ii) conflict with any duty of the provider, supervisor or educator under the Law; or (b) the provider, supervisor or family day care educator reasonably believes that permitting the parent's entry would contravene a court order.

Education and Care Services National Law

167	<p>(1) The approved provider of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty: \$11 400, in the case of an individual. \$57 400, in any other case.</p> <p>(2) A nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.</p> <p>Penalty: \$11 400.</p>
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Principles:

Mueller OSHC upholds the principle that every family deserves fair and respectful access to quality care and education. Enrolment decisions will be made with transparency, sensitivity, and equity, reflecting the diverse needs of our community. The Service acknowledges that some families require additional support due to social, cultural, economic, or personal circumstances. Educators and management will work collaboratively with families to ensure all enrolment and access decisions align with the Service's values of inclusion, fairness, and child safety.

Procedures:

If demand for places exceeds the number available, enrolment priority will be determined according to the Australian Government Priority of Access Guidelines.

Priority Level	Description	Examples / Notes
Priority 1	A child at risk of serious abuse or neglect.	It must be given the highest priority.
Priority 2	A child of a single parent, or of parents who both satisfy the work, training, or study test under the Child Care Subsidy Guidelines.	Includes parents working part-time, seeking work, or studying.
Priority 3	Any other child.	Enrolled based on remaining vacancies after Priority 1 and 2 are met.

Within each of these categories, additional priority may be given to:

- Aboriginal and Torres Strait Islander families.
- Families with a child or parent with a disability.
- Families with an income below the lower income threshold or receiving income support.
- Families from non-English speaking backgrounds.
- Socially isolated families.
- Single-parent families.

Refusal or Suspension of Enrolment

Refusal or suspension of enrolment may occur only in the following circumstances:

1. **Safety Concerns:** The child has been suspended or excluded from the Service due to serious behavioural incidents or safety risks to other children and young people or staff (refer to *Behaviour Guidance Policy*).
2. **Unresolved Financial Debt:** Families who have an outstanding debt with the Service and have not engaged in an agreed repayment plan may have their enrolment refused or suspended until the matter is resolved.
3. **Non-Compliance with Regulations:** Families who do not meet the enrolment requirements under the National Law or fail to provide required documentation (e.g. immunisation, enrolment forms).

The Service will always provide written notification and offer families an opportunity to discuss and resolve any issues before a final decision is made.

Families will:

- be encouraged to provide feedback through surveys, discussions, and reflective opportunities.

Educators will:

- ensure they follow the outlines above and not at any time make decisions about access contrary to that listed above.
- encourage and support diversity, inclusion, and cultural awareness through daily practices.

Nominated Supervisor and Approved Provider will:

- ensure they follow the outlines above and not at any time make decisions about access contrary to that listed above.

- encourage and support diversity, inclusion, and cultural awareness through its enrolment and daily practices.
- consult with families regularly to ensure that the Service continues to meet community needs.
- Share the 'Priority of Access Policy and Procedure' with all employees upon their induction and ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.
- Additional professional development will be provided as needed and during review processes.

See also:

- Mueller OSHC Visitors Policy & Procedure
- Mueller OSHC Community Engagement Policy & Procedure
- Mueller OSHC Anti-bias Policy & Procedure
- Mueller OSHC Behaviour support, management & exclusions Policy & Procedure
- Mueller OSHC Fees & Cancellation Policy & Procedure
- Mueller OSHC Enrolment, Waitlists & Orientation Policy & Procedure

REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Guide to the National Quality Framework, Revised September 2025
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- Education and Care Services Act 2013, Current as at Feb 2024
- Priority of Access Guidelines – Australian Government Department of Education, Employment and Workplace Relations

REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	12/09/25
POLICY REVIEWED	SEPT 2025	NEXT REVIEW DATE	JAN 2026
VERSION NUMBER	V2.2		
MODIFICATIONS	<ul style="list-style-type: none"> • New legislation 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		PAST REVIEW DATE
	<ul style="list-style-type: none"> • Updated references • Addition of the review table 		JAN 2025