

(Revised September 2025)

## **Policy Statement:**

The Mueller College Outside School Hours Care (OSHC) Service uses the enrolment procedure to obtain the appropriate information about the specific needs of each student and to exchange appropriate information with parents/guardians. Educators are sensitive and supportive during the enrolment and orientation process, to ensure a strong ongoing partnership can develop between the family and the Service. This partnership will enable the Service and families to work toward the common goal of promoting consistent quality outcomes for the individual children and young people and for the Service as a whole.

## **Background:**

In accordance with the Education and Care Services National Regulations, services must have clear policies and procedures for enrolment and orientation to ensure the safe and transparent admission of children and young people. Mueller College Outside School Hours Care (OSHC) is committed to ensuring that all students and families experience a smooth and supportive transition into care. This policy ensures enrolment and orientation processes are inclusive, compliant, and designed to foster strong partnerships between families, educators, and the Service.

## **Important terms:**

<b>Children and young people</b>	Refers to the children and young people present in the care environment.
<b>Educator</b>	Refers to the staff employed by the Service to provide care for children and young people attending.
<b>Parent/guardian</b>	Refers to the primary carer/s of the child or young person attending the Service.
<b>Family</b>	Refers to the group of people, including the primary carer, who engage daily with the child or young person in the home environment.
<b>Approved Provider</b>	The organisation that holds Service approval and ensures all safety and emergency management requirements are met.
<b>Nominated Supervisor</b>	The person responsible for daily Service operations and ensuring that this policy is implemented.
<b>Orientation</b>	The process of welcoming and supporting families and children and young people as they begin care.
<b>Priority of Access</b>	Government guidelines determine which families are given priority when places are limited.
<b>Waitlist</b>	A record of families seeking placement when the Service is at capacity.
<b>Complying Written Agreement (CWA)</b>	A signed agreement between the Service and families outlining enrolment terms under CCS.
<b>Xplor</b>	The Service's cloud-based enrolment and management software.

## **Legislation:**

### **National Quality Standard (NQS):**

#### **Quality Area**

#### **1: Educational Program & Practice**

#### **6: Collaborative Partnerships with Families and Communities**

<b>1.1</b>	Program	The educational program enhances each child's learning and development.
<b>1.1.2</b>	Child-centred	Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program.
<b>1.3</b>	Assessment and planning	Educators and coordinators take a planned and reflective approach to implementing the program for each child.
<b>1.3.3</b>	Information for families.	Families are informed about the program and their child's progress
<b>6.1</b>	Supportive relationships with families	Respectful relationships with families are developed and maintained, and families are supported in their parenting role
<b>6.1.1</b>	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
<b>6.1.2</b>	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.
<b>6.1.3</b>	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.

## Education and Care Services National Regulations

160	<p>Child enrolment records to be kept by approved provider and family day care educator</p> <p>The approved provider of an education and care service must ensure that an enrolment record is kept that includes the information set out in subregulation (3) for each child enrolled at the education and care service.</p> <p>(2) A family day care educator must keep an enrolment record that includes the information set out in subregulation (3) for each child educated and cared for by the educator.</p> <p>(3) An enrolment record must include the following information for each child—</p> <ul style="list-style-type: none"> <li>(a) the full name, date of birth and address of the child;</li> <li>(b) the name, address and contact details of— <ul style="list-style-type: none"> <li>(i) each known parent of the child; and</li> <li>(ii) any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and</li> <li>(iii) any person who is an authorised nominee; and</li> </ul> </li> </ul> <p><b>Note.</b> <b>Authorised nominee</b> means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. See section 170(5) of the Law.</p> <ul style="list-style-type: none"> <li>(iv) any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and</li> <li>(v) any person who is authorised to authorise an educator to take the child outside the education and care service premises; and</li> <li>(vi) any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child;</li> <li>(c) details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;</li> <li>(d) details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;</li> <li>(e) the gender of the child;</li> <li>(f) the language used in the child's home;</li> <li>(g) the cultural background of the child and, if applicable, the child's parents;</li> <li>(h) any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;</li> <li>(i) the relevant authorisations set out in regulation 161;</li> <li>(j) the relevant health information set out in regulation 162.</li> </ul> <p>(4) In this regulation— <b>parenting order</b> means a parenting order within the meaning of section 64B(1) of the <i>Family Law Act 1975</i> of the Commonwealth;</p> <p><b>parenting plan</b> means a parenting plan within the meaning of section 63C(1) of the <i>Family Law Act 1975</i> of the Commonwealth, and includes a registered parenting plan within the meaning of section 63C(6) of that Act.</p>
161	<p><b>Authorisations to be kept in enrolment record</b></p> <p>(1) The authorisations to be kept in the enrolment record for each child enrolled at an education and care service are—</p> <ul style="list-style-type: none"> <li>(a) an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, a nominated supervisor or an educator to seek— <ul style="list-style-type: none"> <li>(i) medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and</li> <li>(ii) transportation of the child by an ambulance service; and</li> </ul> </li> <li>(b) if relevant, an authorisation given under regulation 102 for the education and care service to take the child on regular outings; and</li> <li>(c) if relevant, an authorisation given under regulation 102D(4) for regular transportation of the child.</li> </ul> <p>(2) The authorisations to be kept in the enrolment record for each child educated and cared for by a family day care educator are—</p> <ul style="list-style-type: none"> <li>(a) an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the family day care educator to seek— <ul style="list-style-type: none"> <li>(i) medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and</li> <li>(ii) transportation of the child by an ambulance service; and</li> </ul> </li> <li>(b) if relevant, an authorisation given under regulation 102 for the family day care educator to take the child on regular outings; and</li> <li>(c) if relevant, an authorisation given under regulation 102D(4) for regular transportation of the child.</li> </ul>
162	<p><b>Health information to be kept in enrolment record</b></p> <p>The health information to be kept in the enrolment record for each child enrolled at the education and care service is—</p> <ul style="list-style-type: none"> <li>(a) the name, address and telephone number of the child's registered medical practitioner or medical service; and</li> <li>(b) if available, the child's Medicare number; and</li> <li>(c) details of any— <ul style="list-style-type: none"> <li>(i) specific healthcare needs of the child, including any medical condition; and</li> <li>(ii) allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and</li> </ul> </li> <li>(d) any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy referred to in paragraph (c); and</li> <li>(e) details of any dietary restrictions for the child; and</li> <li>(f) the immunisation status of the child; and</li> <li>(g) if the approved provider or a staff member or family day care educator has sighted a child health record for the child, a notation to that effect; and</li> <li>(h) in relation to New South Wales, certificates for immunisation or exemption for the child, as required under section 87(1), (2) and (3) of the <i>Public Health Act 2010</i> of New South Wales; and</li> </ul>

	<ul style="list-style-type: none"> <li>(i) in relation to Victoria, in the case of an education and care service specified in paragraph (a) of the definition of <b>early childhood service</b> in section 3(1) of the <i>Public Health and Wellbeing Act 2008</i> of Victoria—</li> <li>(i) an immunisation status certificate within the meaning of section 147 of the <i>Public Health and Wellbeing Act 2008</i> of Victoria that is issued in relation to the child and that is provided under section 143B of <i>Public Health and Wellbeing Act 2008</i> of Victoria; or</li> <li>(ii) details of any exemption in relation to the child under section 143C of the <i>Public Health and Wellbeing Act 2008</i> of Victoria.</li> </ul>
177	<p><b>Prescribed enrolment and other documents to be kept by approved provider</b></p> <p>(1) For the purposes of section 175(1) of the Law, the following documents are prescribed in relation to each education and care service operated by the approved provider—</p> <ul style="list-style-type: none"> <li>(a) the documentation of child assessments or evaluations for delivery of the educational program as set out in regulation 74;</li> <li>(b) an incident, injury, trauma and illness record as set out in regulation 87;</li> <li>(c) a medication record as set out in regulation 92;</li> <li>(d) a record of assessments of family day care residences and approved family day care venues conducted under regulation 116;</li> <li>(e) in the case of a centre-based service, a staff record as set out in regulation 145;</li> <li>(f) a record of volunteers and students as set out in regulation 149;</li> <li>(g) the records of the responsible person at the service as set out in regulation 150;</li> <li>(h) in the case of a centre-based service, a record of educators working directly with children as set out in regulation 151;</li> <li>(i) a record of access to early childhood teachers as set out in regulation 152;</li> <li>(j) in the case of a family day care service, a record of staff engaged or employed by the service kept under regulation 154;</li> <li>(k) a children's attendance record as set out in regulation 158;</li> <li>(l) child enrolment records as set out in regulation 160;</li> <li>(m) a record of the service's compliance with the Law as set out in regulation 167;</li> <li>(n) a record of each nominated supervisor and any person in day-to-day charge of the education and care service under section 162 of the Law;</li> <li>(o) in the case of a centre-based service, a record of children embarking a means of transport at the education and care service premises as set out in regulation 102E(4)(c);</li> <li>(p) in the case of a centre-based service, a record of children disembarking a means of transport at the education and care service premises as set out in regulation 102F(4)(d).</li> </ul> <p><b>Note.</b> See section 269(1) of the Law which requires the approved provider to keep a register of each family day care educator, each family day care co-ordinator and each family day care educator assistant engaged, employed or registered to provide education and care to a child. The <i>Education and Care Services National Regulations 2012</i> of Western Australia include an extra paragraph after paragraph (d) as follows—</p> <p>“(da) a record of a decision about a child, that affects educator to child ratios at a centre-based service, made under regulation 123(7);”.</p> <p>See regulation 177(1)(da) of the <i>Education and Care Services National Regulations 2012</i> of Western Australia.</p> <p>(2) The approved provider of the education and care service must take reasonable steps to ensure the documents referred to in subregulation (1) are accurate. Penalty: \$2200.</p> <p>(3) Subject to Subdivision 4, the approved provider of the education and care service must ensure that—</p> <ul style="list-style-type: none"> <li>(a) subject to subregulations (4) and (4A), the documents referred to in subregulation (1) in relation to a child enrolled at the service are made available to a parent of the child on request;</li> <li>(b) the record of compliance referred to in subregulation (1)(m) is able to be accessed on request by any person.</li> </ul> <p>Penalty: \$2200.</p> <p>(4) If a parent's access to information of the kind in the documents referred to in subregulation (1) is limited by an order of a court, the approved provider must refer to the court order in relation to the release of information concerning the child to that parent.</p> <p>(4A) Before disclosing to a parent of a child enrolled at the service any personal information relating to a person specified in subregulation (4B) that is contained in a document referred to in subregulation (1), the approved provider must obtain the written consent of the person to whom the personal information relates to the disclosure of that personal information.</p> <p>(4B) The following persons are specified—</p> <ul style="list-style-type: none"> <li>(a) a parent of a child enrolled at the service, if that person is not the parent making the request under subregulation (3)(a);</li> <li>(b) a person who is required to be notified of an emergency involving a child enrolled at the service if a parent of the child cannot be immediately contacted;</li> <li>(c) an authorised nominee of a child enrolled at the service;</li> <li>(d) a person who is authorised to consent to medical treatment of, or to authorise administration of medication to, a child enrolled at the service;</li> <li>(e) a person who is authorised to authorise an educator to take a child enrolled at the service outside the service premises;</li> <li>(f) a person who is authorised to authorise the service to transport a child enrolled at the service or arrange transportation of a child enrolled at the service.</li> </ul> <p>(4C) A person who has given their written consent under subregulation (4A) may withdraw their consent in writing at any time before the personal information is disclosed.</p>

	<p>(5) An approved provider of a family day care service is not required to keep a document set out in subregulation (1) if an equivalent record is kept by a family day care educator under regulation 178.</p> <p>(6) In this regulation— <b>personal information</b> has the same meaning as it has in the Privacy Act 1988 of the Commonwealth.</p>
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## Education and Care Services National Law

301 (3,j&k)	<p>(j) requirements and standards for partnerships between education and care services and the community in which they are located, and the families of children being educated and cared for by education and care services, including requirements for services to link to other support services for children and families;</p> <p>(k) requirements and standards as to the leadership and management of education and care services, including governance and fitness and propriety of all staff members and volunteers, management of grievances and complaints and the provision of information to families;</p>
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### Principles:

To ensure the Service has thorough and consistent enrolment and orientation processes that include all necessary information as outlined by the Regulatory Authority. This Policy requires that all families be given adequate enrolment and orientation processes in order to allow the transition to care to be as smooth as possible for both students and families.

### Procedure:

#### Families will:

- Arrange a pre-enrolment visit or tour of the Service, where they will receive information about:
  - The Service Philosophy
  - The *My Time, Our Place* ver.2 framework
  - The physical environment
  - Introduction to educators and key staff
  - Administrative details such as costs, fees, and payment methods
- Complete a Service enrolment form for each child and review the Service Handbook.
- Confirm enrolment details annually through their Xplor profile and promptly update any changes in writing.
- Provide all required documentation, including:
  - Customer Reference Numbers for CCSS
  - Medical and health information (including action plans for anaphylaxis, asthma, diabetes, allergies, seizures, etc.)
  - Vaccination records
  - Emergency contact details
  - Permissions and debit forms
- Attend a meeting (in person or by phone) with the Nominated Supervisor or Health Record Officer before commencement if their child has a diagnosed medical condition or risk of anaphylaxis, seizure, or diabetes.
- Discuss any concerns about their child or young person's transition with the Nominated Supervisor or educators before commencement.
- Gradually settle their child or young person into the Service if desired and participate in introductory visits.
- Notify the Service if withdrawing from the waitlist or enrolled place.
- Abide by the Family Code of Conduct and understand that exclusion from care may occur under the *Exclusion for Behavioural Reasons Policy*.

#### Educators will:

- Welcome new families and children, ensuring the environment feels inclusive, safe, and supportive.

- Assist in orientation visits by introducing families to the daily routines, resources, and expectations.
- Partner new students with peers to support their integration and confidence.
- Communicate openly with families, particularly if a student is unsettled or experiences difficulty separating.
- Encourage families to share information about the child or young person's interests, routines, and strengths to help tailor experiences and smooth transitions.
- Support culturally and linguistically diverse families through inclusive communication and respectful engagement.
- Provide ongoing updates and feedback to families about their child or young person's adjustment and participation.

### **Administration will:**

- Assist families with general enquiries regarding enrolment, fees, and orientation.
- Provide enrolment packs (including forms, handbook, and required documentation lists) upon request.
- Enter all new enrolment details accurately into Xplor and maintain up-to-date family and child or young person records.
- Ensure all required documents (e.g. CRNs, medical action plans, immunisation records) are received and uploaded before a child or young person's start date.
- Track annual re-enrolment processes and send reminders to families to confirm or update details.
- Maintain an up-to-date waitlist, recording the date of application and Priority of Access category.
- Notify families promptly when a place becomes available and manage communication regarding confirmations or withdrawals.
- Support the Nominated Supervisor by generating enrolment and attendance reports as required.
- Maintain confidentiality of all family and child or young person information in accordance with privacy legislation.
- Assist with distributing Service updates, surveys, and reflective opportunities for families during the orientation process.

### **The Nominated supervisor and Approved provider will:**

- Oversee all enrolments and ensure they align with the Priority of Access Guidelines and current legislation.
- Review and approve all enrolment documentation and medical action plans before a child or young person's first attendance.
- Ensure all information is securely stored within the Xplor system and accessible only to authorised personnel.
- Provide families with the Orientation Package, which includes:
  - Information about the Mueller Community and Centre Management
  - Christianity Explained course details
  - List of educators and contact information
  - Fee and payment details
  - Complying Written Agreement (CWA)
  - Service Handbook (updated annually)

- Make final decisions regarding enrolments for students in Year 7 and above, considering:
  - Past contact with the Service
  - Sibling attendance
  - Student maturity and ability to adhere to Service expectations
  - Year 8 students may only attend under a *no-warning agreement*, and serious behavioural breaches will result in removal from the Service.
- Ensure all educators are aware of and adhere to confidentiality and data protection procedures.
- Monitor the effectiveness of orientation processes and gather family feedback to improve practice.

### Waitlist Management

- If the Service has reached full capacity under staffing and licensing ratios, families may request to be placed on a waitlist.
- The following information will be recorded for each waitlisted child or young person:
  - Name, age, and care requirements
  - Parent/guardian contact details
  - Priority of Access eligibility category
- When a position becomes available, families will be contacted according to their Priority of Access category, followed by the date and time they joined the waitlist.
- Families will be given as reasonable notice as possible before it is offered to the next eligible family. At times, notice will be given late if a spot becomes available last minute.

### See also:

- Mueller OSHC Providing a Child Safe Environment Policy & Procedure
- Mueller OSHC Priority of Access Policy & Procedure
- Mueller OSHC Family Involvement, Communication and Feedback Policy & Procedure
- Mueller OSHC Family Code of Conduct Policy & Procedure
- Mueller OSHC Behaviour Support, Management & Exclusions Policy & Procedure

### REFERENCES:

- My Time, Our Place – Framework for School Age Care in Australia – Produced by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments. Ver 2.0, Revised 2022
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- The Code of Ethics - Early Childhood Australia Inc. (2025 update)
- Education and Care Services Act 2013 (Current as at Feb 2024)
- Extract from “Putting Children First” NCAC Issue 16 – December 2005
- Collaborative Partnerships with Families – NQS PLP e-Newsletter No. 35, 2012
- 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
- Child Protection Act 1999 (Current as at 20 September 2025)
- Guide to the National Quality Framework, Revised September 2025

## 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"> <li>New legislation</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	PAST REVIEW DATE	
	<ul style="list-style-type: none"> <li>Updated references</li> <li>Addition of the review table</li> </ul>	JAN 2025	