

Enrolment (Vacation Care)

Policy Statement

We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of our families through provision of secure recording and storage procedures.

Policy Considerations

- National Quality Standards/Elements: 1.2 (Practice), 1.3 (Assessment and planning), 6.1.1 (Engagement with the service)
- Family Law Act
- Privacy Act

Procedure

- Applications for vacation care are welcomed at the notified enrolment times. Bookings are encouraged in this time to allow for appropriate programming, staff rostering and allocation of resources.
- An enrolment form must be completed for each family before a child can attend the Service.
- Payments must be received in advance, or on the first day of care being provided.
- Late enrolments will only be accepted if the Service has the capacity to accommodate them and special consideration will be given if there are emergency or extenuating circumstances.
- Requests to change or cancel booked days must be made in writing or through the online booking system at least 7 days in advance.
- Parents of children with special needs who require additional support will need to provide the admin team with 2 weeks' notice, in writing, for any bookings.
- Enrolment forms must contain all relevant details relating to personal, medical and custodial details for each child, parent or guardian; as well as emergency contacts along with any special requirements relating to that child.
- If a child is subject to an access order or agreement, the service must have a copy on record, plus any subsequent alteration registered by the court.
- Evidence of court orders or agreements must be provided upon enrolment, or within two weeks of the order being made, whichever is earlier. All enrolment forms are to be kept in a file and kept confidential from all but the approved persons, who; enrolled the child, relevant staff, management and Commonwealth and /or State & Territory Department Officers.
- Enrolment forms are to be completed through the online enrolment system, with details checked by families at least annually.
- Parents will be advised that it is their responsibility to notify staff of any changes to their current details on enrolment.
- Any requests for changes or cancellations of any booking must be provided through the online booking system, or to the admin team via email.

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Reviewed by:	Sarah Maple	Approved by:	Courtney Tanner

Kids Biz Holidays & Sports OSHC Policies & Procedures

Document Version Control

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