

CEEC GOV POL ENROLMENT ORIENTATION AND BOOKING POLICY

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Related policy documents	Catholic Early EdCare Services Enrolment Package CEEC GOV PRO Enrolment Orientation and Booking Procedure CEEC GOV FORM Enrolment Checklist CEEC GOV FORM Re-Enrolment Checklist
Related Legislation	Education And Care Services National Law Act 2010 Education And Care Services National Regulations 2011 Guide To The National Quality Framework Family Assistance Act (A New Tax System) Act 1999 Australian Government Department Of Education, Employment And Workplace Relations Child Care Service Handbook

PURPOSE

Catholic Early EdCare Services (CEEC), a Directorate of Centacare under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane is an Approved Provider, managing a number of Long Day Care Services, Outside School Hours Care Services, Kindergarten Services, and Hub (Multi Care Type) Services. Catholic Early EdCare is committed to the implementation of an efficient booking, enrolment and orientation processes

SCOPE

This policy applies to staff members as defined in the Education and Care Services National Law Act.

1. POLICY STATEMENT

- 1.1 This policy has been developed to comply with –
- Education and Care Services National Law Act 2010
 - Education and Care Service National Regulations 2011- Regulations 168 (2) (k) and 158-160.

- Australian Children’s Education & Care Quality Authority: Guide to the National Quality Framework – Quality Area 6
 - Australian Government Department of Education, Employment and Workplace Relations Child Care Service Handbook
 - Centacare Child Care Services Vision, Mission and Values Statement
- 1.2 Catholic Early EdCare is a professional, not-for-profit organisation that forms part of a community services network, whose mission is to support people and communities in the spirit of the Gospel.
- 1.3 As an Approved Provider, Catholic Early EdCare manages a number of Long Day Centres, Outside School Hours Care, Kindergarten, and Hub (multi-care type) Services in the Archdiocese of Brisbane for and on behalf of the Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane.
- 1.4 All enrolment information must be complete before attendance at any Service type can commence. This includes details of emergency contacts, persons authorised to collect children, health details, needs of the child and any cultural considerations, customer reference numbers for Child Care Subsidy (CCS) if applicable, as well as copies of any court orders.
- If the family is claiming CCS, a signed Complying Written Agreement (CWA) is required prior to commencement of an enrolment agreement or fee fees will apply. Refer to CEEC FA POL Fees Policy.
 - In order to provide safe and suitable care, and a successful placement, services and families must actively work together in order to fully understand children’s care needs, prior to the beginning of the child’s enrolment.
- 1.5 All forms are require review annually, prior to the commencement of each year as part of enrolment and re-enrolment processes, thus ensuring the safe and appropriate care of children and compliance with legislative requirements.

2. PERSONAL INFORMATION

- 2.1 When obtaining certain personal information, all records held at the centre will be maintained in accordance with Catholic Early EdCare and Centacare privacy policies and all current legislation pertaining to this.
- 2.2 Catholic Early EdCare utilises a Registered Child Care Subsidy software provider, which has provided a declaration to The Department of Education and Training (Education). The software has been tested and registered to transact with both the Child Care Subsidy System (CCSS) and Child Care Management System (CCMS). The software provider has undertaken to abide by the CCSS and CCMS IT Security and Development Principles for Software Providers.
- 2.3 All information is collected and used appropriately for the enrolment of the child into the service to provide high quality education and care.

3. ENROLMENT

- 3.1 In order to enrol, Parents/Carers must complete all necessary forms for each individual child ahead of confirmation for a child's attendance at a Service.
- 3.2 An enrolment fee is payable upon receipt of the family enrolment or re-enrolment each year.
- 3.3 If there are no care vacancies available, family details are placed on a waiting list. Services will contact families periodically to update on current availabilities but also to ensure information held on file is accurate and current. (Priority of Access Guidelines apply)
- 3.4 All children must be enrolled through the Registered Child Care Subsidy software prior to using the service. Before attendance at any service type can commence, all enrolment information must be completed.
- 3.5 Catholic Early EdCare Services must follow the CEEC PRO GOV Enrolment Orientation and Booking Procedure.
- 3.6 Identification of complex needs, at enrolment interview or post enrolment:
 - In instances where it is identified that additional support is required for a child with complex needs, support funding may be applied for through the relevant external agency. In such cases, applications are made via the service in conjunction with the local agency
 - In instances where it is identified that additional support is required for a child with complex needs, Catholic Early EdCare services will actively work together with Parents/Carers to identify specific resources or staff training that may be utilised in order to fully understand children's care needs, and to provide safe and suitable care.
 - If it is identified that a Catholic Early EdCare Service may not be able to meet the needs of the child, the Service Leader will discuss the concern with Catholic Early EdCare staff, and the child's needs will be presented to an enrolment review panel. The Director and/or staff member will sensitively discuss the concern with the Parents/Carers and inform them of the outcome of the review and appropriate agencies that may be able to offer assistance.
- 3.7 During enrolment, orientation and transitions, information about children, their routines and belongings, is exchanged by workers and families. This supports continuity of learning and care between the child's home and the centre, in a way that meets the individual requirements of each child and their family.
- 3.8 Families are encouraged to bring their child in for a visit/orientation prior to commencing care

4. OUTSIDE SCHOOL HOURS CARE

- 4.1 The following requirements are to be adhered to –
 - Children may enrol in any component of the service: Before School Care, After School Care and Vacation Care.
 - Prior to the commencement of each new school year a re-enrolment checklist must be completed for continuing children.

- A permanent booking is where a child with a current enrolment attends regular booked days/sessions. Permanent bookings will remain in place for the nominated period or until the appropriate written cancellation is received by the service.
- A casual booking is where a child with a current enrolment attends on an irregular basis (based on vacancies and absences).
- Prep children may attend Vacation Care from January 1st of the year they commence school. When families have initially enrolled their child into the program it is a requirement that enrolment information is updated prior to the commencement of each year.

5. LONG DAY CARE/ KINDERGARTEN

5.1 The following requirements are to be adhered to –

- Children will be accepted from 6 weeks to 5 years of age for a Long Day Care

6. STANDALONE KINDERGARTEN

6.1 The following requirements are to be adhered to –

- Children eligible for kindergarten funding must attend a minimum of 15 hours per week for 40 weeks, and who turn four by 30 June in the year they attend.

7. HUB – MULTI CARE TYPE

7.1 The following requirements are to be adhered to –

- Children may enrol in any component of the service: Kindergarten, Long Day Care, Before School Care, After School Care and Vacation Care.
- Children will be accepted from 6 weeks to 5 years of age for a Long Day Care

8. KINDERGARTEN FUNDING (LONG DAY CARE, STANDALONE, HUB)

8.1 Children enrolled in a kindergarten program, eligible for kindergarten funding must attend a minimum of 15 hours per week for 40 weeks, and who turn four by 30 June in the year they attend.

8.2 QKFS Plus Kindy Support is available to eligible families to help them access low cost Kindergarten programs for their Kindergarten child (child turning 4 years of age by 30th June of their year of Kindergarten). To be eligible a family must meet one of the criteria below:

- Health Care Card:
 - A current Australian Government Health Care Card (HCC). The HCC should be sighted each term and a copy kept at the service. The HCC must name the enrolled child, whether it is the child's own card or belonging to their parent/guardian; or
 - Current Australian Government Pensioner Concession Card (automatic HCC entitlements); or

- Department of Veterans' Affairs Gold Card or White Card; or
 - Formal communication, such as a letter, from the relevant agency stating the intent to issue a HCC.
 - Aboriginal or Torres Strait Islander
 - The child identifies as being Aboriginal or Torres Strait Islander and the family chooses to identify them as such on their enrolment form.
 - Multiple Births
 - The family has three or more children, of the same age, enrolled in the same year.
- 8.3 If services are eligible for the low socio-economic subsidy based on the Socio-Economic Indexes for Areas (SEIFA) the subsidy is to be used by services to reduce the out-of-pocket expenses for all families with eligible children participating in the kindergarten program (four years old by 30 June).

9. PRIORITY OF ACCESS

- 9.1 There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place.
- 9.2 Catholic Early EdCare Services prioritise 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.
- 9.3 Services also give priority to providing enrolment confirmation to the following -
- Siblings of existing children enrolled at the Service
 - Children attending the Catholic School
 - Children attending a Catholic Early EdCare Service

10. ORIENTATION

- 10.1 Catholic Early EdCare views the orientation process as an essential stage in introducing children into education and care services and is an important first step in building partnerships with families.
- 10.2 Catholic Early EdCare acknowledges the importance of an effective orientation procedure for all care types. New families are provided with comprehensive information about the Service's operation and management details. Services respect the varying needs and perspectives of families from culturally and linguistically diverse backgrounds. Families are able to spend time with their children in the Service and are encouraged to ask questions and share their concerns.
- 10.3 Catholic Early EdCare Services are to refer to the CEEC GOV PRO Enrolment Orientation and Booking Procedure in supporting a successful transition for children and families.

SUPPORTING DOCUMENTS

N/A

COMPLIANCE

Breaches of this policy will be dealt with under Centacare's misconduct provisions, as stated in the Employment Guidelines Code of Conduct.

IMPLEMENTATION

Centacare will place this policy on the Archdiocesan Intranet (AI). Directors and managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred. All staff are responsible for understanding and complying with this policy. Contact the Policy Sponsor for further interpretation of this policy.

DEFINITIONS

Approved Places	This is the number of places available to an approved service under the family assistance law for the purposes of Child Care Subsidy.
Approved Provider	A person or entity who holds a provider approval enabling them to apply for a Service Approval in accordance with the National Law and National Regulations. Centacare Child Care Services is the approved provider on behalf of the Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane.
Child Care Subsidy (CCS)	A payment made by the Australian Government to families to assist with the cost of child care. CCS replaced the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy. CCS is generally paid directly to child care providers to be passed on to families.
Customer Reference Number	An individual reference number allocated by the Department of Human Services for each child and each parent or guardian who is claiming Child Care Subsidy.
Priority of Access	Priority of Access guidelines apply when a Child Care Subsidy approved child care service (except Occasional Care) fills vacant places. Priority groups include a child at risk of serious abuse or neglect, and a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test.
Inclusion	The incorporation of children and families to ensure that all individuals have an equal opportunity to achieve their maximum potential.
Social Justice	In conditions of social justice, people are "not be discriminated against, nor their welfare and well-being constrained or prejudiced on the basis of gender, sexuality, religion, political affiliations, age, race, belief, disability, location, social class, socioeconomic circumstances, or other characteristic of background or group membership" (Toowoomba Catholic Education, 2006).

11. RECORD KEEPING

- 11.1 CEEC will maintain all records as required by Archdiocese of Brisbane (AOB) and Centacare policies and procedures relating to record keeping
- 11.2 All CEEC Services are required to maintain all records in their Service folder on the L:\ drive.
- 11.3 All CEEC Services will adhere to Division 3 – Information and record keeping requirements, Education and Care Services National Regulations; specifically Subdivision 4 – Confidentiality and Storage of Records (181, 182, 183, 184).
- 11.4 CEEC will ensure all privacy provisions are implemented in relation to record keeping in accordance with the AOB privacy statement and AOB privacy policy available on the AI portal this extends to storing records in a secure and confidential manner.
- 11.5 Service records will be maintained (stored and preserved) in conditions suitable to the length of time they need to be kept and made available for use. This applies regardless of the format of the records or the media they are stored on.
- 11.6 CEEC will coordinate the removal, archiving and disposal of records as required.