

ENROLMENT, ORIENTATION AND BOOKING PROCEDURE



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POLICY AND PHILOSOPHY

Our Enrolment Orientation and Booking Policy meets the individual needs of children and families during enrolment, orientation and booking. The steps outlined within this procedure support children and families transitioning into services and ensure appropriate recording and storage of documentation.

Policy Sponsor: Business Development and Strategy

Document Type: Procedure

Applicable To: Catholic Early EdCare

Approved By: Director, Catholic Early EdCare

Last Updated: 27/10/2025

Due for Review: 27/10/2028

Version No. 2025.1



ORIENTATION

1.1 WHEN FIRST CONTACTED, CATHOLIC EARLY EDCARE STAFF WILL:

- Respond to families emails, phone messages or website enquires within a reasonable timeframe (e.g. 1-2 business days).
- Email initial documentation (e.g. Fee Schedule, Request for Booking, Information Handbook).
- Invite families for a service tour.

1.2 DURING SERVICE TOURS, THE SERVICE LEADER WILL:

- Discuss the families current and future care needs.
- Introduce families to key staff, making the family feel as relaxed and welcome as possible.
- Families may return the Request for Booking at this point or email it to the service.



REQUEST FOR BOOKING FORM

2.1 SERVICE LEADERS WILL ENSURE REQUEST FOR BOOKING FORMS ARE USED FOR:

- New enrolments.
- Inclusion in information packs e.g. parent information sessions, at community events etc.
- Requests to change existing bookings (although an email request is acceptable).
- Changes to bookings can be made at any time during the year and are dependent upon available spaces.

2.2 ON RECEIPT OF A REQUEST FOR BOOKING, SERVICE LEADERS WILL DISCUSS:

- Any specific support required by the child, or family, for a successful transition into care (e.g. making the service a culturally safe space for child and family, significant routines, health information).
- The Safe Conduct Agreement, as a condition of enrolment.

NEW ENROLMENT

3.1 THE SERVICE LEADER WILL:

- Follow the new enrolment process.
- 1. A Request for Booking is received.
- 2. If the service has availability, send the family the service enrolment link.
 - If the service has no availability, offer a space on the waiting list.
- 3. Review the received PDF enrolment form to ensure completion, and that supporting documents have been provided.
 - If the provided information is incomplete follow up the outstanding documentation with the family.
 - Only once all enrolment documents have been provided and uploaded to the child's Xplor profile (e.g. custody orders, medical action plans, immunisation, signed Safe Conduct Agreement etc) an enrolment can be confirmed and bookings can be entered.
- 4. Refer to the CCS Enrolment Master Guide to create Government Enrolments for the child (child care subsidy services only).

- Service Leaders will be able to identify vacancies and accept enrolments anytime throughout the year.
- It is suggested that services work in sync with the school's enrolment periods so that families entering into the school can have an OSHC position confirmed at the same time.

3.2 AN ENROLMENT FORM IS REQUIRED TO BE COMPLETED ONCE FOR THE TOTAL PERIOD OF ENROLMENT.

- E.g. A child entering a service in Prep and continuing at the OSHC until Year 6 of their schooling will require a new enrolment form at the initial entry, not each subsequent year.
- E.g. A child entering a service via the Nursery room and will be attending care until the year before school at the same service will only have one enrolment form during that period.

CONTINUING ENROLMENT

4.1 TO ENSURE SERVICES MAINTAIN UP TO DATE INFORMATION FOR CHILDREN WITH CONTINUING ENROLMENTS, THE CEEC ADMINISTRATION/RECEPTION TEAM WILL:

- Complete an annual data confirmation process between January and June each year by:
 - Sending existing parent and child information to families to confirm, or update.
 - Uploading all updated supporting documents provided during the data update into Xplor (an expiry date will be applied automatically).
 - Update any changes and send the relevant information to the Service Leader.

4.2 SERVICE LEADERS WILL:

- Refer to the CCS Enrolment Master Guide to update children's CWA Enrolment Schedules if required (child care subsidy services only).
- Ensure all enrolment support documents remain current e.g. custody orders, immunisation, action plans, risk minimisations, and Health Care Cards (kindergarten only).

- Add reminders in their outlook calendar 3 months prior to the expiry dates to ensure ongoing follow up and updating of these documents.
- On receipt of the outlook notification, contact the family by phone to discuss the expiring document and what is required. Follow up the request for documentation in writing with the family.
 - Your Xplor Dashboard provides a section on expiring attachments with a 4 week notice period.
- Follow the Pause Care process in the event requested documentation is not provided.
- Save the received documentation on the child's Xplor profile as per the Enrolment Documents Naming Conventions.
- Follow the Cessation of Care process where required authorisations and/or documentation cannot be obtained or are refused to be provided.

RE-ENROLMENT

5.1 UPON RECEIVING A REQUEST TO RETURN TO A SERVICE, THE SERVICE LEADER WILL:

- Confirm if the child has previously attended the service, and;
- If the child is returning to the same service after an absence or being inactive for more than 12 months.
- If yes, once the family has provided a Request for Booking Form:
 - Re-activate the child's Xplor profile.
 - If the service has availability, send the family the service re-enrolment link.
 - If the service has no availability, offer a space on the waiting list.
 - Review the received PDF enrolment form to ensure completion, and that supporting documents have been provided.
 - If the provided information is incomplete follow up the outstanding documentation with the family.
- Enter the child's booking until the child is expected to exit the service; and
- Refer to the CCS Enrolment Master Guide to create a Government Enrolment for the child (child care subsidy services only).
- All enrolment documents must be provided (e.g. custody orders, medical action plans, immunisation, signed Safe Conduct Agreement etc) before an enrolment can be confirmed and bookings can be entered.

VACATION CARE

6.1 PRIOR TO ACCEPTING BOOKINGS FOR VACATION CARE, SERVICE LEADERS WILL ENSURE:

- A current enrolment form is held, including all required supporting documentation.
- No outstanding debt for previous attendances remains.
- A booking form has been completed for the relevant vacation care period.

6.2 BOOKINGS FOR VACATION CARE ARE SEPARATE TO TERM TIME BOOKINGS.

6.3 VACATION CARE BOOKINGS ARE ENTERED ONLY FOR THE RELEVANT/UPCOMING VACATION CARE PERIOD.

CLONING OF ENROLMENT RECORDS

7.1 CHILDREN CURRENTLY ENROLLED IN A CATHOLIC EARLY EDCARE SERVICE, ENROLLING IN A SECOND CEEC SERVICE MAY BE ELIGIBLE FOR CLONING OF THEIR ENROLMENT RECORDS.

THE SERVICE LEADER WILL:

- Determine if the child will be changing care types, as enrolment forms are care type specific.
- A child who has attended a CEEC Kindergarten or LDC cannot have their enrolment cloned to attend an OSHC service.
- A child who has attended a CEEC service for Before / After School Care but will be attending a different service for Vacation Care, can have their enrolment details cloned.
- Request a clone of the enrolment via CEEC Administration Team if the child is not changing care types.
- Follow the [new enrolment process](#) if the child is changing care types.

PAUSE CARE

8.1 PAUSE CARE ARRANGEMENTS MAY BE PUT IN PLACE FOR AN ENROLMENT IN THE CASE OF:

- Administrative Pause Care, due to non-compliance with a CEEC Policy or Procedure; or
- Incident Based Pause Care, due to harm (or potential harm) to the individual, others, or property.

8.2 IN ALL INSTANCES WHERE PAUSE CARE ARRANGEMENTS MAY BE CONSIDERED, SERVICE LEADERS WILL:

- Communicate directly with Parents/Carers in the first instance.
- Communicate concerns to the Portfolio Manager.
- Ensure that fees are not charged during the Pause Care Period.

8.3 THE PORTFOLIO MANAGER WILL:

- Review relevant supporting documentation and escalate/refer as required.
- Contact the Parents/Carers to discuss the reason for the Pause Care.
- Notify Parents/Carers in writing using the appropriate Pause Care Letter Template.
- Request Service Leader removes bookings for the Pause Care period.
- Update the CEEC Pause Care Register.
- Communicate Pause Care Arrangements to Regional Partners (if required).
- Consider any risks to staff and ensure all relevant documentation is completed.
- Collaborate with the Community Liaison Officer regarding relevant support agencies for possible actions and training.
- Notifies the Senior Operations Manager that Pause Care has been enacted, who in turn informs the Director CEEC.
- Work with the Service Leader and other stakeholders to develop a plan for the child's re-entry to care.

CESSATION OF CARE

9.1 REPEATED POLICY AND/OR PROCEDURE NON-COMPLIANCE OR INCIDENTS OF HIGH OR EXTREME RISK MAY RESULT IN CESSATION OF CARE ARRANGEMENTS BEING PUT IN PLACE.

THE SERVICE LEADER WILL:

- Escalate concerns to the Portfolio Manager and provide a statement of events.

9.2 THE PORTFOLIO MANAGER WILL:

- Review all documentation.
- Notify the Senior Operations Manager, who will consult with the Director CEEC for approval of the cessation of care.
- Follow the Pause Care procedure above.
- Contact the School Principal/Parish.

- Communicate in writing to the Parents/Carers and authorise the Cessation of Care using the CEEC Cessation Care Template.
- Save the CEEC Cessation Care Template on the child's Xplor Profile.
- Request the Service Leader removes the child's bookings.
- Save all documentation and statements into the service's L:Drive.

PRIORITY OF ACCESS

10.1 IN ORDER TO SUPPORT THE SAFETY AND WELLBEING OF CHILDREN AT RISK, SERVICE LEADERS WILL PRIORITISE ENROLMENTS IN THE FOLLOWING ORDER:

- Children 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.
- Siblings of existing children enrolled at the service.
- Children attending the Catholic School.
- Children attending a Catholic Early EdCare Service.

10.2 A SERVICE MAY REQUIRE A FAMILY TO MAKE ROOM FOR A CHILD WITH A HIGHER PRIORITY OF ACCESS. THE SERVICE WILL ONLY DO SO IF:

- The person liable for payment of the child care fees is provided at least 14 days' notice of the requirement for the child to vacate the place.

FAMILY ASSISTANCE LAW GOVERNMENT ENROLMENT PROCESS

(FOR CHILD CARE SUBSIDY SERVICES ONLY)

11.1 ALL CHILDREN WHO ATTEND A SERVICE APPROVED FOR CHILD CARE SUBSIDY (CCS) MUST HAVE A GOVERNMENT ENROLMENT AS A REQUIREMENT UNDER FAMILY ASSISTANCE LAW.

AN ENROLMENT LINKS:

- The child;
- The person claiming CCS (usually a parent or carer); and
- The service.

11.2 BEFORE ENROLLING AT A SERVICE, FAMILIES MUST:

- Lodge a CCS claim with Services Australia (if wanting to claim CCS).
- Agree to the care arrangement electronically via Xplor.
- Confirm the enrolment via their Centrelink online account.

11.3 TO CREATE A CHILD'S GOVERNMENT ENROLMENT THE SERVICE LEADER WILL REFER TO THE CCS ENROLMENT MASTER GUIDE TO:

- Create a care arrangement and submit enrolment notice in Xplor.

11.4 THE SERVICE LEADER WILL UPDATE THE ENROLMENT NOTICE IN XPLORE WITHIN 7 DAYS OF IN THE FOLLOWING CIRCUMSTANCES:

- The family disagrees with details of an enrolment and an update is required.
- The care arrangement between the service and the family changes.
- The information in an enrolment is incorrect.
- The care arrangement ends.

ROLES AND
RESPONSIBILITIES

APPROVED PROVIDERS

(Including Leadership and Management Teams)

- Ensure all obligations under the Education and Care Services National Law and National Regulations are met.
- Maintain prescribed enrolment and other documents as set out in Regulation 177, including a medication record and children's attendance record.
- Store and maintain confidential records safely and securely for the relevant period listed in Regulation 183.
- Ensure families are informed of relevant policies and procedures at enrolment.
- Ensure compliance with the Family Assistance Law and the requirements set out in the Child Care Provider Handbook.
- Be aware of, and comply with, the legislative guidelines and parameters for fee responsibilities, i.e:
 - The individual is the person responsible for a child's care and the person who must pay childcare fees.
 - Only individuals are eligible for Child Care Subsidy or Additional Child Care Subsidy.
- Where another party, such as the state, an employer or another organisation is paying all or part of a child's childcare fees, no subsidy can be paid for the fees paid by the other party.
- Any back payment of subsidy that is payable for the 28-day period before a claim was made will generally be paid to the individual, not the provider.
- If it is decided not to charge the family full fees while the family's entitlement to Child Care Subsidy is being assessed, the service is responsible for recovering any unpaid amounts from the family.
- Inform families at least 14 days before changing the policy or procedures if the changes will:
 - Affect the fees charged or the way they are collected; or
 - Significantly impact the service's education and care of children; or
 - Significantly impact the family's ability to utilise the service.

NOMINATED SUPERVISORS AND RESPONSIBLE PERSONS

- Implement the Enrolment, Orientation and Booking Policy & Procedure.
- Support families' involvement in decisions regarding the enrolment and orientation of their child at the service.
- Build a culture of open communication between the family and the service.
- Provide information about the service's philosophy, and policy and procedures.
- Ensure families are aware their feedback is valued and what procedures are in place for families to share feedback.
- Ensure all enrolment information is complete before bookings are entered and attendance commences.
- Discuss the Safe Conduct Agreement with families.
- Be considerate of the diversity of families within your service, and consider the methods of communications used to ensure all relevant parties are informed of policy and procedural requirements.
- Encourage families to bring their child in for a visit/orientation prior to commencing care, to support transition, share information and build relationships.
- Ensure that an enrolment record is kept for each child which contains all the information set out in Regulation 160, as well as authorisations from families relating to medical treatment, regular outings and health information.
- Develop and review Risk Minimisation plans for any child with a medical condition prior to attendance, in consultation with the family.
- Ensure all Risk Minimisation plans and other supporting documentation remains current throughout the child's enrolment period.
- Enrol all children through the Registered Child Care Subsidy software (Xplor) prior to using the service.
- Work actively with families to fully understand children's care needs, prior to the child's enrolment beginning, including specific resources or staff training required, to provide safe and suitable care, and a successful placement.
- Ensure copies of the policy and procedures are readily accessible.
- Apply for support funding through the relevant external agency, where additional support is required for a child with complex needs.

EDUCATORS

- Assist in the implementation of the Enrolment, Orientation and Booking Policy and Procedure.
- Ensure information about children, their routines and belongings is exchanged by educators and families during enrolment, orientation and transitions.
- Share information with families to support the child's transition into the service.
- Respect the culture, values and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing.
- Provide opportunities for families to feel comfortable talking about their child and their expectations of the service,
- Maintain knowledge with regulatory requirements.
- Maintain familiarity with the information supplied by the family about the child and use this to support the child to transition into the service.



FAMILIES

- Notify the service prior to enrolment of:
 - Any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed.
 - Any additional needs or diagnoses where support strategies will need to be collaboratively developed.
- Participate in the development and/or review of Risk Minimisation plans for any child with a medical condition prior to attendance.
- Participate in the development of an Individual Support Plan where required to support any additional needs or diagnoses.
- Understand children cannot attend a service if there is outstanding enrolment information or supporting documentation.
- If claiming CCS, a signed Complying Written Agreement (CWA) and approved Government Enrolment is required prior to commencement or full fees will apply.
- Individuals designated as authorised nominees are aware and agree to the consents assigned to them. The consents outlined in this policy are referred to in the Enrolment Forms as:
 - Emergency contact
 - Authorised nominee to collect the child.
 - Authorised nominee is authorised to authorise administration of medication on behalf of this child.
 - Authorised nominee is authorised to allow an educator to take this child outside the education and care service premises.
 - Authorised nominee is authorised to allow this child to be transported by the service or on transportation arranged by the service.
- Ensure information about the child and family held by the service is kept up to date.
- Upload an up to date Health Record when completing the online Enrolment Form.

- Provide the name, address and contact details of:
 - Any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted;
 - Any person who is an authorised nominee;
 - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and
 - Any person who is authorised to authorise an educator to take the child outside the education and care service premises.
- Provide all required authorisations, e.g. authorisation for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service
- Understand an enrolment fee is payable upon receipt of the family confirmation each year.
- Understand bookings are based on vacancies and staff rostering and **must** be confirmed by a Service prior to the child's attendance.

MONITORING, EVALUATION AND REVIEW

Centacare will place this policy on the Archdiocesan Intranet (AI). Service Leaders 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.
- Summary information about fees and related procedures will be included in the CEEC information handbooks.
- Educators and families will be invited to participate in the review of this procedure.
- Changes to this document will be shared with families and educators.
- Ongoing training opportunities for Service Leaders and Responsible Persons in Charge will be provided using a range of learning platforms. Videos of some Xplor processes are available on AI.
- Contact the Policy Sponsor for further interpretation of this policy.



