

Outside of School Hours Care Enrolment and Orientation Policy



HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Waubra Primary School on 03 5343 5358 or waubra.ps@education.vic.gov.au

Aim:	The aim of this policy is to ensure that all families and carers enrolling in Waubra Primary School Outside of School Hours Care (OSHC) are provided with an enrolment and orientation process in accordance with legislative and regulatory requirements.
Date of Operation:	24/04/2026
Review Dates:	24/04/2027

POLICY

Waubra Primary School OSHC is committed to:

- ensuring a safe, welcoming and engaging environment is provided to children from the outset,
- ensuring educators have all of the information they require to provide the best possible education and care to every child attending our programs,
- providing equal access and inclusive for all children,
- meeting the needs of our community, and
- maintaining confidentiality in relation to all information on enrolment forms in accordance with Confidentiality of Records Policy.

Waubra Primary School Council is responsible for:

- determining priority of access guidelines for the Waubra Primary School OSHC service (Refer to Appendix 1 Priority of Access guidelines),
- ensuring that Waubra Primary School OSHC makes published materials promoting the service available for the public. Ensuring that these materials are accurate and current,
- providing access to enrolment forms,
- ensuring that families include relevant immunization information on the enrolment form, in line with the No Jab No Play legislation,
- ensuring both completed enrolment forms and required supporting documentation are provided prior to commencing service bookings for the child to attend,
- ensuring that enrolment records are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Education and Care Services National Regulations 2011 (National Regulations) Regulation 183),
- ensuring that a copy of policies and procedures is available at all times and is able to be provided on request,
- providing opportunities for interested families to attend the service during operational hours to observe the program and become familiar with the environment prior to their child commencing,
- ensuring an effective orientation occurs for all new children, including visiting the OSHC site,
- ensuring access to Child Care Subsidy is promoted for families,
- complying with Child Care Subsidy and Additional Child Care Subsidy obligations and requirements, and
- clarifying roles and responsibilities in general and especially in relation Child Care Subsidy System, such as enrolment process (including explaining to families their obligations), submitting attendances/absences, invoicing, payments, reconciling.

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The Nominated Supervisor is responsible for:

- responding to enrolment enquiries promptly,
- informing and educating families regarding Child Care Subsidy,
- ensuring that enrolment forms are completed prior to the child's commencement at the service and all relevant documentation is included with each child's enrolment record,
- complying with the service's Confidentiality of Records Policy in relation to the collection and management of a child's enrolment form and all information collected during the enrolment process,
- supporting and assisting families in any way they can,
- meeting with children and families to complete and update management plans as required,
- ensuring plans are reviewed prior to the start of each school holiday program for children who only attend during school holidays,
- ensuring educators understand the needs of all children attending the program. This may include gathering additional information about child engagement strategies, goals, and interests,
- ensuring staff are adequately equipped and trained to respond to the needs of all children attending the program,
- developing strategies to assist new families to
 - feel welcomed at the service,
 - become familiar with service policies and procedures,
 - share information about their family beliefs, values, and culture,
 - share their understanding of their child's strengths, interests, abilities and needs,
 - understand Child Care Subsidy entitlements,
 - register for Child Care Subsidy and or Additional Child Care Subsidy (refer to Appendix 2),
 - understand the Complying Written Agreement (CWA), and
 - understand allowable absences,
- discussing with families and carers the values and expectations they hold in relation to their child's learning if required,
- ensuring each family is provided with a thorough orientation program,
- discussing additional support services for children with families and carers where required,
- maintaining up to date knowledge of record keeping procedures and retention period (Refer to Confidentiality and Record Keeping Policy), including Family Assistance Law requirements,
- maintaining appropriate knowledge of business administration procedures in consultation with OSHC Sub Committee,
- incorporating processes that comply with Child Care Subsidy guidelines when managing attendances, allowable absences/absences, fee increases, collection of fees and service delivery on public holidays (refer to Appendix 1: Processes complying with Child Care Subsidy guidelines), and
- clarifying the roles related to the management of the Child Care Subsidy processes prior to enrolment and orientation with the Waubra Primary School council and principal.

Educators are responsible for:

- welcoming new children into the program,
- taking children and families on a tour of the OSHC service and explaining the program schedule (i.e., mealtimes, and transitions), activity program, expectations, toilet locations, sign in/out process),
- ensuring they understand the needs of all children attending,
- assisting families and carers to develop and maintain arrival and departure routines,
- building supportive and respectful relationships with children and families,
- engaging with children including finding out more about their interests, likes, dislikes and hobbies,
- providing comfort and reassurance for children who are showing signs of distress when separating from family members, and
- sharing information with families and carers regarding their child's progress with settling into the service.

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Waubra Primary School OSHC: Priority of Access Guidelines

The Waubra Primary School OSHC Priority of Access Guidelines will place children in their service adhering to the following priorities. These are service guidelines for child placement. (Refer to Appendix 1: Priority of Access Guidelines)

Roles and Responsibilities

Role	Responsibility
Educators and Supervisors	Educators and supervisors will oversee the implementation and service adherence to this policy. All Educators are responsible for the daily implementation of the policy when directly supervising children.
Nominated Supervisor / Person with Management or Control	Nominated Supervisor / Person with Management or Control are responsible for ensuring suitable resources and support systems to enable compliance with this policy. Both roles will drive the consultation process and provide leadership and advice on the continuous improvement of the policy.
School Council / Principal	Provide official sign off on the Policy

POLICY REVIEW

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Waubra Primary School OSHC and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g., families, school community etc. will also inform policy updates and review.

REFERENCES

Legislation, Standards and Provisions

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)
- [A New Tax System \(Family Assistance\) Act 1999](#)
- [Family Law Act 1975](#)
- [Child Care Subsidy Secretary's Rules 2017 \(legislation.gov.au\)](#)
- [Child Safe Standards](#)
- [National Quality Standard, Quality Area 5 – Relationships with Children](#)
- [National Quality Standard, Quality Area 6 – Collaborative Partnership with Families and Communities](#)
- [Equal Opportunity Act 2010 \(Vic\)](#)
- [Privacy Act 1988 \(Cth\)](#)
- [Privacy and Data Protection Act 2014 \(Vic\)](#)
- [Child Safe Standards](#)

Supporting Documents

Department Education and Training (DET) - School Operations

- [Department Education and Training: Information Security, InfoSafe](#)

Australian Children's Education and Care Quality Authority (ACECQA)

- [ACECQA National Quality Standard](#)
- [National Quality Agenda IT System](#)

Australian Government Department Education, Skills and Employment (DESE)

- [Child Care Provider Handbook](#) - Child Care Subsidy System 2019
- [Guide to Additional Child Care Subsidy \(child wellbeing\)](#)
- [Child Care - Financial Integrity](#)

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STAFF POLICY ACKNOWLEDGEMENT

I acknowledge:

- receiving the Waubra Primary School OSHC Enrolment and Orientation Policy,
- that I will comply with the policy, and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

Your Name:	Meaghan Hallcroft
Signed:	Mhallcroft
Date:	24/04/2026
Waubra Primary School OSHC sign off:	