



ENROLMENT AND BOOKING POLICY

POLICY STATEMENT

Acceptance of families and children will be non-discriminatory with families from all backgrounds and cultures welcomed. Families enrolling their children to attend our service are entering into a partnership with our service and staff underpinned by the values of the Catholic Church.

We understand that the enrolment and orientation process is a unique opportunity to establish meaningful partnerships and relationships with families.

All children who enrol at Holy Name are required to have completed an Enrolment Form and all supporting documenting provided and orientation completed. No child will be accepted into the service until the Complying Written Agreement Form has been completed in full through our software Xap, supporting documentation has been provided and orientation completed. Families are required to apply to the waitlist through XAP, once accepted you will be required to complete an enrolment form and any other required documentation through XAP.

Permanent bookings are assumed to operate for the whole year unless otherwise stated at the time of enrolment. Casual bookings are subject to availability.

We will make every effort to make all relevant information available to families prior to enrolment.

RATIONALE

According to Catholic social teaching we are all children of God, created in his image.ⁱ Beyond our differences and boundaries “we are all one in Christ Jesus”.ⁱⁱ Therefore, our service values the rich and diverse communities of which our children are a part of and understands these communities are central to their lives and learning (CEOWA Early Years Position Statement, August 2009).

Our enrolment process aims to ensure all relevant information is collected prior to children commencing care. The enrolment process takes into account all legislative requirements from the *Education and Care Services National Regulations (2012)*, Feb 2018, and the National Quality Framework and Child Care Subsidy Guidelines.

Clear booking procedures assist us to plan staffing numbers and rosters to ensure the appropriate supervision and care for our enrolled children and is the beginning of our partnerships with families and children to ensure we establish respectful relationships from the start.

PROCEDURES

Enrolments will be accepted according to the availability to ensure that their care needs are met.

An enrolment form and registration agreement must be completed by each enrolling family for each child who will attend the service, this can be done through our software Xap. Completion includes the provision of all required documentation such as birth certificate and immunisation records.

The enrolling person will complete the enrolment checklist to ensure all required details are recorded.



Enrolment information will be updated annually or when a family's circumstances change, to ensure information is current and correct.

Enrolment information will be kept in a confidential file. Access to this information is available only to the educators, service management, families and authorised government officers.

A privacy statement which details the name and contact details of the service; informs enrolling parents they are able to gain access to their information; why the information is collected; the organisations to which the information may be disclosed; any law that requires the particular information to be collected; and the main consequences for not providing the required information, forms part of the enrolment form. (See *Acceptance and Refusals Policy* for more information).

At enrolment, each family will be provided with a link to the enrolment on our software Xap. The centre handbook and relevant centre policies can be found on the Holy name Website or onsite at the service.

Families are encouraged to complete 2 orientation visits prior to starting care. These visits are usually between 30 minutes to an hour and are designed for the family and child to become familiar with the centre and centre educators and establish partnerships. At these visits families are encouraged to provide any further information about their child that will support continuity of care between home and the service.

If a place is not immediately available at our Centre, they will be placed on a waiting list.

Permanent Bookings

Permanent bookings operate for the entire school year unless otherwise communicated by the enrolling guardian/parent. A two-week cancellation notice for long day care and one week for OSHC, is required if families wish to cease using the service or change their child's permanent booking. Notification must be provided via email and a confirmation email provided.

Please contact the Centre (via email or by telephone) if your child is absent from the centre for any reason e.g. sickness, holiday etc. All permanent bookings must be paid for, even if the child is unable to attend.

Casual Bookings

All casual bookings are subject to availability of places. Casual bookings can only be confirmed 24 hours prior to care. Requests must be confirmed via email.

A casual booking may include multiple days and / or multiple children from the same family. A casual booking is not a guaranteed placement in the Centre and is subject to availability. Casual bookings are utilised as a rare or once of occurrence to meet the needs of families. They must be booked via email and confirmed once you receive a confirmation email of your booking.

Vacation Care Program Bookings

The Centre will provide a booking form as part of the vacation care enrolment procedure, to all families wishing to book their child into the vacation care program. Families will then be asked to return the completed form as soon as practicable, prior to vacation care commencing. Places are allocated in order of receipt.

Cancelation of Sessions



Full fees will be charged for all booked sessions that your child is unable to attend. Casual sessions must be cancelled 24hours in advance.

In Long day care families must provide two weeks' notice in writing of cancellation of care of a permanent cancellation of a permanent booking.

In OSHC families must provide seven days' notice in writing of cancellation of care for a permanent cancellation of a permanent booking.

REFERENCES

Education and Care Services National Regulations (2012) (WA) 2018.

Australian Children’s Education and Care Quality Authority (2017), *The Guide to the Framework, February 2018, ACECQA. NSW.*

Further sourced

Australian Children’s Education and Care Quality Authority <http://www.acecqa.gov.au/>

Department for Communities and the Education and Care Regulatory Unit
<https://www.dlcc.wa.gov.au/LegislationCompliance/Pages/Education-and-Care.aspx>

Review history

YEAR OF REVIEW	AMENDMENTS
January 2015	Reviewed and edited content to align with requirements under the national regulations.
July 2017	Permanent bookings/ casual bookings clarification Allocation of vacation care bookings
March 2018	Casual booking re-clarification Removal of the priority of access guidelines
May 2018 May 2019 - no changes May 2020 -no changes May 2021 - no changes	Language around authorised contacts and parent guardians to meet the regs and framework. Priority of access guidelines taken out Remove Booking Guidance title, add requirement to meet with Centre Manager updated policy statement Updated reference
May 2022	Updated to new software procedure of enrolling.

Date written: May 2018

Next review: May 2023