

## Policy Statement

Activity Centres Incorporated aims to provide an efficient and informative enrolment procedure that is understood by all in the local community. We will ensure the confidentiality of our families through provision of secure recording and storing procedures.

## Considerations

- ✓ Education and Care Services National Law Act 2010
- ✓ Education and Care Services National Regulations 2012 (current version 1 February 2018)
  - Regulation 168 Education and care services must have policies and procedures
- ✓ Family Law Act
- ✓ Privacy Act 1998
- ✓ ACI Policies and Procedures

## Procedures

- Refer to ACI Website for current enrolment procedures. Enrolment fee and bond for each family must be paid before the child can attend the Service.
- Coordinator is to go through enrolment procedure checklist prior to the child starting care to ensure all details have been completed and understood.
- If the person completing the enrolment is having difficulty, an enrolment interview should be conducted and if necessary organised in the person's first language.
- Manager and/or Management Committee reserves the right to refuse enrolment to any child who does not have an online enrolment or if the enrolment has not been correctly completed and/or has incorrect or misleading details.
- Children will only be accepted without an enrolment in the case of an emergency where the School Principal and Coordinator have discussed the need for the child to attend the Service. Emergency contact details must be provided for the child by the School.
- Enrolment process will contain all relevant details relating to personal, medical and custodial details for each child. Parent or guardian and emergency contacts along with any special requirements relating to that child must be provided
- 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 will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.
- If the child has additional needs, we require the family to complete a separate form advising us of all relevant information needed for the child and any other relevant information be attached, before enrolment will be accepted.
- If a child with additional needs requires assistance over and above our normal 1 to 15 ratio, the child will be unable to attend until the Service has the capacity to care for the child and the correct Staffing arrangements can be obtained.
- All relevant family information will be kept in a locked file and kept confidential, and will only be accessed by approved persons, relevant Staff, Management and Commonwealth and/or State Department Officers.
- Online enrolments and bookings will be managed by a cloud based program (QK Enrol). The program involves the storage of data about a company or individual. That data can include personal information. "Personal information" is information about an identifiable individual, and may include but is not limited to information such as the individual's name, email address, phone number, age, child care attendance related information, child activity records, bank account details, and accounts and financial information.
- Child's enrolment must be updated by families, when there are changes to the family's circumstances, contacts, medical conditions etc. Families will be advised that it is their responsibility to immediately notify the Coordinator of any changes to the details they provided at the time of enrolment .
- Signed copy of Conditions of Enrolment are required every year.
- Depending on availability of care, children may be enrolled at any time throughout the year.
- Families may place their child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and Priority of Access guidelines.
- If a family requests us to hold a place open for their child, before the child's first day in care they will be charged the current daily fee to hold this position open. Absent days cannot be claimed through Child Care Benefit before a child's first day in care. Refer to current copy of Department of Education and Training Child Care Services Handbook.

- Families must give 2 weeks written notice to the Coordinator to change or cancel current bookings.
- Fees will be charged for 2 weeks from the date of notice given to cancel bookings. If the child does not attend the Service in the last 2 weeks of care the current daily fee will be charged. Child Care Benefit will not apply after the family has ceased care. Refer to current copy of the Department of Education and Training Child Care Services Handbook.

## **Vacation Care**

- Children must be enrolled into the Service as mentioned above before using Vacation Care.
- Vacation Care booking forms are available 4 weeks prior to each Vacation Care period for children utilising any of our before and after school care Centres, and 3 weeks prior to Vacation care for all other children.
- Vacation Care booking forms must be returned by the early bird special due date to lock in a discounted daily rate or the regular daily rate will be charged.
- Current late processing fee will be charged to accounts when forms are returned after the cut-off date.
- Booked days must be paid for even if your child is absent.
- Cancellations will only be considered if there is a waiting list and your place can be filled.
- Parents must contact Girraween Activity Centre before 8.30am if their child will be absent on a booked day, failure to do so will incur the current non notification fee.
- If families owe monies for before and after school care their enrolment for vacation care can be refused.
- All fees and charges, including excursions must be paid by the due date as stated on the enrolment form to secure a child's place, failure to do so will terminate a child's booking.
- A waiting list will apply, if needed, for care and excursions.

## **Checklist for Staff**

- Ensure families are given a welcome letter instructing them how to complete enrolment online.
- Ask the family if they have ever used any of our Services in the past, this way we can reactivate their account for CCB purposes.
- Ensure the online booking has been completed correctly and Conditions of Enrolment are signed and returned.
- Ensure Vacation Care forms are completed correctly.
- Ensure parent has paid the enrolment fee and bond.
- Coordinator is notified by email from QK Enrol of the new enrolment.

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Policy is only endorsed if initialled by 2 members of the management committee

**Endorsed by the Management Committee on the 30<sup>th</sup> April 2018**  
Enrolment Policy is to be reviewed by the 30<sup>th</sup> April 2020