

# **EDUCATION AND CARE GUIDING PRINCIPLE**

## **Enrolment, Orientation & Waiting List**

### **Introduction**

Enrolment is the process of accepting and booking a guaranteed place for a child in a specific education and care centre for the first time, involving completion of an enrolment form, provision of other documentation (e.g. birth certificate, proof of address, AIR Immunisation History Statement) and often payment of a deposit. Making a request for care, or placing a child on a waitlist, is not an enrolment.

Note: Enrolment does not include the process of committing an enrolled child to continued attendance in subsequent years at the same education and care centre (also known as 're-enrolment').

### **Purpose**

Council's education and care services aim to develop strong partnerships with families through an informative and professional enrolment and orientation process. Clear processes are in place that reflect the Priority of Access - prioritising vacancies through a professional waiting list process when filling vacant education and care places.

### **Table of Contents**

Definitions.....	2
Waiting list.....	2
When a vacancy arises .....	2
Priority of access – prioritising vacancies.....	3
Enrolment/ orientation visit .....	4
Acceptance and refusal of authorisation .....	5
Strategies.....	5
Administration of medication.....	6
Inclusion of children with additional needs .....	6
Maintaining children's enrolments: Centres and FDC office .....	6
Enrolments in FDC .....	7
Immunisation .....	7
Overseas vaccinations.....	7
Families' responsibilities.....	7
Attachments .....	8
Parent/Guardian Authority .....	28

## Definitions

<b>AIR:</b>	Australian Immunisation Register
<b>Families:</b>	Parents, guardians and/or caregivers
<b>FDC:</b>	Family Day Care
<b>OOSH:</b>	Out of School Hours Care
<b>LDC:</b>	Long Day Care
<b>Regulations</b>	<a href="#"><u>Education and Care Services National Regulations</u></a>
<b>SHC:</b>	School Holiday Care

## Waiting list

All families need to register on the centralised waiting list which is to be completed online via Council's website [cumberland.nsw.gov.au/enrol-education-and-care-service](http://cumberland.nsw.gov.au/enrol-education-and-care-service).

When completing waiting list details, it is important that families are aware of the information below:

- If families complete a waiting list application form for an unborn child, they need to update the waiting list details once the child is born and supply a copy of the birth certificate.
- If a child is diagnosed with an additional need or disability, following a submitted application, families must also update the waiting list information
- It is a family's responsibility to ensure that they update the details on the waiting list. This includes children's additional needs, disabilities or even the name and gender of the children after they are born.
- Throughout the year, families may be contacted via email to confirm if they still want to remain on the waiting list.
- Enrolment of school age children in an OOSH service will depend on the school the child attends. Children may be eligible to attend an OOSH service if they attend the school on site where the OOSH service operates or if the OOSH service transports children from the child's school.
- Children wishing to attend SHC programs can choose which OOSH service they wish to attend; however, enrolment will be subject to availability. Children who attend schools for specific purposes, previously known as special schools, may not be eligible to attend our SHC programs due to their moderate to high learning and support needs. Refer to the inclusion of children with additional support needs section below.

## When a vacancy arises

When a vacancy becomes available, the nominated supervisor must take the following steps prior to offering a position to a family:

- follow the Priority of access – prioritising vacancies procedure below
- arrange for the Administration team to check the blacklist to ensure that the family does not have outstanding fees from a previous council service
- encourage the parent and the child to meet with the Centre Director or senior educator to ensure the service is the right fit for the child.

Once a position has been offered and accepted by the family, the nominated supervisor will organise a date for the family to attend an enrolment and orientation visit and will inform the family that they will receive an email with the enrolment package attached.

The centre director/assistant centre director/team leader (centre-based) / education and care support officer (FDC) will inform families:

- that the CCS account holder must be listed as parent one (1);
- all applications are to be submitted online through SmartCentral; and
- which original documentation they need to bring with them to the visit.

The centre director/assistant centre director/team leader will email the education and care support officers informing them of the new enrolment providing the full name of parent one (1) and the child. The accounts team will attach the family and child to the centre, will create the CCS enrolment and send the direct debit link to the parent. If the CCS enrolment cannot be submitted, the accounts team will advise the centre.

### **Priority of access – prioritising vacancies**

There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place.

However, as vacancies in a service arise, providers are asked to consider prioritising 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.

This meets the Australian Government's aim of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Positions become available throughout the year, however, the majority of our positions are offered any time from September to January for commencement in the new calendar year. While every effort will be made to contact families during this time, positions cannot be held indefinitely. Council's education and care services take no responsibility if families are unavailable on the contact numbers they have provided.

When a family is offered a position in one of Council's education and care centres, an enrolment fee is payable in addition to a security deposit which is equivalent of 2 weeks' full fees based on the child's booked days and will be changed if the booked days change. After giving 2 weeks' written notice and all outstanding debts have been finalised, the security deposit is refunded back into the statement to be used for remaining fees. Security deposits are not refundable or transferable if the position is not taken up by the family.

A child currently in care cannot exit care to create a vacancy for their sibling.

Once a vacancy occurs in a centre, an assessment is made across all rooms with regard to the remaining children to decide whether a transition to a new age grouping will be beneficial. For example, if a child is leaving our service and is currently placed in the 3-5 age room, the nominated supervisor will check to see if there may be a child currently in the birth-3 age room who would benefit from transitioning to the 3-5 age room (effectively taking the position vacated by the child leaving).

What this means is that even though a child has left our service from the 3-5 year age bracket, the vacancy that arises could be found to be in a younger age group. A vacancy is determined by the ages of current children in attendance. Please also note that children do not automatically transition to the next room when they turn of age during the school year/ throughout the year.

We will make every effort to place a child at one of the centres selected, however no guarantee of a position can be given.

The Commonwealth Government regards children at risk of abuse or neglect as a priority group for access to quality education and care. Families in crisis should also have support and assistance from education and care services to the maximum extent possible.

The Commonwealth Government resources education and care with a major purpose of meeting the education and care needs of families with recognised work or work-related commitments.

Where demand for care exceeds supply, it is important for services to allocate available places to those families with the greatest need for education and care support.

In the case of employer-sponsored education and care where the service is also available to the community, employers may give priority to their own employees before considering other applicants.

## **Enrolment/ orientation visit**

This initial visit is to meet educators, get to know the children's routines, look around, and go through the Education and Care Services Enrolment Package Content and Enrolment Visit Checklist.

FDC families are to book an enrolment appointment with the FDC office after visiting and selecting the educator to complete the enrolment process.

Nominated supervisor/ enrolment officer will:

- inform the parents of all information and check the completed Education and Care Services Enrolment Package Content and Enrolment Visit Checklist;
- sight and copy original child's immunisation history statement which is to be kept in the immunisation register and in the online enrolment form;
- ensure original photo identification of family is sighted, copied and uploaded to the child's file;
- arrange orientation visits for the family and child to spend some time at the service prior to child's start date (if possible);
- ask the parent to provide a list of survival words from the family if possible to assist in a smoother transition if English is a second language;
- utilise other educators who may speak the same language as the family to assist if English is not understood by the child or family;
- advise families of the fee process;
- advise families of the cancellation of care/ change of days process;
- advise families of Centrelink regulations; e.g. cessation of care & allowable absences;
- create an electronic file for the child through ECM;

- ensure the direct debit details have been completed online (centre-based care);
- once uploaded to SmartCentral, ensure all enrolment forms and collected documents are scanned and saved into the child's electronic file as per Governance, Management and Leadership Guiding Principle.

Families:

- must complete their online direct debit details or care cannot start (centre-based care);
- are required to pay the enrolment fee and security deposit (which is 2 weeks full fees of the child's booked day(s) to secure the enrolment. This is done through direct debit;
- must pay the FDC educator the security deposit (FDC only);
- are responsible for informing the Centre/FDC office of any diagnosed medical conditions (e.g. asthma, anaphylaxis);
- are responsible for informing the Centre/FDC office of any disability or diagnosed additional needs;
- are responsible for informing Centre/FDC office of any court orders;
- to complete permission forms referred to in the enrolment checklist.

## **Acceptance and refusal of authorisation**

Council's education and care services require authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records.

What constitutes a correct authorisation in accordance with the Regulations and what does not (which may result in a refusal), is outlined below.

### **Strategies**

The Approved Provider or nominated delegate will:

- ensure correct authorisation is obtained, referred to and applied appropriately ensuring reduction in possible risk;
- ensure documentation relating to authorisations contains:
  - name of the child enrolled in the service;
  - date;
  - name and signature of the child's family or nominated contact person who is on the enrolment form;
  - emergency contact details;
  - name, time and date of medication to be administered;
  - time and date the medication was last administered;
  - the original form/letter/register provided by the service;
- apply these authorisations and any other specific requirements as per the Regulations relating to the collection of children, administration of medication, excursion and access to records;
- keep these authorisations in the child's file;
- exercise the right of refusal if written or verbal authorisations do not comply.

## Administration of medication

As per section [92](#) of the Regulations, authorisation to administer medication (including, if applicable, self-administration), is to be signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication. Further reference to administration of medication can be found in the [Medical Conditions and Medication](#) Guiding Principle.

### **Please note: Exception to authorisation requirement - anaphylaxis or asthma emergency**

As per section [94](#) of the Regulations, medication may be administered to a child without an authorisation in case of an anaphylaxis or asthma emergency. If medication is administered under this regulation, the approved provider or a nominated supervisor of the education and care service or FDC educator must ensure that the following are notified as soon as practicable:

- (a) a parent of the child;
- (b) emergency services.

In addition to the above, FDC educators must also notify the CCFDC Coordination Unit.

## Inclusion of children with additional needs

Council aims to include children with additional support needs where possible by ensuring all services are inclusion ready. Services aim to have in place Strategic Inclusion Plans developed in partnership with KU Inclusion Support Services to ensure children are supported and included in these programs.

Prior to the enrolment of a child with additional needs into services, the Centre Director will contact families to discuss the child's specific requirements and complete an Evaluation of Needs and Abilities form with the families. Families must provide the service with all supporting documents to ensure the child's needs can be accurately assessed and accommodated by the service as the wellbeing and safety of all children is required, and is in line with the Regulations. Services may request permission to contact the child's health care professionals or other agencies to gather more information to be able to make an assessment about a child's suitability for a particular service.

Once a child's needs and abilities have been clearly understood, a suitable service for the child will be determined, including a pattern of enrolment, e.g. 1 day or 2 days to transition the child into the service. Hours of attendance may be considered. Additional days may be added to the child's enrolment as time progresses. Note: Enrolment in a service will be dependent on a vacancy being available. Consideration will be given to the number of other children with additional support needs already enrolled and to ensure other children have access to enrolment also.

Once a child with additional support needs is enrolled in a service, the family is responsible for providing the service with up to date information and reports about the child, to ensure the child's changing needs are understood and the service can continue to support the child.

For more information refer to the [Inclusion in Education and Care Services](#) Guiding Principle.

## Maintaining children's enrolments: Centres and FDC office

- All children's files within education and care must be maintained in the same format.
- Each suspension file is to have a manila folder within it.

- All enrolment forms and relevant attachments are to be kept at the front of the manila folder in a clear plastic sleeve.
- Each child's file will be marked with a sticker to alert of special issues, e.g. custody, medical condition and allergies. This is to be placed on the top right hand side of the manila folder.
- The child's name is to be written on the front of the manila folder.
- The completed orientation and enrolment interview checklist must be placed in the child's file.
- Medication forms should be sorted & clipped together ensuring long term medication forms and short term medication forms are separated.
- Child protection notification documentation is to be forwarded to the Manager Children, Youth & Families for saving into Council's ECM document management system.

## **Enrolments in FDC**

- FDC educators set and collect their own security deposit, which is stated in their fee schedule.
- If the family decides to leave FDC during relocation or while their usual educator is on leave, 2 weeks' written notice is required to the usual educator and FDC office.
- FDC educators are required to have copies of child and family enrolment forms on premises before a child commences care.
- Families who have children enrolled with the scheme need to inform CCFDC within 7 days if their partner or themselves are a FDC educator or plan on becoming a FDC educator.

## **Immunisation**

From January 1 2018, parents must supply one or more of the following documents to enrol in an education and care centre:

- AIR Immunisation History Statement;
- AIR Immunisation History Form which the immunisation provider has certified the child is on a recognised catch-up schedule (temporary for 6 months only);
- AIR Immunisation Medical Exemption Form which has been certified by a GP.

Copies are to be kept on the child's file at the centre/ FDC office. A child cannot commence care until all forms have been received.

### **Overseas vaccinations**

Overseas immunisation records must **not** be accepted by education and care centres and/or FDC office. The overseas immunisation records need to be assessed by an Australian immunisation provider who will transfer the information to the AIR.

Parents can then request an AIR Immunisation History Statement.

## **Families' responsibilities**

- Listen to concerns of educators raised in regard to their child.
- Participate in meetings/orientation visit, formal or informal with staff/educators or other involved parties when requested.



- Provide the service with as much information about the child as possible, including up to date medical/ health care reports and assessments.
- If the child is under 12 months old, please complete the food checklist (not FDC).
- Provide information about the child's dietary needs - this information is required to be kept up to date with child's developmental stages.
- Ensure all information about the child and family is kept up to date at all times.
- Enrolment details to be renewed every year.
- Contact sheet will be distributed by Council's Education and Care's administration team for information updates annually.
- To provide the service with updated immunisation statements as soon as received.

## **Attachments**

	<b>Page No.</b>
<a href="#"><u>Enrolment Package Content and Enrolment Visit Checklist</u></a> .....	10
<a href="#"><u>Enrolment Package Content and Enrolment Visit Checklist – School Holiday Care</u></a> .....	18
<a href="#"><u>Food Checklist</u></a> .....	24
<a href="#"><u>Evaluation of Needs and Abilities</u></a> .....	26
<a href="#"><u>Exchange of Personal Information and Permission form</u></a> .....	28



### Related Legislation and Online Resources

- [Children \(Education and Care Services\) National Law \(NSW\)](#): Section [161](#), [167](#) & [175](#), Part 4.6
- [Education and Care Services National Regulations](#): Section [94](#), [99](#), [102](#), [157-162](#), [168](#) & [176-178](#)
- Australian Children's Education and Care Quality Authority (ACECQA), [National Quality Standards: QA6, QA7](#)
- [Public Health Act 2010](#)
- [Department of Education, Skills and Employment - Child Care Provider Handbook](#)

### Related Documents and Council Policies

- Council's [Community Language and Signing Work Procedure](#)
- Education and Care Guiding Principles:
  - [Governance, Management & Leadership](#)
  - [Inclusion in Education and Care Services](#)
  - [Immunisation, Infectious Diseases & Illness Exclusion](#)
  - [Access, Arrival and Departure](#)
  - [Medical Conditions and Medication](#)
  - [Excursions, Transport and Leaving Service](#)
- [CCFDC Parent Agreement](#)

### Authorisation & Version Control

Guiding Principle owner	<i>Manager Children, Youth and Families</i>
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9 & 10	CCFDC Parent Agreement linked	FDC Centre Director 3/3/22 & Education and Care Coordinator 8/3/22
13-14	Enrolment Visit Checklist – Fee policy updated	Education and Care Coordinator 8/3/22 & Business Support Coordinator 16/3/22

# EDUCATION AND CARE SERVICES

## Enrolment Package Content

Service's business card	
<a href="#">Education and Care Handbook for Families</a>	
Completed Enrolment Form - child & family information (online)	
Completed direct debit link (online) (centre based care only)	
Completed <a href="#">Kindyhub Permission Form</a>	
<a href="#">Link to School Holiday Care program online booking (SmartCentral)</a> (if applicable)	
Sample menu (if food is provided)	
<a href="#">List of Education and Care Guiding Principles</a>	
<a href="#">Fees Guiding Principle</a> , Declaration and Fee Schedule	
<a href="#">Educational Program Planning and Practice Guiding Principle</a> and <a href="#">Statement of Agreement - Electronic Entertainment</a>	
<a href="#">Governance, Management &amp; Leadership Guiding Principle</a> and <a href="#">Statement of Agreement - Family Declaration</a>	
<a href="#">Educators Professional Development and Standards Guiding Principle</a> and Statement of Agreement (if applicable)	
<a href="#">Inclusion in Education and Care Services Guiding Principle</a> (if applicable)	
<a href="#">Medical Conditions and Medication Guiding Principle</a> (if applicable)	
<a href="#">Cumberland City Council's Code of Conduct</a>	
<a href="#">Education and Care Code of Conduct Handbook</a>	
<a href="#">Education and Care Handbook for Families</a>	
Separation anxiety information	
<a href="#">Parent Agreement</a> (FDC only)	
Child Service Agreement (FDC only)	
Priority of Access Guidelines	

## EDUCATION AND CARE SERVICES

### Enrolment Visit Checklist

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Check all areas of the online form are completed	
Ensure that immunisation history statement records are sighted and uploaded to SmartCentral. Explain that a child is unable to start care until this document is produced and is up to date	
Ensure that Birth Certificate is sighted and uploaded to SmartCentral	
Ask "Does your child have an allergy/ medical condition or any additional needs?" If <b>yes</b> , please identify: _____ Family permission for medical management plans to be displayed <b>Family needs to provide the following if the child has asthma, diabetes, anaphylaxis, seizures:</b> <ul style="list-style-type: none"> <li>- <b>Medical management plan</b></li> <li>- <b>Risk minimisation plans</b></li> <li>- <b>Permission to administer medication</b></li> </ul> Ensure that all relevant paperwork and reports are sighted and uploaded to SmartCentral	<input type="checkbox"/> Yes <input type="checkbox"/> No
Ask "Does your child have any additional support needs, including developmental delays, or significant concerns with them meeting developmental milestones?" <b>Family needs to provide reports and/or letters if the child has additional support needs</b> Ensure that all relevant paperwork and reports are sighted and uploaded to SmartCentral Complete Evaluation of Needs and Abilities if this has not already been completed prior to offering the child a position	<input type="checkbox"/> Yes <input type="checkbox"/> No
Ask "Is your child under twelve months old (12mths)"? (not Family Day Care (FDC) as parents supply food) If <b>yes</b> please complete the <a href="#">Food Checklist</a> Upload to SmartCentral	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Family information</b>	
Check all areas of the online form are signed and completed	

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Provide information about child's dietary needs, this information is required to be kept up to date with the child's development stages	
Explain all areas of the authorisation to the family and ensure all areas have been answered. Explain why if family is hesitant	
Ensure that Medicare card is photocopied and uploaded to SmartCentral	
Discuss all custody arrangements relevant to children's /family situation (take photocopy of court orders) and ensure all information is uploaded to SmartCentral	
Ensure that driver's licence or passport is uploaded to SmartCentral	
Ensure that family and child CRN details are provided	
Ensure that two emergency contacts (other than the parents) are listed and all details are provided	
Discuss what parents need to do to advise the service if an 'unauthorised' person is picking up their child	
<b>Children with additional needs</b>	
Families are encouraged to identify if the child has an additional need	
Inform families of the support that can be given to educators to support the child within our services	
Inform the family that the centre takes into consideration the individual needs of all children. Each child's attendance will be carefully considered to ensure the service can support the child's individual needs	
Ensure all children's medical/doctor's reports are uploaded to SmartCentral. Upload a health care card if available	
Collect signed Parent/Carer Certification Form – Use of personal information form for Department of Education funding and Council's Exchange of Personal Information Form and Permission Form	
Collect signed permission to share information with KU Inclusion Support agency (if applicable)	
<b>Child Care Subsidy (CCS)</b>	
How to apply for CCS - call Centrelink 13 61 50 or complete information online through MyGov	
Explain they must have registered their child with Centrelink to receive CCS. Must provide CRN for parent and child, once enrolled parent must confirm the enrolment through MyGov	
The CCS name in MyGov must be the same name as the statement and account holder at the centre	

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
If the enrolment is not confirmed no CCS can be paid. Full fees will be applied until the enrolment is confirmed on MyGov and ACTIVE	
Hours absent - 42 days per financial year. After 42 days have been reached documentation must be provided for absent days; i.e. Doctor's certificate and letter from employer to receive CCS otherwise full fees are charged for absent days after 42 days	
Families' eligible hours are calculated through the Activity Test in their MyGov account	
If a child has not attended care for more than 14 weeks, the enrolment will be ceased. Even where an absence longer than 14 weeks is planned in the Complying Written Arrangement, a new enrolment notice will need to be submitted when care recommences after the absence. If a long absence is planned, the family may prefer to end the enrolment and submit a new notice when physical attendance recommences so that the child is not reported as absent (using up the child's initial 42 days of absence).	
<p>From 13 July 2020, families can receive CCS for absences up to seven days before a child's first, and after a child's last physical attendance at a service, where they have been booked into care for any of the following reasons:</p> <ul style="list-style-type: none"> <li>• any of the additional absence reasons (referred to in <a href="#">Department of Education, Skills and Employment - Child Care Provider Handbook</a>)</li> <li>• the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill (no medical certificate required if the child has not used 42 absence days)</li> <li>• the service has changed ownership</li> <li>• the usual service is closed and the child is attending a different service under the same provider</li> <li>• a family tragedy (a major event including the death of an immediate family member) has occurred, or the enrolment ceased incorrectly.</li> </ul>	
CCS cannot be claimed prior to the child starting care. After the child has left care, if 10 business days' notice is given to cancel care and the child does not attend, then full fees will be charged	
Only the account holder can make an enquiry about their statement, unless written permission is given to authorise a third party. Families must tick and sign the authority on the online enrolment form	
<b>Fee Policy and Statements (LDC and OOSH only)</b>	
Families must complete the online direct debit form. As all families pay by direct debit the first amount deducted will be two weeks' fees and the enrolment fee, then after that the fortnightly fee. The total amount on the account will be automatically deducted	
Fees are still billed if the child is absent from the centre because of illness or holidays	
Fees are not charged for public holidays	
Families must give 10 business days' written notice if they are cancelling care or dropping days. Not including school holidays or public holidays. This form can be completed online or using the forms at the centre	

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
A statement will be emailed to families every fortnight on a Wednesday by the Council's Education and Care Support Officers. The email received is from the sender 'SmartCentral'. The first statement will include the enrolment fee.	
If an account does not have enough money to cover the direct debit, the account holder will incur the Council's dishonour fee. The parent's bank may also charge its own dishonour fee which the parent will be required to pay themselves	
Fees are billed 2 weeks in advance and payment is direct debited fortnightly on a Thursday	
Statements can also be viewed from the parents' SmartCentral log-in	
Explain the importance of accepting the child's enrolment in MyGov and that CCS will not be applied if this task is not completed	
Discuss the Access, Arrival and Departure Guiding Principle (late fees) and remind families of the centre's open and closure times	
<b>Fee Policy Statements (FDC)</b>	
FDC fees are set by the individual educators. Please see educator's fee schedule and fee policy for fees and information	
All fees for education and care are administered by the FDC educator. Families pay the enrolment fee by EFTPOS at the FDC office at the time of enrolment. This is non-refundable - refer to FDC educator's fee schedule	
<b>Education and Care Handbook for Families</b> <b>Highlight important information to parents from the handbook</b>	
Discuss information about the service and educators	
At all times, there will be an educator present with first aid training, child protection training, food handling training and fire training	
All educators are mandatory reporters under the Child Protection Act and will report any suspicion, disclosure or incident involving children at risk of harm	
Families In Partnerships – Inform families how this works in this service and that it is their opportunity to become involved	
Educators maintain confidentiality	
Encourage openness with families. Discuss feedback policy and encourage families to discuss any positive or negative feedback with the educators or nominated supervisor. Also mention that they can refer their concerns to the Education and Care Coordinator if they feel problems are not being dealt with appropriately	
Inform the families of the policies and guiding principles' folder and show them where the folder is located. Inform families that the policies and guiding principles are reviewed on a regular basis and that families are encouraged to give input in reviewing them. These are available on Council's website	

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Invite families to provide feedback in regards to the service's philosophy, policies and guiding principles. Inform families about the service policy and guiding principle review process	
When the child is on medication the family needs to complete medication forms and show the educator the medication. Do not leave either medication or forms in child's bag. Medication must be labelled with the child's name and stored in the locked cupboard or locked box in the fridge	
Ask families to consider the other children when their child is not feeling well. If the child is not themselves and is not feeling well, the best place for them to be is at home. If the child is not feeling well whilst in care, the centre will contact family/ emergency contacts to arrange for the child to be picked up	
Emergency evacuation drills are held monthly (Long Day Care (LDC) centre based care) and quarterly (FDC and OOSH). It is important to remember to sign children in and out every day to ensure the attendance sheets are accurate. <b>Show parents how to sign in/out and the importance of not sharing pins</b>	
If a child has a minor accident or incident, educators will log the information onto the child's individual accident form. Families will be asked to sign this when an incident occurs. If a serious incident occurs (e.g. head injury) family will be called immediately	
Inform families that hats are supplied for each child and the hats remain at the centre. Each hat will have the child's name written on it and the hats are stored on a hat rack and washed once a week (not FDC). The SunSmart provision noted in the Education and Care Child Safe Environment and Practices Guiding Principle is endorsed by the Cancer Council	
The educators provide positive guidance with clear and defined limits. If educators have any concerns over child's behaviour they will meet with family to discuss it further	
Families are more than welcome to stay at the service as long as they like when settling in their child. Families can call the service as many times as they like to see how their child is settling in	
Families are welcome to come in with their child on the days they do not attend as part of the orientation process. This needs to be negotiated with the service	
Discuss safety issues with families e.g. fire drills/morning checks/shoes/hats	
Explain the tools used to inform families how their child's day has been, e.g. charts, day books etc	
Inform families of Kindyhub which is a secure web-based portfolio system where education and care services communicate and keep families informed of the services' programs and children's journals. Explain to parents how these are used and that parents are encouraged to be involved. Ensure Kindyhub permission form is signed	
Discuss the meal times within the service, i.e. morning tea, lunch etc and what food is recommended for families to pack. Advise families if there are children with allergies or anaphylaxis and to avoid packing foods containing those allergens	



<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Inform families that all children do have to rest. Staff ask that they lay on their beds but they do not have to sleep (not OOSH)	
Let families know about birthday parties and that due to the Food Safety Act and children with allergies, children cannot bring in party food from home	
Children can be enrolled from the age of 6 weeks into Council's LDC and FDC services. If children are required to be enrolled prior to 6 weeks of age, a request must be put in writing by the family. A decision regarding the enrolment will be considered by the Education and Care management team based on the best interest of the infant	
Take families on a tour around the centre and introduce them to staff	
<b>OOSH only</b>	
Inform families that School Holiday Care (SHC) and Before and After School Care (BASC) are two separate services that share the same building	
Cancellation of BASC care does not include school holidays	
Inform families of how to apply for the SHC program. Let families know the program and booking forms for the next SHC program are available on the first day of the current SHC program	
Explain how children are transported to and from school. <b><u>Permission form to be signed by parent</u></b>	
<p>Pupil Free Days - OOSH services cater for different schools within the area. Pupil Free Days are set by each individual school or the Department of Education. Pupil Free Days can fall on different days throughout the year for different schools, therefore BASC is open for every day of the school term regardless of Pupil Free Days.</p> <p>If child's school has a Pupil Free Day, BASC will still be open. If child does not attend BASC on their Pupil Free Day, child will be marked as absent and family will be charged for the day</p>	
<b>FDC only</b>	
Show play session folder	
If cancelling care, 2 weeks' notice is to be given to the usual educator and FDC office	
Explain that educators are self-employed and set their own fees. Guidelines to meet own family's needs are in line with National Quality Framework and Council's policies	

The information listed above has been explained to me and I have read through the details. I declare that I have received, read, understood and agree to comply with all of Cumberland City Council's Education and Care Guiding Principles and conditions.

I understand that all Education and Care Guiding Principles and Council policies can be accessed by visiting Council's website [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au) or by asking the nominated supervisor for a paper copy.

I understand it is my responsibility to contact Cumberland City Council Education and Care Services with any questions I have about the information contained in the Handbook for Families or any document relating to enrolment policies and procedures.

Name of parent/guardian: .....

Signature of parent/guardian: .....

Name of enrolling officer: .....

Signature of enrolling officer: .....

Date: ..... Service: .....



## EDUCATION AND CARE SERVICES

### Enrolment Package Content – School Holiday Care

Service's business card	
<a href="#">Education and Care Handbook for Families</a>	
<a href="#">Link to School Holiday Care program online booking (SmartCentral)</a>	
Sample menu	
<a href="#">List of Education and Care Guiding Principles</a>	
<a href="#">Fees Guiding Principle</a> , Declaration and Fee schedule	
<a href="#">Educational Program Planning and Practice Guiding Principle</a> and <a href="#">Statement of Agreement - Electronic Entertainment</a>	
<a href="#">Governance, Management &amp; Leadership Guiding Principle</a> and <a href="#">Statement of Agreement - Family Declaration</a>	
<a href="#">Educators Professional Development and Standards Guiding Principle</a> and Statement of Agreement (if applicable)	
<a href="#">Inclusion in Education and Care Services Guiding Principle</a> (if applicable)	
<a href="#">Medical Conditions and Medication Guiding Principle</a> (if applicable)	
<a href="#">Cumberland City Council's Code of Conduct</a>	
<a href="#">Education and Care Code of Conduct Handbook</a>	

## EDUCATION AND CARE SERVICES

### Enrolment Visit Checklist – School Holiday Care

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Check all areas of the online form are completed	
Ensure that immunisation history statement records are sighted and uploaded to SmartCentral. Explain that a child is unable to start care until this document is produced and is up to date	
Ensure that Birth Certificate is sighted and uploaded to SmartCentral	
Ask “Does your child have an allergy/ medical condition?”  If <b>yes</b> , please identify: _____  Family permission for medical management plans to be displayed  <b>Family needs to provide the following if the child has asthma, diabetes, anaphylaxis, seizures:</b>  <ul style="list-style-type: none"> <li>- <b>Medical management plan</b></li> <li>- <b>Risk minimisation plans</b></li> <li>- <b>Permission to administer medication</b></li> </ul> Ensure that all relevant paperwork and reports are sighted and uploaded to SmartCentral	<input type="checkbox"/> Yes <input type="checkbox"/> No
Ask “Does your child have any additional support needs, including developmental delays, or significant concerns with their meeting developmental milestones?”  <b>Family needs to provide reports and/or letters if the child has additional support needs</b>  Ensure that all relevant paperwork and reports are sighted and uploaded to SmartCentral  Complete Evaluation of Needs and Abilities if this has not already been completed prior to offering the child a position	<input type="checkbox"/> Yes <input type="checkbox"/> No
Discuss any excursions/workshops with the parent and ensure all authority forms are signed. If the centre is full on that day, discuss our other services and other care options for that day.	
<b>Family and child information</b>	
Check all areas of the online form are signed and completed	
Provide information about child’s dietary needs, this information is required to be kept up to date with the child’s needs	

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Explain all areas of the authorisation to the family and ensure all areas have been answered. Explain why if family is hesitant	
Ensure that Medicare card is photocopied and uploaded to SmartCentral	
Discuss all custody arrangements relevant to children's /family situation (take photocopy of court orders) and ensure all information is uploaded to SmartCentral	
Ensure that driver's licence or passport is uploaded to SmartCentral	
Ensure that family and child CRN details are provided	
Ensure that two emergency contacts (other than the parents) are listed and all details are provided	
Discuss what parents need to do to advise the service if an 'unauthorised' person is picking up their child	
<b>Children with additional needs</b>	
Families are encouraged to identify if the child has an additional need	
Inform families of the support that can be given to educators to support the child within our services	
Inform the family that the centre takes into consideration the individual needs of all children. Each child's attendance will be carefully considered to ensure the service can support the child's individual needs	
Ensure all children's medical/doctor's reports are uploaded to SmartCentral. Upload a health care card if available	
Collect signed Parent/Carer Certification Form – Use of personal information form for Department of Education funding and Council's Exchange of Personal Information Form and Permission Form	
Collect signed permission to share information with KU Inclusion Support agency (if applicable)	
<b>Child Care Subsidy (CCS) - ask these questions only if they are informal in the system. Mark as N/A if not applicable</b>	
How to apply for CCS - call Centrelink 13 61 50 or complete information online through MyGov	
Explain they must have registered their child with Centrelink to receive CCS. Must provide CRN for parent and child, once enrolled parent must confirm the enrolment through MyGov	
The CCS name in MyGov must be the same name as the statement and account holder at the centre	
If the enrolment is not confirmed no CCS can be paid. Full fees will be applied until the enrolment is conformed on MyGov and ACTIVE	

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Hours absent - 42 days per financial year. After 42 days have been reached documentation must be provided for absent days; i.e. Doctor's certificate and letter from employer to receive CCS otherwise full fees are charged for absent days after 42 days	
Families' eligible hours are calculated through the Activity Test in their MyGov account	
CCS is only claimable from the first day the child actually attends care and until the last day of care they actually attend	
CCS cannot be claimed prior to the child starting care. After the child has left care, if 10 business days' notice is given to cancel care and the child does not attend, then full fees will be charged	
Only the account holder can make an enquiry about their statement, unless written permission is given to authorise a third party. Families must tick and sign the authority on the online enrolment form	
<b>Fee Policy and Statements</b>	
Families must complete the online direct debit form	
Fees are still billed if the child is absent from the centre because of illness or holidays	
If an account does not have enough money to cover the direct debit, the account holder will incur the Council's dishonour fee. The parent's bank may also charge their own dishonour fee which the parent will be required to pay themselves	
Fees are billed in advance and the direct debit payment is processed the Thursday of the week prior to School Holiday Care commencing	
A statement will be emailed by the Council's Education and Care Support Officers after the booking is complete. The email received is from the sender 'SmartCentral'	
Statements can also be viewed from the parent's SmartCentral log-in	
Explain the importance of accepting the child's enrolment in MyGov and that CCS will not be applied if this task is not completed	
Discuss the Access, Arrival and Departure Guiding Principle (late fees) and remind families of the centre's open and closure times	
<b>Education and Care Handbook for Families</b> <b>Highlight important information to parents from the handbook</b>	
Discuss information about the service and educators	
At all times, there will be an educator present with first aid training, child protection training, food handling training and fire training	
All educators are mandatory reporters under the Child Protection Act and will report any suspicion, disclosure or incident involving children at risk of harm	
Families In Partnerships – Inform families how this works in this service and that it is their opportunity to become involved	

<b>INFORMATION CHECKLIST</b> (to be completed by enrolling officer)	<b>Enrolling officer to initial</b>
Educators maintain confidentiality	
Encourage openness with families. Discuss feedback policy and encourage families to discuss any positive or negative feedback with the educators or nominated supervisor. Also mention that they can refer their concerns to the Education and Care Coordinator if they feel problems are not being dealt with appropriately	
Inform the families of the policies and guiding principles' folder and show them where the folder is located. Inform families that the policies and guiding principles are reviewed on a regular basis and that families are encouraged to give input in reviewing them. These are available on Council's website	
Invite families to provide feedback in regards to the service's philosophy, policies and guiding principles. Inform families about the service policy and guiding principle review process	
When the child is on medication the family needs to complete medication forms and show the educator the medication. Do not leave either medication or forms in child's bag. Medication must be labelled with the child's name and stored in the locked cupboard or locked box in the fridge	
Ask families to consider the other children when their child is not feeling well. If the child is not themselves and is not feeling well, the best place for them to be is at home. If the child is not feeling well whilst in care, the centre will contact family/ emergency contacts to arrange for the child to be picked up	
Emergency evacuation drills are held each school holiday period. It is important to remember to sign children in and out every day to ensure the attendance sheets are accurate. <b>Show parents how to sign in/out and the importance of not sharing pins</b>	
If a child has a minor accident or incident, educators will log the information onto the child's individual accident form. Families will be asked to sign this when an incident occurs. If a serious incident occurs (e.g. head injury) family will be called immediately	
The educators provide positive guidance with clear and defined limits. If educators have any concerns about a child's behaviour, they will meet with family to discuss it further. These concerns may impact on the child's attendance at excursions. A decision to not take a child on an excursion will be made with safety in mind and in collaboration with the Education and Care Coordinator. Alternative care at another centre may be offered in this case	
Families are more than welcome to stay at the service as long as they like when settling in their child. Families can call the service as many times as they like to see how their child is settling in	
Discuss safety issues with families e.g. fire drills/morning checks/shoes/hats	
Explain the tools used to inform families how their child's day has been, e.g. charts, day books etc	
Discuss the meal times within the service, i.e. morning tea, lunch etc and what food is recommended for families to pack. Advise families if there are children with allergies or anaphylaxis and to avoid packing foods containing those allergens.	
Take families on a tour around the centre and introduce them to staff	



The information listed above has been explained to me and I have read through the details. I declare that I have received, read, understood and agree to comply with all of Cumberland City Council's Education and Care Guiding Principles and conditions.

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I understand it is my responsibility to contact Cumberland City Council Education and Care Services with any questions I have about the information contained in the Handbook for Families or any document relating to enrolment policies and procedures.

Name of parent/guardian: .....

Signature of parent/guardian: .....

Name of enrolling officer: .....

Signature of enrolling officer: .....

Date: ..... Service: .....

# FOOD CHECKLIST

Please tick the foods that your child has tried previously and is able to eat.

Child's name: ..... Date of birth: .....

Cereals	Able to eat	Not able to eat	Not tried
Corn Flakes			
Farex / rice cereal			
Muesli			
Oats			
Pancakes			
Weet Bix / Mini Weets			
Breads	Able to eat	Not able to eat	Not tried
Lebanese bread			
Banana bread			
English muffins			
Multigrain			
Raisin toast			
Turkish bread			
Wholemeal bread			
Wraps			
Dairy	Able to eat	Not able to eat	Not tried
Butter/spread			
Cheese			
Cream			
Cream cheese			
Custard			
Milk			
Sour cream			
Yogurt (low fat)			
Meats/Fish	Able to eat	Not able to eat	Not tried
Bacon / ham / pork			
Beef			
Chicken			
Fish / tuna			
Lamb			
Rice, Grains, & Pasta	Able to eat	Not able to eat	Not tried
Cous cous			
Noodles			
Pasta			
Polenta			
Quinoa			
Rice			
Semolina			
Sesame			
Soy products			
Snacks	Able to eat	Not able to eat	Not tried
Fruit muffins			
Rice cakes / crackers			
Teething rusks			
Wheat biscuits (e.g. Arrowroot, Jatz, Sao)			

Vegetables / legumes	Able to eat	Not able to eat	Not tried
Avocado			
Beans			
Broccoli			
Cabbage			
Capsicum			
Carrots			
Cauliflower			
Chickpeas			
Corn			
Cucumber			
Eggplant			
Garlic			
Lentils			
Lettuce			
Mushroom			
Onion			
Peas			
Potato			
Pumpkin			
Spinach			
Sweet Potato			
Tomato			
Zucchini			
Fruit	Able to eat	Not able to eat	Not tried
Apples			
Apricots			
Bananas			
Berries			
Fruit salad (tinned)			
Grapes			
Honeydew melon			
Kiwi fruit			
Mandarin			
Mango			
Nectarines			
Oranges			
Pears			
Peaches			
Pineapple			
Rockmelon			
Watermelon			
Other	Able to eat	Not able to eat	Not tried
Egg			
Baked Beans			
Corn relish			
Diced tomatoes			
Tomato pasta sauces			
Vegemite			

Allergies (documentation from health professional required): .....

.....

.....

Comments / possible alternatives:.....

.....

.....

Parent/carer's name: .....

Parent/carer's signature: .....

Date: .....



# CHILDREN WITH ADDITIONAL SUPPORT NEEDS

## Evaluation of needs and abilities

This form is to be completed prior to the enrolment of a child with an additional support need. The form is then to be used annually and/or as required by the service. Children wishing to enrol in school holiday care programs may be required to complete this process prior to each school holiday program.

**Child's name:** ..... **DOB:**.....

**Centre name:**.....

**Attendance/enrolment requests:** .....

**Meeting attendees:** .....

.....

.....

**Date of meeting:** ..... **Time start:** ..... **Time end:** .....

### Information to be collected

**Diagnosis:**

**Communication skills:**

**Social skills:**

**Self-help skills:**

**Behaviour:**

**Mobility/physical skills:**

**Any additional support/information required:**

**Parent goals for child:**

**Parent concerns:**

**Other services involved:**

**Additional notes/information:**

**Follow up:**



# EXCHANGE OF PERSONAL INFORMATION PERMISSION FORM

At times it may be necessary to exchange information between Cumberland City Council's Education and Care Services and other external organisations or professionals. These organisations may include, but are not limited to, government departments or agencies, medical professionals and/or therapists.

Benefits of exchanging information include to bridge knowledge gaps and to gain a clearer picture about a child's development and how they can best be supported.

Child's name: ..... Date of birth: .....

Organisation 1: .....

Organisation 2 (optional): .....

Organisation 3 (optional): .....

I/we understand that:

- Cumberland City Council Education and Care Services has permission to share information about any enrolled children in care with the organisation/s referred to above.
- the information shared will remain confidential and be stored securely.
- the information shared between Cumberland City Council and the organisation/s named above is for the sole purpose of supporting the health and personal development of any enrolled children in care. The information may constitute personal information under the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*.
- I acknowledge that I am not obliged to provide this permission and I do so voluntarily.

I/we have read or been advised of the Privacy Information Collection Statement in Council's Education and Care [Governance, Management & Leadership](#) Guiding Principle.

## Parent/Guardian Authority

By signing below, I/we agree to the above statements.

Parent/Guardian 1: .....

Relationship to the child: .....

Signature: ..... Date: .....

Parent/Guardian 2 (optional): .....

Relationship to the child: .....

Signature: ..... Date: .....