

A-3	ENROLMENT AND ORIENTATION	 Thornleigh West OOSH
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POLICY STATEMENT

TWOOSH accepts enrolments to the service for primary school-age children in accordance with funding priorities and guidelines. The safety, wellbeing and best interests of children are the paramount consideration in all enrolment processes. An orientation process is in place for children and their families to support a smooth transition into the service and to promote a safe, inclusive and child-focused environment. The purpose of orientation is for;

- ◆ Educators meet and greet children and their families.
- ◆ form the foundation for a successful and caring partnership between home and TWOOSH.
- ◆ help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them ("My Time, Our Place", Outcome 1)
- ◆ provide essential operational information.

REFERENCES AND CONSIDERATIONS

- Education and Care Services National Regulation 2011 (158-162,168,177,183)
- National Quality Standard 2026 Quality areas 6.1, 7.3
- Childcare provider handbook May 2026
- Child Care Management System (CCMS)
- Child Care Service Handbook (DEEWR)
- A new tax system (family assistance) Act 1999

Related TWOOSH documents

- Family Information Booklet
- TWOOSH enrolment form
- TWOOSH change of booking form.
- Policy A-2 – Acceptance and refusal of authorisations
- Policy A-4 – Fees
- Policy A-5 – Dropping off and picking up children.
- Policy A-6 – Maintenance of records
- Policy A-12 – Privacy and confidentiality
- Policy B-5 – Diversity, inclusion, equity, and anti-bias

DEFINITIONS

Regular bookings	Recurrent bookings for children on the same day each week
Casual bookings	Bookings outside of regular bookings for children enrolled in TWOOSH who require a one-off day/s. These are only available on days which are not at capacity and can only be confirmed by the Responsible person. Once booked in, days cannot be cancelled without being paid for, unless 2 weeks' notice is given.

PROCEDURE

Eligibility

- ◆ The Australian government has approved TWOOSH to provide up to 200 places for children.
- ◆ To be eligible for TWOOSH, children must be enrolled and attend primary school, except for the January Vacation Care period.
 - A child who has not started primary school can be accepted during this period if they are due to start primary school that year. Places during this period are first allocated to the siblings of children already enrolled, then based on the Government's access guidelines, then based on the order in which enrolment forms are received.
- ◆ The Government's access guidelines require out-of-school-hours services to prioritise places for at risk children, to ensure their safety and wellbeing, and to support families who are most in need. It is TWOOSH's responsibility to ensure that places are prioritised as follows:
 - **Priority 1:** A child at risk of serious abuse or neglect
 - **Priority 2:** A child of a sole guardian who satisfies the activity test through paid employment
 - **Priority 3:** A child of dual guardians who both satisfy, the activity test through paid employment.
 - **Priority 4:** Any other child.

Attendance of non-Thornleigh West Public School children

TWOOSH is a not-for-profit organisation that services and provides care to the Thornleigh West Public School community. On occasion, TWOOSH will also endeavour to support the care needs of children and families from the wider community.

These services are provided on a case-by-case basis upon discussion and approval with the service Director and/or Management Committee. Circumstances will be assessed based on the below criteria:

- ◆ Current TWOOSH waitlists/ available places
- ◆ Children/ families access to care or support services
- ◆ Ability to put a clear plan in place that acts in the best interest of the children, suitable to all parties involved.
- ◆ Transport liability lies with the guardians.

Please note places are not guaranteed unless the above criteria are met and agreed upon in advance.

Inclusion of children with additional needs

- ◆ Guardians are required to inform TWOOSH if their child is currently under assessment for or has been diagnosed with any additional needs on the child's enrolment form.
- ◆ TWOOSH will follow the procedures set out in Policy B-5 and make provisions for children with additional needs wherever possible.
- ◆ Access to care will focus on the needs of the child and TWOOSH's ability to meet these needs. Access to care is subject to providing appropriate documentation for the approval of government funding, which may take up to 5 weeks. Regular reviews will be conducted, and ongoing arrangements will be at the discretion of the Director in consultation with guardians and TWOOSH Educators.

Enrolment

- ◆ Prior to formal enrolment, Expression of Interest forms are available online at www.twoosh.com.au.
- ◆ The Director will share updated information about enrolment during the school's Kindy Information Sessions, and via email and Facebook.
- ◆ Enrolments for the next calendar year open in July of the current year.
- ◆ Depending on available places, children can be enrolled into TWOOSH throughout the school year.
- ◆ Each family needs to complete an online Enrolment Form prior to their child/ren's first day attending TWOOSH.
- ◆ If the Enrolment Form is incomplete, the child/ren cannot be accepted.
- ◆ The Enrolment Form must contain all relevant details relating to the personal, medical, and custodial details for each child, guardian and emergency contacts along with any special requirements relating to that child. This includes the child's up-to-date immunisation record.
- ◆ Enrolments submitted by families to TWOOSH will be processed in line with the Priority of Access Guidelines and the Child Care Management System (CCMS).
- ◆ If a child is subject to an access order or agreement, TWOOSH must have a copy on file plus any subsequent alteration registered by the court in order for it to be enforced.
- ◆ To receive Child Care Subsidy (CCS):
 - Guardians must apply via Centrelink/MyGov to assess whether the family is eligible for CCS. To ensure a smooth enrolment process, complete this prior to enrolment.
 - In order for TWOOSH to link Government approval, and claim these rebates for families, guardians need to provide their own and their children's Centrelink Reference Number (CRN) to TWOOSH.
 - To ensure that rebates are received correctly, guardians need to confirm that their child is attending TWOOSH via 'My Gov'.

Waiting list

- ◆ Families will be placed on the TWOOSH waiting list when demand for care exceeds TWOOSH's number of approved places. A child's status as per the access guidelines is noted.
- ◆ To place their child on the waiting list guardians will need to:
 - complete an Expression of Interest form or Enrolment form.
 - contact the TWOOSH Director by email to ensure the enrolment has been received.
- ◆ Guardians on a waiting list will be notified as soon as practicable when a vacancy has become available for their child.
- ◆ Waiting lists will be refreshed annually by email. A request for updating family details and contact numbers will be sent to each family on the waiting list. If TWOOSH does not receive an updated reply by email and the form is not returned to TWOOSH, families will be removed from the list, as it is presumed the family no longer requires care.
- ◆ Waiting lists are managed by the Director. When vacancies arise, places are first allocated to the siblings of children already enrolled, then based on the Government's access guidelines, then based on the order in which enrolment forms are received.

Re-enrolment for existing families

- ◆ A re-enrolment must be completed each year before the due date.
- ◆ Children who re-enrol for their existing booked days are generally guaranteed those days for the new year (see exception below); however, requests for additional or different days will be put on the waiting list for consideration after siblings and new enrolling children.
- ◆ Enrolment Forms will be updated annually and when there are changes to family circumstances and details. As per the Family Information Booklet, guardians are responsible to inform TWOOSH of any changes.

- ◆ Once all requests have been returned and processed, each family will be issued with an offer for the new year via email. If any cancellations are made to current bookings before the end of Term 4, they may lose their place to those already on the waiting list. For example: if a family have been offered and confirmed a place/s for 5 afternoons in 2020 but cancel their bookings for the remainder of Term 4 in 2019, they could potentially lose their places for the new year.
- ◆ On days where TWOOSH has reached capacity, if a family does not meet work/study commitments, or ranks lower on the priority of access guidelines, their spot may be cancelled and prioritised to a family on the waiting list that ranks higher on the priority of access guidelines. In this case, at least 2 weeks' notice in writing will be given to the family.

Child's attendance once enrolled

- ◆ In the morning session, TWOOSH's responsibility for the child begins when placed in the Educator's care by a guardian. In the afternoon session, TWOOSH's responsibility for the child begins when they are signed in to TWOOSH.
- ◆ If a child will be absent on a day, they are normally booked, the family must notify TWOOSH as soon as possible and mark their absence on the Xplor Home app. A non-notification/search fee of \$10 will apply for families who fail to notify the service by 3 pm on the day the child is absent (for the afternoon session only).
- ◆ If an enrolled child fails to arrive at TWOOSH on an enrolled day, the Director or Responsible Person will confirm with the guardian regarding an absence. Refer to Policy A-5 for more details.
- ◆ In the afternoon, if an enrolled child arrives at TWOOSH and the child is not enrolled for that day, they will be taken to the school office. If a child has not been enrolled to TWOOSH, TWOOSH cannot take the child into care under any circumstances.
- ◆ If a family wishes to change the days or sessions of enrolment, a request needs to be sent via email. This change is subject to availability; the Director will assess and respond to these requests.
- ◆ CCS for absences applies as follows:
 - Each child receives a new set of initial 42 absence days at the beginning of the financial year.
 - CCS is paid for up to 42 absence days for each child per financial year across all approved children's services. Absence days are referred to as 'Initial 42 days absence' in the family assistance law. Supporting documentation is required for most additional absence types, after these 42 have been used.
 - These absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).
 - These absence days cannot be reported before a child has begun care or after a child has left care. If a child is booked in to start at TWOOSH on a particular date but does not start on that day, the family will not receive any government rebates for the days the child was expected to attend; initial 42 days absences may not be claimed for these days. Similarly, if the family has advised that their child will leave the service on a particular day, but that child does not attend their last session(s) of care, the family will not receive government rebates for the days the child was expected to attend for all consecutive days leading up to the enrolment end date. Initial 42 days absences may not be claimed for these days either.

Attendance and enrolment records

- ◆ Accurate daily attendance records will be kept electronically. They meet the requirements of the CCMS and document:
 - Full name of each child attending the service
 - Date and time that each child arrives and departs
 - Confirmation of the child's arrival and departure by either:

- the person who drops off or picks up the child (over 18 approved collection contacts)
 - the Director (Nominated Supervisor) or an educator (Regulation 158)
- ◆ Attendance records are kept in storage for three (3) years after the record was made, as stated in the Regulations. From October 2017 attendance records will be stored electronically via electronic sign in and out.
- ◆ An enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.
- ◆ Enrolment information will be kept in strict confidence according to the services Confidentiality Policy.
- ◆ All enrolment records will be kept in a safe and secure place and kept for the period specified in the Regulations (Regulations 158, 159, 160, 183).

Cancellation of enrolment

- ◆ Cancellation of enrolment may be initiated in two different situations:
 - A guardian advises TWOOSH that no further care needs to be provided (in writing), or
 - TWOOSH identifies that care is no longer required or being provided (CCMS Ending Enrolments).
- ◆ Cancellations to before or after school care bookings can only be processed during school terms. Cancellation periods cannot commence during school holiday periods as Vacation Care runs entirely as a separate service.
- ◆ Families wishing to cancel their child's place at TWOOSH are required to provide two (2) weeks written notice to the Director during the school term, or they are liable to pay the equivalent of two weeks' childcare fees to the service.
- ◆ If families cancel their bookings during term 4, their re-enrolment for the following year may be cancelled also if there is a waiting list for those days, and their place may be given to a family on the waiting list. We advise families to keep their child/ren enrolled if they need those places again for the following year to ensure their positions are held.
- ◆ When a family provides written notice to cancel a child's attendance completely from the service, if the child does not attend in those weeks the family will be liable for paying full fees as CCS cannot be applied for these absences.
- ◆ CCMS guidelines will be followed once enrolment is cancelled.

Orientation

- ◆ TWOOSH will provide newly enrolled families with the Family Information Booklet and access to the policies. It is the family's responsibility to read this information and complete all relevant forms prior to the child's first day at TWOOSH.
- ◆ For Kindy starters and new year starters, an orientation night will be held in January for the children and families to attend. Children will be able to meet TWOOSH Educators, familiarise themselves with the TWOOSH environment and meet other children. The Director and Assistant Directors will meet with guardians to:
 - discuss important information contained in the Family Information Booklet.
 - outline processes such as signing in and out, absences, payments, vacation care.
 - provide information about the Management Committee and service operations.
- ◆ For enrolment throughout the year TWOOSH recommends that guardians bring their children to meet the Director, Assistant Directors, and permanent Educators. At this time, TWOOSH can show the family around and show the child where they will need to meet in the afternoons and answer any questions they may have.
- ◆ Children are welcome to stay and play with their guardian leading up to their start date.

Before school care and Vacation Care

- ◆ On arrival, guardians should advise Educators that it is their child's first day at TWOOSH.

- ◆ An Educator will introduce themselves and guide them through the sign-in/out process and show them around TWOOSH.
- ◆ An Educator will team up the child with another child they know or a child of the same grade to show them around, help make them aware of our routines, look after them and be a friend to them.
- ◆ The guardian will then meet with the Director, or the Responsible Person on duty who will answer any questions the guardian may have.

After school care

- ◆ The child will be greeted on arrival at TWOOSH, and an Educator will show the child where the roll is marked.
- ◆ An Educator will team up the child with a child they know or a child of the same grade to show them around, help make them aware of our routines, look after them and be a friend to them.
- ◆ Educators will introduce themselves to new children and keep an eye on them as they settle in.

Kindergarten children at the beginning of the year

- ◆ An Educator is allocated to the new Kindergarten children for the first few weeks to help them settle in. The Educator will introduce the children to other Educators, show them the routines, take them on an out-of-bounds walk and familiarise them with how our sessions are structured and how to gain the most out of them. They will show them our equipment, explain any safety requirements, and train them in any socialisation aspects that are expected of them.
- ◆ In the morning during term 1, the kindergarten children will stay longer so they can get to know other children in their year and have the run of TWOOSH without the older children being there. For the first month or two they will be escorted to the kindergarten area. When they are confident enough, they will be encouraged to walk up together in a group.
- ◆ In the afternoons during term 1, an Educator will meet the children outside their Kindergarten classrooms, and they will be picked up and brought to TWOOSH. When the classroom teachers and Educators think they are ready, the children will be trained to walk from the classroom in a group. Bag tags are provided for the kindergarten children with their name and days of after school care attendance to assist class teachers and children in making sure they arrive to TWOOSH safely.
- ◆ Guardians must inform their child's Kindergarten teacher of the days their child will be attending TWOOSH, and if they are attending any extra casual days.

Revisions

Date of next Review: December 2027

Date	Reviewer	Note
8.8.16		Approved by TWOOSH Management Committee
26.11.18		Approved by TWOOSH Management Committee
23.09.19		Approved by TWOOSH Management Committee
14.09.23	IC, MK	Approved by TWOOSH Management Committee
21.08.24	RMB	Approved by TWOOSH Management Committee
20.7.26	BU	Approved by TWOOSH Management Committee