CatholicCare
DIOCESE OF BROKEN BAY

Children's Services

Enrolment, Waiting List, Orientation & Termination

Policy

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What do we believe?

At CatholicCare Diocese of Broken Bay (CatholicCare), we are committed to the safety and wellbeing of children and hold this at the centre of our decision-making and practice. We believe in the principle of paramountcy of the safety of children. This means that the safety, wellbeing, and best interests of the child are the primary considerations in all decisions, actions, and practices. Where there is a conflict between the interests of a child and those of adults or the organisation, the child's safety and wellbeing will always come first.

We believe that every child and family has the right to experience a welcoming, respectful and inclusive enrolment process that establishes a strong foundation for positive partnerships and children's ongoing learning, development and wellbeing. We recognise that enrolment is more than an administrative process. It is an opportunity to build trusting relationships, understand each child's individual strengths, interests, needs and family circumstances, and ensure children are safe, supported and included from their very first interaction with our service. We are committed to providing equitable access to our services, protecting the privacy and confidentiality of family information, meeting all legislative, regulatory and funding requirements, and ensuring enrolment decisions are transparent, fair and centred on the best interests of children.

What are we going to do?

We will implement consistent, transparent and equitable enrolment practices that comply with all relevant legislation, funding requirements and organisational procedures. We will work collaboratively with families throughout the enquiry, waitlist, enrolment, orientation and transition process to gather accurate information, understand each child's individual needs, and ensure appropriate supports, authorisations and documentation are in place before care commences.

We will provide families with clear information about our service, policies, fees, Child Care Subsidy requirements and expectations, while maintaining accurate records and protecting the confidentiality of personal information. Through open communication, respectful partnerships and responsive transition practices, we will support every child to develop a strong sense of safety, belonging and connection within our service while promoting equitable access, continuity of care and positive outcomes for children and families.

How will it be done?

Enrolment: Priority of access

Long Day Care, Out of School Hours Care services are funded under the Australian Government's Child Care Subsidy

Preschools or Kindergartens are funded through their individual jurisdictions.

Services receiving Child Care Subsidy

Providers can set their own rules for deciding who receives a place. There are no requirements for filling vacancies. Services are guided by Child Care Subsidy (CCS) and must comply with Family Assistance Law.

There are no requirements for filling vacancies under CCS. Providers can set their own rules for deciding who receives a place.

Providers are asked to, but are not legally obliged to, prioritise children who are:

- At risk of serious abuse or neglect
- A child of a single parent who satisfies, or of parents who both satisfy, the work/ training/ study test under Section 14 of the *A New Tax System (Family Assistance) (Administration) Act 1999*
- Any other child - CatholicCare will give further priority to children already in care with us and then to families who currently have, or have had, children in care with us.

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk. *Priority of Access Guidelines for Child Care Services*.

Preschool or kindergarten services

- Preschool or Kindergarten services may have priority of access guidelines. When a family on the waiting list is offered a place in the service the following conditions apply and must be explained to the family. These conditions are in accordance with the *Start Strong Guidelines for Community Preschools* for state-funded preschools.
- Children who are at least 4 years old on or before 31 July in that preschool year and not enrolled or registered at a school.
- Children who are at least 3 years old on or before 31 July in that preschool year and are eligible for equity loading:
    - Children from low-income families
    - Children with an Aboriginal and Torres Strait Islander background
    - Children with disability and/or additional needs.
- Children with English language needs
- Children who are at risk of significant harm (from a child protection perspective)

Beyond the mandated requirements listed above, CatholicCare will give priority to children already in care with us and then to families who currently have or have had children in care with us. The service endeavours to meet the needs of children and families in the community while complying with the above guidelines. All queries about the waiting lists, including current families waiting for extra days, must be referred to and discussed with the Director and administration staff.

Waitlist

Administration will email *Expression of Interest* form to families - via email, families are encouraged to complete this and email it back as soon as possible.

Expression of Interest form must be completed in the following circumstances:

- New families who are waiting for a place in a service. Families cannot be offered a place for their child in the centre until a vacancy exists on the days for which they are requiring care.
- Current families who are waiting for vacancies on days that are additional to their current enrolment.

Note: For Out of School Hours Care, including Before School Care, After School Care and Vacation Care, only children who are enrolled in primary school for that calendar year are eligible to attend the service.

All contact that is made with families who are on the waiting list must be documented. Documentation must include the following information:

- Date of the contact.
- Name of the staff member who spoke with the family.
- Nature of the enquiry, and information that was given to the family.
- Any outcome as a result of the contact.

Expression of Interest forms must be kept in the administration area and be accessible to all relevant staff. This includes administration staff, Directors, and Coordinators.

An offer of placement must be accepted within three (3) days. Families / Guardians will have three (3) business days to complete an enrolment form if applicable. Enrolment at the service must commence within two (2) weeks of the offer being made. Fees will be charged from the agreed start date.

Any queries about the waiting lists, including current families waiting for extra days, must be referred to and discussed with the Director/Coordinator and administration staff.

Enrolment form

Families can now complete their enrolment or Expression of Interest form online. There is no requirement for online forms to be printed off and physically stored at each centre as they are to be saved on the CRM system. If families are unable to complete online forms or would prefer to use a paper-based form, they are able to do so. When the enrolment form is paper-based, it must be kept at the centre.

A separate enrolment form (whether digital or paper) - *ELC Enrolment* form or the *Before and After School Care Enrolment* form must be kept for each child in the service. Where more than one child from the same family attends there must be a separate form for each child.

Where a child has shared parenting arrangements and each parent or guardian has separate enrolment schedules and is responsible for paying their own fees, each parent or guardian must complete a separate enrolment form. This ensures each enrolment accurately reflects the child's attendance pattern, authorised contacts, permissions, billing arrangements, and other enrolment information relevant to that parent or guardian.

Regardless of whether the form is completed online or on paper the enrolment form must include, as a minimum, the information listed in the *Education and Care Services National Regulations (NSW) (2025 SI 601a) Regs. 160, 161 and 162.* Each child's enrolment file will be accompanied by the Child File Checklist to ensure all necessary documents are collected.

The enrolment form must also include the following authorisations:

- The name, address and contact details of any person authorised to collect the child from the service *Education and Care Services National Regulations (NSW) (2025 SI 601a) , Reg. 160*). See the *Children's Services Delivery and Collection of Children Policy* for procedures to follow when an unauthorised person arrives to collect the child.
- The name, address and contact details of any person, other than the parent, who is authorised to consent to the administration of medication and who is to be notified of an emergency if the parent cannot be immediately notified.
- The name, address and contact details of any person, other than the parents, who is authorised to authorise an educator to take the child outside the education and care service premises.

- A signed consent to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and transportation of the child by an ambulance service (*Education and Care Services National Regulations (NSW) (2025 SI 601a)*, Regs. 160 and 161).

Other authorisations may include:

- Signed consent for the taking of photographic material. See the *Children's Services Confidentiality and Privacy Policy* for more detailed procedures.
- Signed consent for the administration of paracetamol, EpiPen, asthma medication, and application of sunscreen. See the *Children's Services Medication Policy* for more detailed procedures.
- As determined relevant to the service. This may include participation in the service blog and routine excursions to the associated school.

The Director must ensure that all sections of the enrolment form and authorisations are completed before the child starts in the service.

Immunisation requirements

To support the health, safety and wellbeing of all children, educators and visitors, CatholicCare requires families to provide evidence of their child's immunisation status as part of the enrolment process and whenever their child's immunisation status changes.

Early Learning Services

In accordance with the Public Health Act 2010 (NSW) and the Public Health Regulation 2022 (NSW), children attending an Early Learning Service must provide one of the following documents before commencing care:

- An Australian Immunisation Register (AIR) Immunisation History Statement confirming the child is up to date with the National Immunisation Program.
- An AIR Immunisation Medical Exemption Form (IM011), certified by an authorised immunisation provider.
- An AIR Immunisation History Statement confirming the child is on a recognised catch-up schedule.

Children cannot commence attendance until one of the approved forms of documentation has been provided.

Families are responsible for providing updated immunisation documentation whenever their child's immunisation status changes. Families with questions regarding the impact of immunisation status on Child Care Subsidy or other government payments should contact Services Australia directly.

Out of School Hours Care

Families enrolling children in an Out of School Hours Care service are requested to provide evidence of their child's current immunisation status at enrolment and whenever immunisations are updated. Accepted documentation includes:

- An AIR Immunisation History Statement.
- An AIR Immunisation Medical Exemption Form (IM011).
- An AIR Immunisation History Statement confirming the child is on a recognised catch-up schedule.

Vaccine preventable diseases

Where a vaccine-preventable disease is identified within the service, CatholicCare will notify families in accordance with legislative requirements and seek advice from the relevant Public Health Unit.

Children or educators who are not appropriately immunised, or whose immunisation status cannot be verified, may be excluded from attending the service for the period advised by the Public Health Unit to minimise the risk of infection.

Confirmed cases of notifiable vaccine-preventable diseases will be reported to the Public Health Unit as required by legislation, and the service will implement all directions provided.

Information regarding recommended immunisations and local immunisation services will be made available to families.

Custody arrangements

The Education and Care Services National Regulations require our service to have details of all custodial and access arrangements.

- Enrolling family members are responsible for informing the nominated supervisor of any parenting orders or parenting plans on enrolment and must advise the nominated supervisor immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the nominated supervisor, and a copy of the full document will be maintained in the child's enrolment record. We are unable to accept sections of the document; the full document must be supplied.

Orientation

All new families must have a conversation with the Director/Coordinator before they begin at the centre. For families attending an OSHC service, this can be conducted over the phone. At the enrolment interview, families must:

- Be given an enrolment pack. The Director/Coordinator must check that the enrolment pack is complete with all information.
- Be given a thorough introduction to the service. This includes information about the philosophy, curriculum, nutrition, Educators, signing attendance records, fees policy, behaviour guidance, medical requirements, what to bring, and communicating with Educators.

If the enrolment is delegated to an educator other than the Director/Coordinator, this educator must be trained so that he/she understands how to conduct the enrolment and are well informed about the information they must give to the family.

Enrolment forms must be completed and returned within one (1) business day, before the family can begin in the service. On receipt of these forms, they must be:

- Immediately checked to ensure they are completed. If the form is not completed, including authorisations, the child cannot start at the centre and the parent / guardian's to be informed.
- If applicable, check that all medical documents and medication, if required, have been submitted to the service. For more information, see the *Medication Policy* and the *Medical Conditions Policy*.
- Paper-based forms must be filed in a locked filing cabinet.

- Digital enrolments must be saved on the CRM system.
- An up-to-date printed parent contact and emergency contacts and medical condition requirements must be available at the centre every day.

The administrator and Director/Coordinator must communicate about the start date for the new family. The Director/Coordinator is responsible for informing relevant Educators of details about the new family.

Children advancing to the next group (*ELC consideration)*

The decision to transition a child to the next age group will be made by the Director in consultation with educators and the child's family or guardians. Consideration will be given to the child's developmental readiness, wellbeing, relationships and individual needs.

Educators will discuss the proposed transition with the Director, and the Director will arrange a meeting or conversation with the family to discuss the timing, process and reasons for the move. Families will be provided with the opportunity to share their input and ask questions before the transition is confirmed.

Once agreed, the Director will inform the administration staff of the transition date to ensure attendance records are updated accordingly.

A transition period of at least one (1) week will be planned to support the child to become familiar with the new environment, educators and peers, ensuring the move is smooth and responsive to the child's needs.

Casual bookings

Casual bookings are dependent on the availability of care. Requests for casual care should be forwarded to the Director/Coordinator or person in day-to-day charge, with 24 hours notice where possible. This person will:

- Determine availability and if necessary, add the child's name to the attendance records.
- Confirm care availability to the parent in writing. A booking is not confirmed until written confirmation is given.
- Enter the child's attendance requests into the CRM system for processing and issue an updated invoice.

Within Out of School Hours Care, the parent must notify the school of their child's booking.

Weekly attendance records

Attendance records must be kept accurately as required by the *NSW Education and Care Services National Regulations (for all services)* and legislation relating to the administration of Child Care Subsidy (for ELC and OSHC services). In doing so the records will be:

- Up to date for every child on our CRM system, showing scheduled attendance for the week, to ensure each child can be signed in/out of the service digitally, as required by Australian Government regulations for Child Care Subsidy.
- Printed in advance of each new week to enable confirmation of physical attendance.
- Amended to show absences are confirmed daily and attendances uploaded ready for submission at the end of the week.

Parents or Nominees, as per the child's enrolment are required to sign their child in and out of the service on all days of attendance. Directors and Coordinators must have procedures for ensuring that parents sign the records each day.

Termination of care

Dissolution of family/service relationship

The relationship between the service and family is paramount in delivering a high-quality experience for each child. This relationship is founded on mutual respect, open communication and a shared understanding of the rights and responsibilities of families and the service.

CatholicCare is committed to working collaboratively with families to address any concerns in a fair, transparent and respectful manner. Our *Children's Services Feedback and Complaints Policy* outlines steps we take to resolve concerns and support positive outcomes for children and families. Occasionally however, despite all attempts at finding a fair and suitable resolution to concerns, the relationship between the service and family may be affected. In these extremely rare scenarios, and after exhaustive consultation with those affected, CatholicCare reserves the right to terminate care.

Please refer to the *CatholicCare Feedback and Complaints* brochure for the relevant people and bodies to which further complaints can be lodged.

Inability to cater to the unique needs of a child

CatholicCare prides itself on the inclusion of children from all backgrounds and of all abilities. It is a not-for-profit service and relies on appropriate funding to be able to support children with additional needs and meet their unique requirements. Directors and Coordinators will support Educators in accessing all resources and funding that may be available to support a child.

In some circumstances, a child's needs may exceed the level of support the service is able to safely and appropriately provide. This may relate to the level of additional support requirements or the existing needs of other children currently attending the service. Any considerations of this nature are made with careful regard to the safety and wellbeing of all children, as well as our duty of care obligations.

Such decisions are not made lightly. They will only occur following thorough consultation with the family, the Director or Service Coordinator, the Practice Manager, the General Manager Children's Services and any relevant early intervention or support agencies involved with the child. Our priority is to ensure that every child is supported in an environment that can meet their needs safely and effectively.

Non-payment of outstanding fees

All fees must be paid as set out in the applicable *ELC / Preschool Fee Policy* or *OSHC Fee Policy*. CatholicCare reserves the right to terminate care for non-payment of fees as set out in the applicable Fee Policy.

Families in genuine hardship are encouraged to speak with the Director or Coordinator.

Child Care Subsidy (CCS)

Enrolment of families

Under Family Assistance Law, all children who attend an approved early childhood education and care service must have an enrolment in place, regardless of whether the family is eligible for Child Care Subsidy (CCS) or chooses to claim CCS.

An enrolment notice links the:

- Child
- Person claiming CCS, usually a parent or carer
- Approved service.

CatholicCare Children's Services will ensure that enrolments are established and maintained in accordance with Family Assistance Law and the requirements of the Australian Government Department of Education.

When a family indicates that they are interested in enrolling their child at a CatholicCare Children's Service, the Service will provide information about the Service and, where appropriate, arrange an enrolment meeting to support the family to understand the Service and establish a positive relationship.

Before a child is enrolled, the Service and the family, individual or organisation responsible for the fees must agree on the care arrangements for the child. There are four types of care arrangements:

1. A Complying Written Arrangement (CWA) is between the service and parent or individual and contains details about the enrolled child, when the arrangement started and the expected pattern of attendance (routine sessions with or without casual, or casual enrolment only).
2. A Relevant Arrangement for a child that does not meet the requirements for a CWA, where the family does not want to claim CCS or the child's eligibility is not confirmed.
3. Additional Child Care Subsidy – please see the Financial Difficulties section.
4. An arrangement with an organisation (third party) when an employer, other organisation or agency is responsible for the fees.

Applying for Child Care Subsidy (CCS)

A Child Care Subsidy cannot be paid until all steps are completed:

Step 1	Parents/guardians are required to register for CCS through their myGov account linked to Centrelink and provide documentation to support the CCS payment.
Step 2	Basic requirements that must be met for an individual to be eligible to receive Child Care Subsidy. The child must: • Be a 'Family Tax Benefit child' or 'regular care child', • Be aged 13 or under and not attending secondary school, and • Meet immunisation requirements.
Step 3	The person claiming the Child Care Subsidy, or their partner must: • Meet residency requirements, and • Be liable to pay for care provided under a Complying Written Arrangement (CWA) with their childcare provider.
Step 4	Childcare must be provided by an approved provider (CatholicCare Services are).

Step 5	The family's level of Child Care Subsidy will be determined by: • Combined family income • Activity test of parents, and • Type of early learning and childcare service.
Step 6	Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account.
Step 7	Families must regularly check their details are correct and report a change in circumstance to Centrelink (family income, activity levels, relationship changes or any other changes to their circumstances).
Step 8	The Complying Written Arrangement (CWA) will be discussed with families and includes the fees charged in exchange for care sessions.

Note - Discounts will only be offered as outlined in the Australian Government – Child Care Provider Handbook. Any discounts will be offered on the full rate of care before CCS has been calculated.

Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.

Rules relating to absences

- Families must still pay the 'gap' fee to the Service if their child is unable to attend.
- Families receiving Child Care Subsidy are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances. (See *Child Care Provider Handbook*)
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law.

Absences are reported through the Hubworks system. Records and evidence will be kept by CatholicCare Children's Services for each additional absence.

Families can view their absence count through their Centrelink online account via myGov.

In a period of local emergency, such as a bushfire or pandemic, or if a Service is directed to shut down on public health advice, families *may* be provided with additional absence days as per Family Assistance Law legislation.

Changes to bookings or termination of enrolment

Families are required to notify the Service of changes to their child's bookings or enrolment as soon as possible. Where a family ends an enrolment, the Service will update the child's enrolment notice in accordance with Family Assistance Law. CCS generally cannot be paid for sessions before a child's first physical attendance or after their last physical attendance unless the circumstances meet the requirements for an absence at the start or end of an enrolment.

Families should be aware that ceasing an enrolment or failing to attend care for an extended period may affect their CCS entitlement.

14 Week enrolment rule

An enrolment will automatically cease where a child does not attend a session of care for 14 consecutive weeks. Once the enrolment has ceased, CCS will not generally be payable for absences after the child's last physical attendance. If the child recommences care after the 14-week period, the family and Service must establish a new care arrangement and the Service must submit a new enrolment notice.

26 Week CCS eligibility rule

A child must use childcare at least once during the relevant 26-week period to remain eligible for CCS. This includes the first 26 weeks following the commencement of the child's CCS entitlement. If a child has not used childcare at least once during the previous 26 weeks, their CCS eligibility will cease. If the child recommences care after their CCS eligibility has ceased, the family must submit a new CCS claim through Services Australia and the child must be re-enrolled with the Service. The cessation of a child's CCS eligibility may also affect the CCS entitlement of other children in the family. Services Australia may reassess the family's circumstances to determine the applicable CCS rates for other children.

Families are responsible for maintaining their CCS eligibility and ensuring that their information held by Services Australia remains current.

For further information about CCS eligibility, families should contact Services Australia.

Complaints relating to Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Nominated Supervisor in the first instance. The Nominated Supervisor will follow the steps as outlined in this policy, including advising the Approved Provider of all grievances.

If you wish to make a complaint to the department, please visit the *Complaints Page*, contact the Department via one of the contact points outlined on their webpage or send your complaint by post or to complaints@education.gov.au.

If you suspect that a provider or service is committing fraud, you can report it to the department. The *CCS fraud tip-off* form is anonymous and only takes a few minutes to complete.

If you have a question or would like to give feedback, you can get in touch with the Department of Education you can access the website here.

Access to records

For confidentiality compliance, information contained in records is available in the following circumstances:

- Within the necessary scope of education and care or medical treatment of the child to whom the information relates.
- A parent of the child to whom the information relates. This does not include information contained in a staff record.
- NSW Early Learning Commission Authorised Officers.
- Other prescribed bodies, as required by legislation.
- Other professionals, e.g. Allied Health Professionals or Inclusion Support with permission from the parent/guardian.

Students and volunteers will have limited access to information about children. This information consists of the children's names, date of birth, country of origin and home language. Access to any other information will only occur with written consent from parents.

Apart from those mentioned above, no other persons are to have access to records of families at any time. All persons who do have access to records must note that any information contained in these records is strictly confidential.

Record keeping

Records must be kept for the period of time as stated in the relevant legislation. In particular, records related to:

- Child attendance - must be kept until the end of seven (7) years after the child's last day of attendance.
- Child enrolment - must be kept until the end of three (3) years after the child's last day of attendance.
- Child Care Subsidy Data (e.g. expired CWA, doctors' certificates, additional absences, family notifications- must be kept for 7 years from the end of the year in which the care was provided.
- Any other records as detailed in Regulation 183(2) of the *Education and Care Services National Regulations 2011 (NSW)*.

Records related to children and Child Care Subsidy can be archived once the child is no longer attending the Children's Services.

Data breaches

Where a privacy data breach is known to have occurred (or is suspected) any member of CatholicCare staff who becomes aware of this must immediately report it to the Privacy Officer - Executive Manager Quality, Safeguarding, Risk and Compliance (EMQSRC) as delegated by the Executive Director. This must happen as soon as possible but at least within 24 hours.

Who is responsible?

Roles	Responsibilities
Approved Provider	• Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children at all times. • Provide opportunities (in consultation with the nominated supervisor and staff) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program. • Ensure that enrolment forms comply with the requirements of Regulations 160, 161, 162. • Ensure 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 (Regulation 183). • Ensure that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where permitting the parent's entry would pose a risk to the safety of children or staff, conflict with any duty of the approved provider, nominated supervisor or educator under the Law, or if the approved provider or nominated supervisor reasonably believes that permitting the parent's entry would contravene a court order. (Regulation 157). • Ensure that the use of vaping substances and devices is prohibited during any visit to the service
Practice Manager	• Provide oversight of compliance with enrolment, waitlist, and termination processes. • Support Nominated Supervisors with complex enrolments and Priority of Access decisions. • Provide guidance in matters relating to inclusion, funding and additional needs. • Support resolution of complaints and high-level family concerns. • Support and endorse decisions relating to termination of care, ensuring a thorough understanding of the circumstances and guiding the Nominated Supervisor throughout the decision-making process. • Monitor service compliance with CCS, attendance and legislative requirements.

Roles	Responsibilities
Nominated Supervisor	• Provide enrolment application forms. • Maintain a waiting list. • Maintain an immunisation register. • Collect, receipt, and bank enrolment fees. • Offer places in line with this policy and criteria for priority access and provide relevant paperwork to families in accordance with this policy. • Provide a monthly report to the approved provider regarding the status • of enrolments. • Store completed enrolment application forms in a lockable file (refer to privacy and confidentiality policy) as soon as is practicable. • Communicate to ensure that the use of vaping substances and devices is prohibited.
Administrator	• Maintain waitlist and enrolment records. • Ensure documentation is complete and securely stored. • Update the CRM system and attendance records. • Process casual bookings and invoices. • Support CCS processing and compliance. • Maintain confidentiality.
Educators	• Act in accordance with the obligations outlined in this policy. • Respond to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process, as required. • Ensure that enrolment forms are completed prior to the child's commencement at the service. • Develop strategies to assist new families to feel welcomed into the service, become familiar with service policies and procedures and develop and maintain a routine for saying goodbye to their child. • Provide comfort and reassurance to children who are showing signs of distress when separating from family members. • Share information with parents/guardians regarding their child's progress with regard to settling into the service.
Parents / Guardians	• Read and comply with this policy. • Ensure they follow the service's expectations that the use of vaping substances and devices is prohibited.

National Quality Standards (NQS)

Quality Area 2: Children's Health & Safety		
2.2	Safety	Each child is protected.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
Quality Area 6: Collaborative Partnerships		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

Quality Area 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality service.

Education and Care Services National Law and National Regulations	
S. 175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
96	Self-administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursions
102D	Authorisation for service to transport children
155	Interactions with children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

Related documents

Children's Services policies

- *ELC / Preschool Fee Policy*
- *OSHC Fee Policy*
- *Medication Policy*
- *Medical Conditions Policy*

Forms and resources

- *Before and After School and Vacation Care Waiting List Form*
- *Before and After School Care Enrolment form*
- *Before and After School Care Enrolment Template*
- *CatholicCare Complaints Brochure*
- *ELC Family Handbook*
- *ELC Enrolment form*
- *ELC Re-Enrolment Form*
- *OSHC Family Handbook*
- *OSHC Update of Personal Information (for Re-enrolment)*

Resources

External

- *Australian Government - Department of Education*
- *ACECQA – Guide to the National Quality Framework*
- *ACECQA – Opening a new service*
- *Australian Government – Childcare provider handbook: The enrolment process*
- *Family Assistance Law*

Glossary

ACECQA – Australian Children's Education and Care Quality Authorities

The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.

CCS

Child Care Subsidy

CWA

Complying Written Arrangement

Child Paramountcy

Child paramountcy refers to the obligation to ensure that the best interests, safety, and wellbeing of children are paramount above all other considerations. All decisions, practices, and actions must prioritise the protection and wellbeing of children, particularly where competing interests exist.

ELC

All centre-based services for children aged 0-5 years including Long Day Care and Preschool services.

OSHC

Out of School Hours Care

Practice Manager

A practice manager oversees and supports a cluster of services within a local area. They work with the Nominated supervisor to ensure services operate safely, meet legal and quality requirements, and follow organisational policies. They do not work directly with children day to day.

Responsible person in charge

This is the Responsible Person that the Nominated Supervisor has determined to be in day-to-day charge in their absence.

Risk Assessment

A systematic process of evaluating the potential likelihood and consequences of risks that may be involved in a projected activity or undertaking.

Written permission

Written permission is ideally a signed note supplied in advance. However, in case of an emergency or last-minute change to collection arrangements, a text message to the service's mobile phone or email will suffice.

Sign off and review

This document remains valid until it is either superseded by a new version or officially revoked.

CatholicCare values your input and welcomes feedback on this policy. Your suggestions help us improve and better support your work. Please send any feedback to policy.updates@catholiccaredbb.org.au.

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