

ADMINISTRATION – ENROLMENT PROCEDURE

POLICY

To meet legislative requirements, the Scheme coordination unit is to receive complete and accurate information about a child and their family before the child starts accessing care with an educator. All information is subject to strict rules of privacy and confidentiality as per our Privacy policy.

PROCEDURE

Before care begins, parent/guardian must complete enrolment forms. Enrolment packages are available at the Scheme office, but it may be possible for it to be posted or given to them by the Educator.

Information to be Given to the Family

CCSS

- It is important for families to contact Centrelink or use MyGov to ensure that they will receive benefits to which they may be entitled. This is to be done before the child starts in care.

Fees / Accounts

- Fee is charged for absent days unless Educator can't provide care (including casual booking cancelled without sufficient notice).
- Two weeks' notice is required for cancelling or reducing permanent care arrangement.
- Accounts are emailed and are payable fortnightly (unless other arrangements made with office) by direct debit, eftpos or cash paid directly into the Scheme's bank account at the bank.

Communication

Family to inform the Scheme about:

- All medical/health information especially for conditions such as Anaphylaxis, Asthma, Allergies and any other medical or health condition that affects the child. This will include an Action Plan that may have to be provided by a registered Medical Practitioner. A Risk Minimisation plan will need to be developed in conjunction with the Educator.

Family to inform their Educator about:

- Expected late drop off or pick up.
- Absences, including holidays.
- Changes to required hours of care.
- Circumstances that may affect child's behaviour or well-being such as late nights, changed medication, visitors etc.

The Scheme will:

Provide documents to the Educator before care commences:

- Copy of child's enrolment information with all attachments completed
- Booking Agreement
- Transition booklet

The Educator will:

Ensure that all information and communications relating to the child and family including timesheets, are kept confidential according to the Scheme's Privacy and Security of Documentation Policy. Furthermore, all documentation is to be kept and returned in full to the Scheme as soon as is practicable after the child ceases care with the Educator.

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Family Information kept at Office

A file will be kept at the office containing:

- Original enrolment forms and attachments
- Booking agreements
- Medical Action Plans and Risk Minimisation Plans
- Family Excursion authorisation form

Change of Details and/or Booking Arrangement

- Parents are requested to inform the office of any change of contact details such as address and phone numbers
- Educators are to notify the office if they become aware of any changes to family details to ensure office information is current.
- Families to make changes to booking with Educators and Educators to inform the office.