

Enrolment, Orientation and Booking Policy

Purpose

Peak Sports and Learning uses enrolment procedures to obtain all appropriate information about the specific needs of each child and to impart appropriate information to parents and guardians. Families must complete a registration online by creating a new account and enrolment in our CCMS Software, FullyBooked Child Care Management System. This is strictly for the purposes of enabling Peak Sports & Learning to fulfil its Duty of Care responsibilities to the child and comply with these policies and procedures. All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained.

Considerations

Education and Care Services National Regulations	National Quality Standard/s	Other Service policies/documentation	Other
Regulations: 90, 102, 157, 160 – 162, 168, 177, 181, 183	Standard 1.1, 1.2, 1.3, 2.1, 2.2, 4.2, 6.1, 6.2, 7.1	<ul style="list-style-type: none"> - Delivery & Collection of children - Dealing with Infectious Diseases Policy - Medical Conditions Policy - Administration of Medication Policy - Child Protection Policy - Confidentiality Policy - Use of Photographic Images of children - Governance Policy - Fee Payment Policy - Inclusion of children with Additional Needs 	<ul style="list-style-type: none"> - Australian Government Department of Education Children’s Services Handbook

Procedures

A centre orientation is always encouraged to give families and children an opportunity to find the service and meet the Responsible Person/s and Educators prior to commencement. Families are welcome to visit the centre during operating hours for an orientation and are also asked to be mindful of what activities are occurring at the time.

Enrolment and access at this service is for primary school aged children. That is, any child enrolled in Kindergarten to Year 6, and in any given year:

- Children are eligible to attend from 1st January in the relevant year when commencing Kindergarten at primary school.
- Children in Year 6 may attend up to 31st December of the year they complete primary school.
- Children should be toilet trained to attend the service. Where children including children with additional needs require further assistance with toileting, the service will consider if a toileting plan is able to be developed in collaboration with the family. This will only be put in place where the centre is equipped to provide an adequate space for changing, toileting assistance and adequate staffing levels to ensure Child Protection standards are met.

Strictly for the purposes of enabling Peak Sports and Learning to fulfil its Duty of Care responsibilities to the child and comply with policies and procedures, the following information in relation to children is requested from all parents/guardians, and records are kept in a secure and accessible place.

Child/s Details

The following details are required as a minimum:

- Personal details (name, address, date of birth and school level/year);
- Relevant medical/health details such as; allergies, health conditions (e.g. asthma), disabilities and medications.
- The immunisation status of the child must be declared on the enrolment form and immunization statements must be sighted. The person whom has signed will record on the enrolment form.
- Name, address and phone number of the child's Medical Practitioner.
- Media permissions that relate to photographs and/or videos.
- Any special medical, physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child.
- Any court orders, parenting orders or parenting plans relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.
- Where the child is not successfully linked to Centrelink for Child Care Subsidy the service requires a copy of the child's Birth Certificate to confirm name and age.

Additional documents required:

Before a child begins their first day with us, the service must have all required documentation. The child will not be accepted into the service without this being completed.

- Asthma, Anaphylaxis, Epilepsy or Diabetes: A medical action plan must be provided prior to commencement. This must be signed by a Medical Practitioner and current. Annually the parent/guardian is to provide an updated copy to the centre. *See Medical Conditions Policy.*
- Additional Needs: Where a child is diagnosed with a disability, we require the parent/guardian to complete an Additional Support Information Form. This form is used as a tool to support their access to the service and ensure their health, safety and wellbeing.
- Court Orders: Where court orders are in place, a copy must be provided to the service.

Additional training required:

Where children with a disability or medical condition enroll and it is determined that unique or specific training is required to ensure adequate care can be provided, bookings cannot be made until our Educators are trained accordingly. Training will be completed in a reasonable time frame.

As per our Inclusion of Children with additional needs policy, prior to approval of enrolment families are encouraged to attend the centre with their child for **three orientation visits prior to their first day**. This allows the child to meet the educators, familiarise themselves with the environment and for families to establish communication with educators about their child's needs. Peak will also use these orientation visits to assess the suitability of the service in meeting children's needs.

Parents/Guardians and Authorised Nominees

We require the details of at least one parent/guardian of the child as well as one other emergency contact.

Details to be provided includes:

- Parent/Guardian Personal details (name, address, and date of birth);
- Parent/Guardian email and contact number/s

- Parent/Guardian permission/authorities completed in the events of seeking medical treatment, and/or ambulance service, administration of medication and authorization for excursions/outings.
- Name, address and phone number of authorised nominees who may collect or deliver a child to the service or who may be contacted in an emergency.
- Permission or authorities of authorised nominees in the events of seeking medical treatment, and/or ambulance service, administration of medication and authorization for excursions/outings.
- Permission or authorities of authorised nominees to transport the child or arrange transportation of the child.

Child Care Subsidy

Families will need to contact the Family Assistance Office to have their eligibility for Child Care Subsidy assessed. Centrelink Customer Reference Numbers are to be provided for both the parent/guardian and child. Please note these numbers are unique to each individual. Upon enrolment, a Complying Written Arrangement is created that details the service location, fees and hours. The parent/guardian will have to complete a task in their myGov to approve the child care service in order for child care subsidy to be applied. If these steps are not completed, full fees are payable.

Account

Parent/Guardians are to nominate a bank account or credit card for fee payments. Bank account transactions incur a \$0.75 transaction charge and Visa/Mastercard incurs a 1.87% surcharge. Accounts are sent on Monday for the previous week and any amounts owing are scheduled to be debited on the Wednesday. Where a transaction fails, the customer may pay a \$14.80 dishonor fee. See *Fee Payment Policy* for more information.

Terms & Conditions

Peak Sports and Learning Terms and Conditions are to be accepted upon enrolment via FullyBooked or also in the event when an important change is made. Peak Sports and Learning cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the above information, as Peak Sports and Learning will not be able to discharge its Duty of Care and other responsibilities to the child without this information. All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained.

Bookings

Peak Sports & Learning plans staffing rosters, food orders and learning materials in advance. Therefore, where attendances are booked or cancelled within 24 hours of the booking date a late booking fee or cancellation fee is applicable.

Bookings made 24 hours in advance of session start time

Where a booking is made 24 hours in advance of the session starting time, the parent/guardian is able to book online via their FullyBooked online enrolment.

Bookings made within 24 hours of session start time

Where a booking is made within 24 hours of the session start time, the parent/guardian must contact the service's head office to make the booking. Contact can be made via phone calling 1300 467 325 or by

emailing admin@peaksportslearning.com.au. Attendances that are booked within 24 hours of booking time will attract a late booking fee. *See Centre Enrolment Handbook for specific rates and charges.*

Cancellation and Absences

Cancellation made 24 hours in advance of session start time

Where a cancellation is made 24 hours in advance of the session starting time, the parent/guardian can cancel online via their FullyBooked online enrolment with no penalties.

Cancellation made within 24 hours of session start time

Where a cancellation is made within 24 hours of the session start time, the parent/guardian must contact the service's head office to make the cancellation. Contact can be made via phone calling 1300 467 325 or by emailing admin@peaksportslearning.com.au. Attendances that are cancelled within 24 hours of booking date will have the session fee removed and attract a small cancellation fee. *See Centre Enrolment Handbook for specific rates and charges.*

Where notice is not provided before latest time to notify, the full charge for the attendance applies (less any subsidies where applicable). For Before School Care and Vacation Care, the latest time to notify is close of business the prior day. For After School Care the latest time to notify is 2pm on the day of care.

Where a medical certificate is provided that relates to an absence, the attendance will be cancelled with no charges.

Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year. Child Care Subsidy is not payable for absences submitted before a child has started at the service, or after a child's final day of actual attendance at a service. Where the required notice has not been given and absences occur in this time frame, full fees will be charged for the absence.

Where no notice is given for an absence please see *Policy Managing Duty of Care Non Attending Children*.

Public Holidays

Peak Sports and Learning does not operate on Public Holidays. Days of operation are NSW School days or School holidays only. Families will not be charged on public holidays.

Additional fees related to Delivery & Collection of Children

Late Collection (outside service hours)

Collection of children after service operating hours will incur a \$20.00 late collection fee and an additional \$1 per minute.

After School Care Search Fee

Where a search has been initiated due to a failure to notify of an absence, will incur an additional fee of \$10.

After School Care Walk In Fee

Failure to notify of a booking, will incur an additional walk-in fee of \$6 in addition to a \$4 late booking fee (Total additional fee \$10).

Version Control Table

Version Control	Date Released	Next Review	Approved by	Amendment
1	Jan 2010	July 2018	Directors	Nil – small amendments to procedures
2	July 2018	July 2019	Directors	Amendments to include requirements around Child Care Subsidy.
3	August 2019	August 2020	Directors	Amendments with updated Terms and Conditions.
4	November 2019	November 2020	Directors	Updated policy and combined with Booking Policy.
5	March 2020	December 2021	Directors	Reviewed with no amendments. Moved to new document review timeline.
6	April 2021	December 2022	Director	Change to booking/cancellation timeframe (48 hours to 24)
7	November 2021	December 2022	Directors	Addition of transport authorisations as per Reg R160(3)(b)(vi)
8	December 2022	December 2024	Directors	Further clarification around accommodation children with additional needs with orientation visits.