

ECEC Policy 22

Approval
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Enrolment

Controlled Document

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Statement

CatholicCare Wollongong is committed to providing a respectful, transparent and child-centred enrolment process for children and families accessing its Early Learning Centres (ELC) and Out of School Hours Care (OSHC) services.

Enrolment marks the beginning of a partnership between families and the Service. We aim to ensure that each enrolment is managed consistently, equitably and in accordance with legislative requirements, while supporting positive transitions for children and their families.

Purpose

The purpose of this policy is to outline the principles and requirements that apply to the enrolment of children at CatholicCare Wollongong education and care services.

This policy supports:

- compliance with the Education and Care Services National Law, National Regulations and Family Assistance Law
- clear and consistent enrolment practices across ELC and OSHC services
- equitable access to education and care
- safe commencement of education and care for every child.

Scope

This policy applies to all children, families, employees, educators, management, the approved provider, nominated supervisors, students, volunteers and visitors involved in enrolment processes at CatholicCare Wollongong Early Learning Centres and Out of School Hours Care services.

Definitions

Term	Definition
Approved Provider	CatholicCare Wollongong.
Paramount Consideration	The legal requirement that the safety, health, wellbeing and rights of children are the primary and overriding consideration in all decisions and actions relating to the operation and delivery of education and care services.
Early Learning Centre (ELC)	A centre-based education and care service providing early childhood education and care to children prior to formal schooling.
Out of School Hours Care (OSHC)	An approved education and care service providing care for primary school-aged children before school, after school and during school holidays.
Primary Carer	The parent or guardian responsible for a child's enrolment, fee arrangements and Child Care Subsidy eligibility.
Complying Written Arrangement (CWA)	An agreement between the Approved Provider and a family to provide education and care in return for fees, as required under Family Assistance Law.
Enrolment	The formal process of registering a child to attend an education and care service, including completion of required documentation and regulatory requirements.
Mandatory	A requirement that must be complied with under legislation, regulation, policy or procedure. Mandatory requirements are not discretionary and must be met to ensure legal compliance, child safety and effective service operations.

Enrolment Principles

CatholicCare Wollongong manages enrolments in a fair, consistent and transparent manner across all Early Learning Centres (ELC) and Out of School Hours Care (OSHC) services.

In all enrolment related decisions, the safety, health and wellbeing of the child is the paramount consideration.

Enrolment decisions are guided by the following principles:

- the best interests, safety and wellbeing of each child
- compliance with the Education and Care Services National Law, National Regulations and Family Assistance Law
- equity, inclusion and non-discrimination
- service capacity, including staffing, ratios, licence conditions and physical environment
- the service's ability to meet a child's individual needs safely and appropriately.

Eligibility for Enrolment

CatholicCare Wollongong accepts enrolments for the following service types:

Early Learning Centres (ELC):

- children within the age range approved under the service licence.

Out of School Hours Care (OSHC):

- children who are formally enrolled in primary school.

Enrolment is subject to:

- availability of a suitable vacancy
- compliance with adult-to-child ratios
- operation within approved licence conditions
- the service's ability to meet the child's needs while ensuring the safety and wellbeing of all children enrolled.

Equity, Inclusion and Non-Discrimination

CatholicCare Wollongong is committed to inclusive enrolment practices and does not discriminate against children or families on the basis of culture, language, religion, gender, family structure, disability or health condition.

Where a child has a diagnosed health condition or requires additional support, enrolment decisions will consider:

- the child's safety and wellbeing
- the safety and wellbeing of other children
- the service's capacity to make reasonable adjustments
- available supports and resources.

The paramount consideration remains the safety and wellbeing of the child and others within the service.

Priority of Access

Where demand exceeds available places, CatholicCare Wollongong may apply priority of access in line with government guidance, including for children at risk of abuse or neglect.

Priority of access does not guarantee enrolment. All enrolments remain subject to the service's capacity to meet legislative requirements and to ensure the safety, health and wellbeing of children.

Enrolment Requirements

Requirement for Completion Prior to Commencement

A child must not commence education and care at a CatholicCare Wollongong Early Learning Centre (ELC) or Out of School Hours Care (OSHC) service until all enrolment requirements have been completed, reviewed and approved by the Service.

This requirement applies regardless of:

- start date requested by the family
- availability of places
- operational pressures or family circumstances.

Where enrolment requirements are not met, commencement of care may be delayed until all requirements are satisfied. The safety, health and wellbeing of the child remains the paramount consideration.

Required Enrolment Information

Prior to commencement, families must provide complete and accurate enrolment information, including but not limited to:

- child and family identification details
- parent and guardian contact information
- emergency contact details
- authorised nominees for collection
- authorisations required under the Education and Care Services National Regulations (including medical treatment, medication administration, excursions and transportation where applicable)
- relevant health, medical and support adjustment information.

Families are responsible for ensuring enrolment information is accurate at the time of enrolment and for notifying the Service of any changes as they occur.

Required Documentation

The following documentation must be received and reviewed prior to a child commencing care, where applicable:

- a completed enrolment form
- a current Immunisation History Statement from the Australian Immunisation Register (AIR)
- court orders, parenting orders or parenting plans (if applicable)
- medical management documentation for children with health or medical needs.

The Service reserves the right to request additional documentation where required to:

- meet legislative obligations
- ensure the safety and wellbeing of the child or others
- clarify decision-making authority or care arrangements.

A child must not attend the Service if required documentation is incomplete, expired or not provided.

Children with disability, developmental difference or neurodivergence and Inclusion

CatholicCare Wollongong is committed to inclusive enrolment practices and supporting the participation of all children.

Considerations/ Individual circumstances may include, but are not limited to:

- disability or developmental delay
- behavioural, emotional or social support needs
- trauma related needs
- cultural, language or communication needs
- needs requiring individual adjustments to routine, environment or supervision.

Where a child has identified or emerging support requirements/adjustments families are required to share relevant information during the enrolment process to support safe and appropriate planning.

Enrolment decisions will consider:

- the child's safety, wellbeing and inclusion
- the service's capacity to meet the child's needs safely
- reasonable adjustments that may be made
- available internal and external supports, including inclusion funding where applicable.

The Service may work in partnership with families and relevant agencies to determine appropriate supports prior to commencement.

In all cases, the paramount consideration remains the safety, health and wellbeing of the child and other children in care.

Medical Conditions and Health Related Requirements

Where a child:

- has a diagnosed medical condition
- has a suspected or emerging medical condition
- has any allergies, intolerances or anaphylaxis risks
- requires additional support

families must provide all required medical documentation prior to commencement.

A child with medical or health needs must not commence care unless:

- relevant Medical Management Plans have been provided
- prescribed medication has been supplied to the Service where required

- risk minimisation and communication plans have been developed in consultation with the family (where applicable).

These requirements apply to both ELC and OSHC services and are essential to ensure:

- the safety and wellbeing of the child
- the safety and wellbeing of other children
- staff are able to meet their duty of care obligations.

Immunisation Requirements

Early Learning Centres (ELC)

Children attending ELC services must meet immunisation requirements in accordance with:

- NSW legislation
- Family Assistance Law
- National Regulations.

Families must provide a current AIR Immunisation History Statement prior to commencement and ensure immunisation information remains up to date throughout enrolment.

Children who do not meet immunisation requirements may be excluded from attendance in accordance with legislative and public health requirements.

Out of School Hours Care (OSHC)

Children attending OSHC services are required to have their immunisation status recorded as part of their enrolment record.

While immunisation requirements for attendance differ from ELC services, families must still provide immunisation information and keep this information current in accordance with the National Regulations.

Child Care Subsidy

Families wishing to claim Child Care Subsidy (CCS) must meet all requirements under Family Assistance Law, including:

- entering into a Complying Written Arrangement (CWA) with the Approved Provider
- confirming enrolment and care arrangements through the relevant systems.

Where CCS information or enrolment confirmation has not been completed, the Service may delay commencement of care until requirements are met.

Failure to comply with CCS requirements may result in:

- full fees being payable/applied
- delays in commencement or continuation of care.

Service Discretion and Paramourncy

The Service retains discretion to delay, refuse or suspend commencement of care where enrolment requirements have not been met or where the Service determines it cannot safely meet the child's needs at the time of enrolment.

In all cases, decisions made under this section are guided by the paramourncy principle, that the safety, health and wellbeing of the child are the primary consideration.

Orientation and Commencement of Care

Orientation and Information Sharing

CatholicCare Wollongong supports children and families through an orientation process prior to commencement at our ELC or OSHC services.

Orientation provides families with the opportunity to:

- become familiar with the service environment, routines and educators
- receive key information about the service and its operations
- discuss their child's interests, strengths and individual needs
- ask questions and seek clarification about enrolment, care arrangements and expectations.

Orientation opportunities may include enrolment meetings, visits to the service and other service-led orientation activities, appropriate to the service type and the needs of the child and family.

Information Provided to Families

As part of the enrolment and orientation process, families are provided with relevant information to support informed engagement with the service. This may include information relating to:

- service operations, routines and procedures
- educational programs and approved learning frameworks
- health, safety and wellbeing practices
- fees, Child Care Subsidy and enrolment conditions
- service policies and procedures.

Information may be provided through orientation discussions, written materials, digital platforms and service communications.

Sensitive and Confidential Information

Matters of a sensitive or confidential nature, including information relating to:

- medical conditions or health needs
- additional support/adjustments

- court orders, parenting plans or parenting orders

will be discussed privately with families and managed in accordance with privacy and confidentiality requirements.

Families are required to provide any relevant documentation as part of the enrolment process to support safe, lawful and appropriate care arrangements.

Commencement of Care

A child may commence education and care once:

- all enrolment requirements have been met in accordance with this policy
- required documentation has been received and reviewed
- the Service has confirmed enrolment and commencement arrangements with the family.

The Service reserves the right to delay commencement where enrolment requirements are incomplete or where additional planning is required to ensure the safety, health and wellbeing of the child and others in care.

Supporting a Positive Transition

CatholicCare Wollongong recognises that commencing education and care is a significant transition for children and families.

The Service will work in partnership with families to support positive transitions, acknowledging that:

- children may settle at different rates
- individual support strategies may be required
- ongoing communication between families and educators supports successful adjustment.

Support strategies may be discussed during orientation and reviewed as required following commencement.

Fees, Bonds and Financial Obligations

General Fee Requirements

Families are responsible for paying fees associated with their child's enrolment and attendance at CatholicCare Wollongong services.

Fees are charged in accordance with the approved fee structure for each service and are payable regardless of a family's eligibility for Child Care Subsidy (CCS).

Detailed information regarding fees, payments, absences, changes and cancellations is outlined in the relevant Fees Policies and Procedures.

Early Learning Centre (ELC)

To secure a child's position at an Early Learning Centre, families are required to pay a bond.

The purpose of the bond is to:

- secure the offered place
- support continuity of enrolment
- cover financial obligations in line with notice requirements.

Bond conditions, including payment amounts, notice periods and refund arrangements, are outlined in the Fees Policy and related procedures.

Where required notice periods are met and all accounts are up to date, the bond may be refunded in accordance with those policies.

Out of School Hours Care (OSHC)

Out of School Hours Care services do not require a bond. OSHC fees are charged in line with approved fee schedules, and families are responsible for ensuring payment obligations are met to maintain enrolment.

Child Care Subsidy and Fee Responsibility

Families wishing to claim Child Care Subsidy (CCS) must:

- enter into a Complying Written Arrangement (CWA) with the Approved Provider
- ensure enrolment and attendance information is confirmed through the appropriate government systems.

CCS is paid directly to the Service and applied as a reduction to fees. Families are responsible for paying the remaining gap fee.

Failure to meet CCS requirements may result in:

- full fees being charged/applied
- delays to commencement or continuation of care.

Outstanding Fees and Enrolment Status

The Service reserves the right to suspend, delay or withdraw enrolment where fees remain outstanding or payment obligations are not met, in accordance with the Fees Policy and Procedures.

Decisions made under this section are guided by procedural fairness and the Service's obligation to operate responsibly while prioritising the safety, wellbeing and continuity of care for children.

Changes, Updates and Ending Enrolment

Keeping Enrolment Information Up to Date

Families are responsible for ensuring that all enrolment information remains accurate and current throughout their child's enrolment.

Families must notify the Service as soon as practicable of any changes to:

- contact details
- emergency contacts
- authorised nominees
- medical conditions or health needs
- additional support
- court orders, parenting plans or parenting orders
- care arrangements or attendance patterns.

Failure to provide updated information may impact the Service's ability to safely care for the child and may result in delays, suspension or changes to enrolment.

Changes to Enrolment or Care Arrangements

Changes to enrolment details, including booked days, session patterns or care arrangements, must be requested in accordance with service procedures.

All changes are subject to:

- availability of places
- staffing and ratio requirements
- licensing conditions
- confirmation by the Service.

Approved changes will be reflected in enrolment records and, where applicable, Complying Written Arrangements (CWA).

Withdrawal from Care

Families wishing to withdraw their child from care or reduce enrolment days are required to provide written notice to the Service in accordance with the applicable notice period.

Notice periods, fee obligations and conditions relating to withdrawal are outlined in the Fees Policy and Procedures.

Where required notice periods are not met, fees may remain payable regardless of attendance.

Withdrawal Prior to Commencement (Early Learning Centres)

Where a family has accepted an offer of placement at an Early Learning Centre and subsequently withdraws prior to the agreed commencement date, withdrawal conditions will apply in accordance with the Fees Policy and Procedures.

This may include forfeiture of bond where required notice has not been provided.

Child Care Subsidy – 14 Week Rule

Under Family Assistance Law, an enrolment will cease for Child Care Subsidy purposes if a child does not attend a session of care for 14 consecutive weeks.

Where a CCS enrolment ceases, families may be required to:

- re-enrol their child
- establish a new Complying Written Arrangement
- pay full fees where CCS is no longer applied.

Families are encouraged to notify the Service of extended absences or changes to attendance to support continuity of enrolment where possible.

Service Initiated Suspension or Termination of Enrolment

The Service reserves the right to suspend or terminate a child's enrolment where continued enrolment cannot be safely or appropriately supported.

This may include circumstances such as:

- failure to meet enrolment or documentation requirements
- unpaid or ongoing fee arrears
- repeated breaches of Service policies or procedures
- behaviours that place the safety or wellbeing of children, staff or families at risk
- circumstances where the Service is unable to meet a child's individual needs despite reasonable adjustments and support.

Except where immediate action is required to protect safety, families will be notified in writing and provided with reasonable notice of the decision.

All decisions made under this section are guided by procedural fairness and the paramouncy principle, with the safety, health and wellbeing of children as the primary consideration.

Roles and Responsibilities

Approved Provider and Service Management

The Approved Provider and Service Management are responsible for ensuring that enrolment practices:

- comply with the Education and Care Services National Law, National Regulations and Family Assistance Law
- are implemented consistently across Early Learning Centres (ELC) and Out of School Hours Care (OSHC) services
- prioritise the safety, health and wellbeing of children in accordance with the paramouncy principle

- are supported by appropriate policies, procedures and enrolment records.
- Service Management is responsible for:
- overseeing enrolment decisions
- ensuring enrolment requirements are met prior to commencement
- applying this policy in conjunction with approved enrolment procedures and flow charts
- addressing enrolment-related concerns or disputes in a timely and fair manner.

Educators and Staff

Educators and staff involved in enrolment and orientation processes are responsible for:

- following approved enrolment procedures relevant to their service type
- supporting families to provide required enrolment information and documentation
- ensuring enrolment information is handled confidentially and accurately
- communicating enrolment requirements clearly and respectfully to families
- escalating enrolment, documentation or safety concerns to the appropriate supervisor or manager.
- Educators and staff must not permit a child to attend the Service unless enrolment requirements have been confirmed as complete and approved.

Families

Families are responsible for:

- providing accurate and complete enrolment information
- submitting required documentation within required timeframes
- notifying the Service of any changes to enrolment details as they occur
- meeting fee and payment obligations in line with service policies
- complying with Service policies, procedures and enrolment conditions.
- Families are expected to work in partnership with the Service to support safe, respectful and positive enrolment experiences for their child.

Record Keeping, Compliance and Related Documents

Enrolment Records

CatholicCare Wollongong maintains enrolment records for each enrolled child in accordance with the Education and Care Services National Law, National Regulations and Family Assistance Law.

Enrolment records include required information, documentation and authorisations relevant to:

- the child’s enrolment
- health and medical needs
- additional support requirements
- attendance and care arrangements
- Child Care Subsidy (where applicable).

Records are stored securely and are accessible to authorised personnel only.

Storage, Confidentiality and Retention

All enrolment records and related documents are stored and retained in accordance with legislative requirements and the Service’s Record Keeping and Retention Policy.

The Service ensures:

- confidentiality of personal and sensitive information
- secure storage of physical and electronic records
- access to records is limited to authorised staff
- records are retained for required periods after a child’s enrolment ends.

Families may request access to their child’s enrolment records in line with privacy and record-keeping obligations.

Legislative and Regulatory Compliance

CatholicCare Wollongong ensures enrolment practices comply with:

- the Education and Care Services National Law and National Regulations
- Family Assistance Law and Child Care Subsidy requirements
- child safety, privacy and record-keeping obligations
- relevant state and territory legislation.

Where legislative or regulatory requirements change, enrolment practices and associated procedures will be updated accordingly.

Related Policies

<p>Acceptance and Refusal Authorisation Policy</p> <p>Behaviour Guidance Policy</p> <p>Governance Policy</p> <p>Code of Conduct</p> <p>Dealing with Infectious Disease Policy</p> <p>Client and Stakeholder Feedback (includes compliments and complaints) Policy</p>	<p>Excursion/Incursion Policy</p> <p>Governance Policy</p> <p>Incident, Injury, Trauma and Illness Policy</p> <p>Interactions with Children, Families and Staff Policy</p> <p>Medical Conditions Policy</p> <p>Fees Policy</p> <p>Record Keeping and Retention Policy</p> <p>Safe Transportation Policy</p> <p>Sun Safe Policy</p>
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Delivery of children to and collection from Education and Care Service Premises Policy	Work, Health and Safety Policy
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Service-specific enrolment procedures and flow charts provide detailed operational guidance for staff and must be followed in conjunction with this policy.

Related Resources

Enrolment Form	Enrolment Procedure
OSHC Enrolment Flowchart	ELC Enrolment Flowchart

Key Resources

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND 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.

Relevant Legislation

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration – safety, health, wellbeing and rights of children
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	Interaction 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
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 Legislation

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
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Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Child Care Subsidy Minister's Rules 2017	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

Induction and ongoing training

Induction and ongoing training will be implemented, focusing on this policy and related procedures. Information will be shared with relief/ casual educators on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.

Sources

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).

ACECQA. (2021). Policy and procedure guidelines. Enrolment and Orientation.

ACECQA. (2022). The Disability Discrimination Act: [What do Children's Education and Care Services Need to Know?](#)

Australian Government Department of Education (2024). Child Care Provider handbook <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Department of Education (2021). Guide to Additional Child Care Subsidy (child wellbeing) <https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing>

Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

[Australian Government Guide to Social Policy Law. Family Assistance Guide Immunisation-approved exemptions \(FTB\)](#). <https://guides.dss.gov.au/family-assistance-guide/2/1/3/40>

Department of Human Services (Centrelink): <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Education and Care Services National Law Act 2010. (Amended 2023). [Education and Care Services National Regulations](#). (Amended 2023).

Government of Western Australia. Department of Health. (2021). Western Australian Immunisation Requirements. Guidelines for persons in charge of child care services, community kindergartens and schools.

National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay <https://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>

NSW Government Health. (2019). Questions and answers about vaccination requirements for child care: https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

Policy created/ Reviewed

Date	Major, Minor or Administrative	Description of Revision(s)
May 2026	Major	New policy – merged OSHC and ELC into one policy.

Monitoring, Evaluation and Review

This policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates or modifications to ensure compliance with legislative and standard requirements will be communicated to all employees, contractors, and representatives of CatholicCare Wollongong.

Other situations may include:

- Following an incident, to identify gaps and strengthen data protection measures.
- adoption of new tools or systems.
- mergers, restructuring, or shifts in services that impact on current processes.
- As part of routine evaluations to ensure policies remain effective and aligned with best practices.
- If client/s provide feedback or complaints, prompting a review for improvement.
- When inefficiencies or errors are identified.

The agency will formally review this Policy every three years as part of the policy's known life cycle period.