

ECECP Procedure 22.1

Enrolment

Controlled Document

Version:	1.0	Date of approval:	May 2026	Date of next review:	May 2029
Document Owner	Manager – Early Childhood Education & Care		Approved by	Executive Manager – Children & Youth Services	
Reviewed by:	Project Officer – Early Childhood Education & Care ECEC Fees Coordinator				

Policy attached to this procedure	ECEC Policy 22 – Enrolment
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This procedure provides clear, operational guidance for the enrolment of children into CatholicCare Wollongong Early Learning Centres (ELC) and Out of School Hours Care (OSHC) services. It supports and gives effect to ECEC Policy 22 – Enrolment, ensuring enrolment practices are consistent, equitable, compliant and child-centred across all service types.

This procedure must be read and implemented in conjunction with:

- ECEC Policy 22 – Enrolment
- Approved ELC and OSHC Enrolment Flow Charts (2026)
- Relevant fees, medical, governance and record-keeping policies.

Education and Care Services National Law or Regulations (s. 2A, s. 165A, 175, R. 77, 78, 85, 86, 88, 90, 91, 92, 93, 96, 97, 99, 100, 101, 102, 102D, 155, 157, 160, 161, 162, 168, 177, 181, 183). NQS QA2: Element 2.2, 2.2.2, Children’s Health and Safety, QA6: Element 6.1, 6.2 and 6.2.3. Collaborative Partnerships with Families and Community, QA7: Element 7.1 Governance and Leadership

ENROLMENT ENQUIRIES AND ACCESS

1	ELC: Families enquiring about ELC enrolment are: <ul style="list-style-type: none"> ○ Directed to the CatholicCare Wollongong website, or ○ Provided with a My Waitlist link to register interest. OSHC: Families enquiring about OSHC enrolment are: <ul style="list-style-type: none"> ○ Directed to the CatholicCare Wollongong website to complete an online enrolment, or ○ Provided with a direct enrolment link by the Coordinator. 	
2	ELC: Where appropriate, families are invited for a centre tour and discussion regarding service philosophy, availability and next steps.	
3	All enquiries and new family details are recorded in the Enrolment Tracker.	
4	Enrolment is subject to availability, priority of access, service capacity and completion of all enrolment requirements, in line with ECEC Policy 22 – Enrolment.	

WAITLIST AND OFFERS OF PLACEMENT

1	<p>ELC: Children are managed via My Waitlist where vacancies are not immediately available. When a suitable vacancy becomes available:</p> <ul style="list-style-type: none"> ○ The Centre Director issues an Offer of Place via My Waitlist (ELC Accounts copied). ○ Families have 48 hours to accept the offer and complete enrolment requirements. ○ ELC Accounts manage bond payment and notify the service once bond received. ○ Enrolment is confirmed in My Waitlist once all requirements are met.
2	<p>OSHC: Where vacancies are unavailable, children are placed on the OSHC waitlist and families are notified when a suitable place becomes available.</p>

MANDATORY ENROLMENT REQUIREMENTS (ELC AND OSHC)

1	<p>A child must not commence care until all mandatory enrolment requirements are completed, reviewed and approved.</p>
2	<p>Staff will discuss sensitive information with families privately, such as children's medical needs, court orders, parenting plans or orders</p>
3	<p>Families must provide complete and accurate information and documentation, including:</p> <ul style="list-style-type: none"> ○ Completed enrolment form ○ Birth certificate or approved identity documentation ○ Current AIR Immunisation History Statement ○ Complying Written Arrangement (CWA) ○ Direct debit/bank details (via Xplor) ○ Emergency contacts and authorised nominees ○ Court orders, parenting orders or parenting plans (if applicable)
4	<p>Non-attendance rule: A child must not attend if required documentation is incomplete, expired or not provided.</p>
5	<p>A CWA must be recorded and signed by the parent to confirm the terms of the agreement</p>
6	<p>The <i>Record Keeping and Retention Policy</i> outlines the information and authorisation required for enrolment forms</p>

MEDICAL AND ADDITIONAL NEEDS MANAGEMENT

1	<p>Where a child has a medical condition, allergy or additional health need:</p> <ul style="list-style-type: none"> ○ Families must provide required Medical Management Plans prior to commencement. ○ A Communication Plan and Risk Minimisation Plan are developed in consultation with the family and, where required, health professionals.
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2	Families are emailed using the <i>Medical Management Email Template</i> , with relevant policies attached (e.g. Medical Conditions Policy, Asthma or Diabetes Management).
3	A child with medical needs must not begin at the Service unless a medical management plan signed by a medical practitioner is received and a communication plan and risk minimisation plan are completed in collaboration with the family and nominated supervisor..
4	Medication must be brought to the Service each day as per <i>Medical Conditions Policy</i> .
5	The child's medical management plan, communication plan and risk minimisation plan are communicated to educators.
6	These requirements apply to both ELC and OSHC services, in line with ECEC Policy 22 - Enrolment.

REVIEW AND VERIFICATION OF ENROLMENT

1	The Centre Director (ELC) or Coordinator (OSHC): <ul style="list-style-type: none"> o will ensure the enrolment form is completed accurately and, in its entirety, including authorisations signed by both parents/guardians. o Reviews all enrolment information against the Enrolment Tracker. o Follows up missing or unclear information with the primary carer.
2	All tracker information must be received/ completed prior to commencement.
3	ELC: Families are advised that enrolment must be completed by the week prior to commencement.
	OSHC: Families are advised that enrolment will take a minimum of two working days to complete. Children cannot attend the service until enrolment is finalised.

ENROLMENT CONFIRMATION AND ORIENTATION

1	ELC: Stay and Play / Orientation session is scheduled.
2	ELC & OSHC: Confirmation of enrolment is sent via the service email using the <i>Welcome Letter Template</i> , including: <ul style="list-style-type: none"> o Family Handbook o Fees Policy o Fees, Bookings and Payments Procedure o Absences, Changes and Cancellations Procedure o Medical Management Policy
3	Families will be advised of the signing in and out process for attendance

XPLOR SETUP AND CCS REQUIREMENTS (ELC AND OSHC)

1	Parent/guardian is invited to Xplor by the Director/Coordinator.
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2	Child status is updated from <i>Waitlist</i> to <i>Active</i> only once enrolment is approved.	
3	Bookings are entered into the Master Roll.	
4	A CCS Enrolment is created in Xplor: <ul style="list-style-type: none"> ○ Start date must be a Monday ○ Session details entered accurately ○ The CWA must be signed prior to the child attending 	
5	Where families are not eligible for CCS or are applying for ACCS, Accounts team are notified via email.	

CHANGES AND UPDATES DURING ENROLMENT

1	Families must notify the service of changes to enrolment information as soon as practicable, including: <ul style="list-style-type: none"> ○ Contact details ○ Medical information ○ Court orders or care arrangements ○ Attendance patterns 	
2	Changes are subject to availability, ratios, licensing conditions and service approval.	

ENDING AN ENROLMENT

1	Our <i>Enrolment Policy</i> provides clear understanding of the Service requirements when withdrawing their child from our care.	
2	Families withdrawing from care must provide written notice in line with the Fees Policy.	
3	At times it may be necessary for the service to terminate a child's enrolment. Management must follow the <i>Enrolment Policy</i> . Service-initiated suspensions or terminations Policy and relevant procedures, guided by: <ul style="list-style-type: none"> ○ Procedural fairness ○ Paramountcy of the child's safety, health and wellbeing 	
4	Management will end the enrolment within the CCS Software or PEP within 7 days of the enrolment ending	