ENROLMENT, ORIENTATION AND CANCELLATION PROCEDURE

| Policy Hierarchy link | Children (Education and Care Services National Law Application) Act 2010  
|                       | Education and Care Services National Regulations 2011: 4.7  
|                       | NSW Public Health Act 2010 Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Bill 2013  
|                       | NSW Public Health Regulation 2013  
|                       | National Quality Standard: 6.1  
| Responsible Officer   | Vice-President, University Services  
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|                       | 9385 1708  
| Superseded Documents  |  
| File Number           | Contact the Records & Archives Office.  
| Associated Documents  | Fee procedure  

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1. Purpose and Scope
This procedure will apply to UNSW Early Years Management, all families enrolled and on the waitlist, and for UNSW Early Years.

UNSW Early Years aims to offer child care places in a fair and equitable manner to all eligible children from birth to school age. Each UNSW Early Years Campus is obliged to take into account guidelines as set down by funding bodies and its own priority guidelines. UNSW Early Years must operate in a financially viable manner.

Enrolment and orientation processes will be planned and implemented in consultation with families in order to support the transition of a child and family to the Campus. Due consideration will be given to both the culture and language of each family. Documentation, including authorisations, will be completed during the enrolment and orientation process and prior to official starting date.

Every effort will be made to develop a respectful two-way partnership between the family and Campus. However, UNSW Early Years Management recognises that there may be some circumstances where the appropriate course of action is the cancellation of a child’s enrolment.

2. Definitions
SSP – Special Study Program

Student – a student enrolled in a UNSW course.

Staff- a staff member employed by UNSW

3. Procedure
3.1 Priority of Access
Priority of access will be given to children of UNSW staff and UNSW students in keeping with the guidelines established by UNSW Early Years Management.
**Note:** UNSW Early Years staff are considered within the same priority of access as all other UNSW staff.

The following Priority of Access Guidelines (NSW) apply:

1. Children at risk of serious abuse or neglect.
2. A child of a single parent or parents who both satisfy the work/training/study test.

Within these main categories priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- Families which include a person with a disability
- Families on low incomes
- Families from culturally and linguistically diverse backgrounds
- Socially isolated families
- Single parent families

**NOTE:** UNSW Early Years priority guidelines for individual Campuses.

- Kanga's House – UNSW staff
- Tiggers Honeypot – UNSW staff
- Owl's House – UNSW staff
- House at Pooh Corner – UNSW students

- Siblings of children currently enrolled at the Campus. This applies only if siblings will be attending the Campus concurrently and to those families who remain students or employees of the University.

  **NOTE:** Community family siblings must be more than 2 years of age.

- Enrolled children of families who take leave from the University for a period of secondment, SSP or study leave will be given priority to return to the Campus dependent upon availability.

  **NOTE:** A letter of confirmation from the Head of School will be required as proof of the secondment.

- Enrolled children of families who leave the Campus for the period that their parent is on Parental Leave will be given priority to return to the Campus dependent upon availability.

- Children who are enrolled at UNSW Early Years and wish to transfer to a different Early Years campus need to submit an online *Internal Transfer Request*.

- UNSW may also prioritise children of certain students or staff to be offered placements in line with strategic recruitment practices. UNSW Early Years Campuses will comply with such directives as they are communicated and positions become available.

### 3.2 Waitlist Procedures

Waitlist applications are to be found on-line at [www.earlyyears.unsw.edu.au](http://www.earlyyears.unsw.edu.au).

A child’s name can be placed on the waitlist after confirmed conception or, in the case of adoption, at the time the adoption is applied for.

A child will have to be placed newly on the waitlist if a child is withdrawn from any Campus within the last three months of a year (i.e. ceases to pay fees) and wishes to re-enrol the following year.
3.3 Procedures to fill a vacancy
A vacancy becomes available when a child leaves the Campus or changes days of enrolment. Places are offered as follows:

- To a child currently enrolled at that Campus.
- To siblings of children enrolled at that Campus – as per 3.1 Priority of Access.
- To a child of a UNSW strategic recruit for staff or student
- To a child enrolled in another UNSW Early Years Campus and wishing to transfer.
- To a child on the UNSW Early Years centralised waitlist as per 3.1.

When offering a position from the waitlist, the following steps are taken:

- An Early Years representative will contact the family by telephone or email as provided by the family on the waitlist.
- Should a response not be received from the family within 48 hours the offer will move to the next family on the waitlist.
- When contact is made to offer a place, the family will be given 24 hours in which to inform Early Years of their decision as to accept or reject the offer.
- The offer will be confirmed in writing and will outline the enrolment requirements including the starting date.
- A position will not be held open (and unpaid) for any family.
- Families who choose not to take up the offer will remain on the waitlist.

3.4 Acceptance of offer
A family’s acceptance is contingent on acceptance of the terms and conditions as stated on their offer.

- Two weeks fees must be paid within a week of the offer (see Fee Procedure).
- Families who accept an offer and then change their mind prior to commencement will be charged a $100 Administration Fee.

Early Years will also provide information including but not limited to:

- Online enrolment procedure – which includes some authorisations
- A link to access our CCMS Software provider (currently Hubworks) to enter their details and to access/update their child’s profile
- Current fee and payment information
- Any necessary information regarding commencement of attendance at the Campus (settling in guidelines, clothing requirements etc)
- Policies and procedures including but not limited to, those required under Regulation 168
- Information regarding Child Care Benefit (CCB)
- Information regarding Child Care Rebate (CCR)
- Information regarding Salary deductions
- Information regarding Salary Sacrifice
- Information on National Quality Framework (NQF), National Quality Standards (NQS), and the Early Years Learning Framework (EYLF).
3.4.1 When accepting an offer, the days of attendance is locked-in for a 12 week period. After the 12 week period changes to the attendance pattern can be requested. We suggest that the information in the enrolment package be retained by the family for future reference.

3.4.2 Positions offered will be under a certain fee category. This category is that which will apply for the entirety of the enrolment unless:

(a) the family ceases to work at UNSW in which case the enrolment will become a community placement

(b) the family ceases to study at UNSW in which case the enrolment will become a community placement - unless that family then becomes a staff member

(c) should a family be both staff and student member, the family will be enrolled as a staff placement.

Please note that student enrolments exist for families who are solely students of UNSW. Families who enrol as staff and then become students of UNSW will only move to student enrolment if they are no longer employed at UNSW in any capacity.

3.5 Orientation
Orientation will be arranged between the family and a Campus representative. Prior to the agreed start date for the child the family will:

- Sign the enrolment form, indicating that they accept, and will adhere to, the Campus’s current philosophy and procedures. It is a condition of continuing enrolment that parents abide by all of the Campus’s and UNSW procedures and policies.
- Collaborate with staff to provide the best possible start for the child at the Campus
- Provide information about how they care for their child, the child in the home environment and what the family would like the child to gain from being in the Campus
- Provide the current Australian Childhood Immunisation Register (ACIR) Summary
- Provide a Birth Certificate or Passport
- Provide Customer Reference Numbers (CRN) to the Campus if CCB and CCR are to be accessed
- Provide current contact information for parents and emergency persons
- Information on children’s additional needs (including medical conditions, health and developmental concerns)
- Any applicable court orders

This information will be kept on premises in accordance with Campus procedures and the Education and Care Services National Regulations 2012.

3.6 Commencing at the Campus

See each individual Guidelines for Settling a Child into the Campus.
The Nominated Supervisor, or Campus representative, will ensure that all forms are completed and necessary information has been provided.
3.7 Hours of Care
We ask that families consider the impact of long days on their child. If a child displays signs of being unable to cope, the family of that child will be contacted and requested to collect the child as soon as practicable. This is to ensure the child’s right to well-being and high quality care for all children.

3.8 Patterns of Attendance
To provide stability, continuity of care and quality programs for all children at the Campus, each room has a combination of full time and part time placements. Attendance patterns are:

- **2 days** - Monday & Tuesday OR Thursday & Friday
- **3 days** - Monday, Tuesday & Wednesday OR Wednesday, Thursday & Friday
- **4 days** - Monday, Tuesday, Thursday, Friday
- **5 days** - Monday, Tuesday, Wednesday, Thursday and Friday.

Positions of one day per week will not be offered.

In certain circumstances the Campus may (at its discretion) allow variations of the patterns of attendance upon written request from the families and if available. Such changes will be reviewed annually.

The above mentioned pattern of attendance enables a high occupancy rate which supports prudent financial management.

3.9 Change of Days / Withdrawal from the Campus
Requests for change will be considered, and made only if the Campus can accommodate the request.

3.9.1 Extra Days
All extra days are in addition to your current attendance. Families seeking extra casual days for their child should consult with the Campus to check availability. Extra days will not be granted if fees are not up-to-date.

3.9.2 Permanent Changes
Families seeking to increase their child’s permanently enrolled days should complete a ‘Cancelling/Change of Day’ form. Requests for additional days will be considered in the order of submission, and in line with priority guidelines. If fees are in arrears, additional days will not be granted.

A family who wishes to reduce/change their child’s enrolment days should fill out a ‘Cancelling/Change of Day of Care’ form. The new attendance pattern must still fit in with the UNSW Early Years pattern of attendance. 4 weeks’ notice in writing is required to request a reduction or change of days. Notwithstanding clause 3.4.1.

To withdraw a child from the Campus, four weeks’ notice in writing is required. A child’s final day should be in line with the child’s weekly attendance pattern.

Withdrawal from any Campus will not be accepted within the final 4 weeks of operation for the year.
3.10 Internal Transfers between UNSW Early Years Campuses
Families interested in transferring between UNSW Early Years Campuses must submit an online Internal Transfer Request. As per all other positions, Early Years cannot guarantee when or if a position in the preferred Campus will become available. Transfers will also be offered in line with the Campus’s priority guidelines as per 3.1.
When a family is transferring between two UNSW Early Years Campuses the notice period is reduced to 2 weeks.
Families will be required to follow the new Campus’s orientation and enrolment process.

3.11 Special Study Program (SSP) / Sabbatical Leave
UNSW Early Years supports UNSW in its provisions for professional development through the SSP. Families who take up SSP will be given priority to return to a position at their Campus. Return positions however cannot be guaranteed as a vacancy must exist or become available for a child to return to the Campus. As most new positions become available in the new year, it is suggested where possible that SSP be taken in the second semester with a return to UNSW in January. For all SSP leave, written verification from HR or head of school is required.

3.12 Re-enrolment of children for the following year
Currently enrolled children
In September, families of currently enrolled children will be asked to indicate their enrolment needs for the following year. Each Campus will endeavor to accommodate requests for change before offering positions to new children. A review of attendance patterns (as outlined in 3.8) will occur at this time.
When accepting an offer for re-enrolment, the days offered are to be kept for at least 12 weeks before any changes can be made. Requests for change will be considered, and made only if the Campus can accommodate the request. The request must be made prior to 1 December in the year of offer. Requests for change will be considered, and made (including prior to the 12 weeks) only if the Campus can accommodate the request.
For UNSW families, an official document outlining family work or study patterns may be requested.
Priority is then given to families returning from parental leave or Special Study Leave (sabbatical) once all currently enrolled children’s requirements are met.
All fees must be up to date at the end of the year to guarantee the child’s position for the following year.

3.13 Parent no longer studying at, employed by UNSW or on leave (including parental) from UNSW
When a parent is no longer employed or studying at UNSW their child is no longer entitled to Priority 1 access.
For children under 2 years of age – the family may be asked to vacate their child’s the position in favour of a UNSW student or staff member. A period of grace of four (4) months will be given to that family – allowing the opportunity to find alternative care. If, at the end of this period, another family in Priority 1 - 3 categories does not require the place, the enrolment may continue at the discretion of UNSW Early Years Management. The situation will be reviewed every three months.
When a UNSW parent takes leave without pay, the child's continuing enrolment at the Campus will be re-assessed in accordance with Priority of Access Guidelines and
current Campus enrolments. Whilst a parent is on maternity leave their employment or study status is considered to be continuing, therefore the child's position in the Campus will be maintained although days of attendance may be adjusted.

3.14 Cancellation of a child’s enrolment by UNSW Early Years

At times it may be necessary for a child’s enrolment within UNSW Early Years to be cancelled. Circumstances that could lead to cancelling the enrolment of a child may include:

- A family member’s committing an illegal act on the Campus’s premises.
- A family member’s non-compliance with the procedures.
- A family member who makes a vexatious accusation against a staff member, child or another parent in the Campus.
- A family member who abuses or threatens children, staff member or other parents in the Campus.
- Habitual non-payment of fees – as per Fee Procedure.
- Willfully or negligently making a false or misleading statement that relates to the enrolment of a child at the Campus or to the care the child receives.
- Any circumstance that UNSW Early Years believes adversely affects the ability of the Campus to give proper care to a child and the family or adversely affects the welfare of staff or other children and families at the Campus.
- Continual extreme behaviour of the child, which compromises the safety and well-being of other children and staff at the Campus. This will be a last resort action.

**NOTE** A position may be terminated immediately without opportunity for consultation if it is perceived that there is an imminent chance of harm or threat to a staff member, child or other Campus family member.

When circumstances arise that may cause the cancellation of an enrolment the following steps will be taken:

- The Nominated Supervisor will make the UNSW Early Years General Manager aware of any situation that may possibly lead to a cancellation.
- The UNSW Early Years General Manager and the Nominated Supervisor will arrange a meeting/s with the family to discuss the situation towards a positive resolution. Confidential dated written records will be made, detailing discussions, issues raised and action taken. These are to be signed by all parties present at the end of each meeting as a true and accurate recording of events and will be stored securely until Early Years Management decides they can be archived.
- All avenues of resolution will be followed through within a specified timeframe.
- If, after every effort has been made, the UNSW Early Years General Manager decides that there is still no alternative to cancelling the place the family will be given notice of the termination of the enrolment in writing. At this point the position will be terminated immediately.

4. Review & History
5. Acknowledgements

Department of Education and Training

Department of Social Services:
Accessed September 2015

Appendix A: History

The authorisation and amendment history for this document must be listed in the following table. Refer to information about Version Control on the Policy website.

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