1. Purpose and Scope

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 Centre 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 orient a child and family to the Centre. Due consideration will be given to culture and language. Documentation, including authorisations, will be completed during the enrolment and orientation process.

Every effort will be made to work in partnership with families. UNSW Early Years Management, however, recognises that there may be some extreme circumstances where the appropriate course of action is the cancellation of enrolment of a child’s place.

This procedure will apply to UNSW Early Years Management, all families enrolled and on the waiting list for UNSW Early Years Centres.

2. Definitions

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 the UNSW Early Years Management.

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

Early Years Centres also have the following guidelines (not in order of priority):

NOTE priority guidelines for individual centres
- 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 Centre. This applies only if siblings will be attending the Centre 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, sabbatical or study leave will be given priority to return to the Centre dependent upon availability.

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

• Children who are enrolled at a UNSW early years centre and wish to transfer to a different UNSW centre. NOTE: It is the parents’ responsibility to keep the current centre up to date with such requests.

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

3.2 Waiting List Procedures
Waiting list applications are to be found on-line at www.earlyyears.unsw.edu.au.

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

If a child is withdrawn from any centre within the last three months of a year (ie. ceases to pay fees) and wishes to re-enrol the following year, a new waitlist application form must be completed and lodged.

3.3 Procedures to fill a vacancy
A vacancy becomes available when a child leaves the centre or changes days of enrolment. Places are offered as follows and in order to:

• A child currently enrolled in that centre.
• Siblings of children enrolled in that centre – as per 3.1 Priority of Access.
• A child enrolled in another UNSW Early Years’ centre and wishing to transfer.
• To a strategic placement for staff or student.
• To a child on the UNSW Early Years centralized waitlist within priority categories and related guidelines.
When making an offer the following steps are taken.

- An Early Years representative will attempt contact 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 centre will move to the next family on the waiting list.
- When contact is made to offer a place the family will be given 24 hours in which to make a decision.
- The offer will be confirmed in writing and will outline the enrolment requirements including the starting date.
- Two weeks fees must be paid within a week of the offer, or a UNSW salary deduction form is to be completed (see Fee Procedure).
- Families who accept an offer and then change their mind prior to commencement will be charged a $100 Administration Fee.
- A position will not be held open (and unpaid) for any family.
- Families who choose not to take up the vacancy will maintain their position on the waitlist.

### 3.4 Orientation

Orientation will be arranged between the family and a centre representative.

The centre will provide the following:

- Enrolment forms – which include authorisations
- Families will be given 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
- All necessary information regarding commencement of attendance at the Centre (settling in guidelines, clothing requirements etc)
- Policies and procedures including, but not limited to, those required under Regulation 168
- Information on National Quality Framework, National Quality Standards, and the EYLF
- Feedback form
- Information regarding Child Care Benefit (CCB)
- Information regarding Child Care Rebate (CCR)
- Information regarding Salary deductions
- Information regarding Salary Sacrifice

The information in the enrolment package should be retained by the family for future reference.

Families are asked, prior to the agreed start date for the child, to:

- Sign the enrolment form, indicating that they accept and will adhere to the Centre’s current philosophy and procedures. It is a condition of continuing enrolment that parents abide by all of the Centre’s procedures, as well as UNSW’s policies
- Collaborate with staff to provide the best possible start for the child at the centre
- 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 Centre
- Provide the ACIR Immunisation Summary (as of 1st January, 2014)
• Provide a Birth Certificate or Passport
• 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 at the centre premises in accordance with centre policies and the Education and Care Services National Regulations 2012.

3.5 Commencing at the Centre

See each Centre’s Guidelines for Settling a Child into the Centre.

The Nominated Supervisor, or centre representative, will ensure that all forms are completed and necessary information has been provided.

3.6 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 from the Centre. This is to ensure the right to well-being and high quality care for all children at the Centre.

3.7 Patterns of Attendance

To provide stability, continuity of care and quality programs for all children at the Centre, each room has a combination of full time and part time placements. This is supported by the attendance patterns that are offered:

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 Centre 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.

A high occupancy rate will ensure prudent financial management.

3.8 Change of Days / Withdrawal from the Centre

3.8.1 Extra Days

All extra days are in addition to your current attendance. Families seeking extra casual days for their child should consult with staff to check availability.

3.8.2 Permanent Changes

Families seeking to increase their child's permanently enrolled days should complete a ‘Cancelling/Change of Day’ form in the Office. Requests for additional days will be considered in the order of submission, and in line with priority guidelines.

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. Families will need to give 4 weeks' notice in writing if reducing/changing days.

To withdraw a child from the Centre, four weeks' notice in writing is required.

Withdrawal from any Centre will not be accepted within the final 4 weeks of operation for the year.
3.9 Internal Transfers between UNSW Early Years Centres

Families interested in transferring between UNSW Early Years Centres must make and maintain contact with their Centre. Each Centre maintains an internal waitlist specifically for transferring families. This list will be consulted prior to going to the UNSW centralised waitlist while following the Centre’s priority of access guidelines. As per all other positions, Early Years cannot guarantee when or if a position in the preferred Centre will become available.

When a family is transferring between two UNSW Early Years Centres the notice period is reduced to 2 weeks. Families will be required to follow the new centre's orientation and enrolment process.

3.10 Re-enrolment of Children for the Following Year

Currently enrolled children

In September, families of currently enrolled children will be asked to complete a form indicating their enrolment requests for the following year. Centres will endeavor to accommodate requests for change before offering positions to new children. A review of attendance patterns (as outlined in 3.7), will occur at this time.

An official document outlining family work or study patterns may be required by the centre.

3.10.1 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 at the Centres.

For children under 2 years of age – the child may be asked to vacate 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 Centre will be re-assessed in accordance with Priority of Access Guidelines and current Centre 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 Centre will be maintained although days of attendance may be adjusted.

3.11 Cancelling the Enrolment of a Child’s Place at the Centre

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 parent committing an illegal act on the Centre’s premises.
- Continual non-compliance with the Centre’s procedures.
- A parent who abuses or threatens children, staff or other parents in the Centre.
- 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 Centre or to the care the child receives.
- Any circumstance that UNSW Early Years believes adversely affects the ability of the Centre to give proper care to a child and the family or adversely affects the welfare of staff or other children and families at the Centre.
• Continual extreme behaviour of the child, which compromises the safety and well-being of other children and staff at the centre. This will be a last resort action.

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.

• Confidential, dated written records of the situation will be made and kept in a sealed envelope in the files until the Centre Management decides they can be archived.

• 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 kept in the safe until the Centre Management decides they can be archived.

• All avenues of resolution will be followed through within a specified time frame.

• 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 Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)


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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