



## 2021 Oakleigh OSHC Enrolment Process for Permanent Places

The P&C offers Outside School Hours Care to support Oakleigh families and is currently licensed for up to 105 children a session. This demand in growth for this service has increased significantly over recent years and despite efforts to be accommodating of community needs, in 2020 the service has operated with wait lists for all afternoon sessions.

In order to establish the fairest system possible, we manage bookings via a **'First in First Served Basis to Existing Families'**. We want to make you aware that we do not carry over children's permanent places from one year to another. This means that if a family held a permanent arrangement in 2020, it will **not** be carried over into 2021. The allocation of children to permanent places begins from a set date each year unless a family falls under the priority category, in which case they will be given special consideration. The priority of access will be given based on:

- the vulnerability of families (risk of serious abuse or neglect)
- the working (or study) needs of families - a child/ren of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

For 2021, permanent places will become available for booking from **7am Monday October 12<sup>th</sup> 2020**. Please be aware: spaces fill up extremely quickly.

As much as we would love to accept new families into our service, our managing access, enrolment and booking processes outline for a priority to existing families who have used or are waitlisted to use the service in 2020. This will mean that if the same level of demand continues in 2021 as we have seen in 2020, regrettably new families and also some of our existing families may not be offered their requested places. We welcome all families to submit their requests but strongly encourage them to explore additional options and have a backup plan for care, if we are unable to offer a place.

### **Key Enrolment Dates for Booking Permanent Places in 2021**

#### **Step One – Be Aware of Enrolment Dates and Code of Conduct Requirements**

- The 2021 Enrolment Process and key dates are outlined in this document. Questions can be directed to Oakleigh OSHC team at [oakleighoshc@gmail.com](mailto:oakleighoshc@gmail.com)
- Please familiarise yourself with the **Parent's and Guardian's Code of Conduct** included at the end of this document as this will need to be adhered to by families enrolling child/ren in our service.

#### **Step Two – New Families to Register their Interest via *My Family Lounge***

- Families who have not previously used the service in 2020 need to express their interest in the enrolling for 2021 by signing up through *My Family Lounge* by **October 1<sup>st</sup> 2020**.
- It is vital that you enrol your child/ren with *My Family Lounge*, as this will be the first step in applying for a space within our service.
- Please note that enrolling via *My Family Lounge* **does not** secure you a space in OSHC, it does however place you in our system and allows us to put you on our email list to receive a **2021 Enrolment Request Form**.
- Access *My Family Lounge* via [www.qkenhanced.com.au/external/Registration/Register](http://www.qkenhanced.com.au/external/Registration/Register)
- Please note that families must complete **all** sections that marked **\*(\*)** otherwise your enrolment will not process through the system. At the very top left-hand corner of the enrolment page, there is a drop-down box where you must select 'Oakleigh OSHC'. If this has not been completed, you will be prompted until you have selected the service.



### Step Three – Receive and Submit a 2021 Enrolment Request Form

For Existing Families:	For New Families:
<p>On Thursday <b>October 8<sup>th</sup></b> the <i>Enrolment Request Forms</i> for 2021 Before &amp; After School will be emailed out to all of our families listed in our service for 2020 based on the current email addresses in My Family Lounge.</p> <p>At <b>7am</b> on Monday <b>October 12<sup>th</sup></b> we will open the enrolment process to our existing families to request a place for 2021. We will require you to email your enrolment form to <a href="mailto:oakleighoshcenrolments@gmail.com">oakleighoshcenrolments@gmail.com</a>.</p> <p><i>All enrolment forms will be date &amp; timed stamped as they come into our email address.</i></p>	<p>On Thursday <b>October 15<sup>th</sup></b> the <i>Enrolment Request Forms</i> for 2021 Before &amp; After School will be sent out to all of our new families who have registered in My Family Lounge.</p> <p>At <b>7am</b> on Monday <b>October 19<sup>th</sup> at 7am</b>, we will open the enrolment process to any new families to request a place for 2021. We will require you to email your enrolment form to <a href="mailto:oakleighoshcenrolments@gmail.com">oakleighoshcenrolments@gmail.com</a>.</p> <p><i>All enrolment forms will be date &amp; timed stamped as they come into our email address.</i></p>

### Step Four– Receive a Response to Your Enrolment Request

- All families accepted into the program will be sent a confirmation letter of placement and further information by the **11<sup>th</sup> of November 2020**.
- You will need to respond by **18<sup>th</sup> November 2020** to accept the offer and confirm your child/ren's permanent place for the commencement of day 1 term 1, 2021 when payments will commence.
- If regrettably you have not received a permanent placement, you will be put on our waiting list. A letter will be sent to you explaining the wait list process.

Please see below **Parents and Guardians – CODE OF CONDUCT**

#### **Still have Questions:**

Please don't hesitate to contact us. Our door is always open.  
We look forward to supporting your family with the enrolment process.



## Parents and Guardians – CODE OF CONDUCT

*Please familiarise yourself with the code of conduct document. A copy of this document will be contained in your enrolment request form which will require your signature when you engage in the enrolment process. These are the terms that must be followed during the enrolments process, failure to accept the Code of Conduct may result in OSHC declining your Enrolment request.*

### **Parents/Guardians will...**

- Be expected to communicate courteously and professionally with all staff.
- Treat the Staff, Children, Visitors and other Parents/Guardians whom attend OSHC respectfully and appropriately at all times.
- Respect that staff members have the right to ask a person/s to leave the premises if the staff member is feeling intimidated or threatened in any way.
- Use appropriate language when communicating with Staff, in a calm and collected tone.
- Not yell or raise their voice at Staff, and maintain composure when on the OSHC grounds and particularly while around the children.
- Make an appointment with the Coordinator and Assistant Coordinator in order to discuss further issues, at a time that is appropriate and agreed on by both parties. Appointments will be accepted between 2 and 3 pm Monday-Friday and must be booked in advance, via email.
- Abide by the licenced opening and closing hours of the service. Children must be dropped off **after 6:30am** and collected **before 5:55pm** for **closure at 6:00pm**.
- Should a Parent/Guardian have any issues or concerns regarding the conduct of an employee, family or another child, they shall follow the appropriate **Grievance Procedures** outlined in the policies and procedures manual.
- Fill out a **Direct Debit** form, which is true and correct, and return this before commencement into the service. Failure to supply a Direct Debit form will result in your account being placed on hold.
- All families with children that have Anaphylaxis, intolerances, Asthma, extra needs, or special requirements **MUST** fill out a **Risk Minimisation Plan** and return this before commencement into the service. Failure to supply a risk minimisation plan for a child that requires one, will result in your account being placed on hold.
- Acknowledge that Employees have a right to ask a verbally abusive or aggravated person/s on phone to speak civilly otherwise the phone call will be terminated.
- If parent/s or guardian/s become physically violent and are deemed a threat to staff and children, Oakleigh State School Principal and the Police may be contacted and said person/s will be removed from the service.
- Accept that those who consistently breach this **Code of Conduct** will have their behaviour addressed with the P&C Committee and OSHC Coordinator. This may result in suspension of enrolment or a complete dismissal.