# Catholic Early EdCare
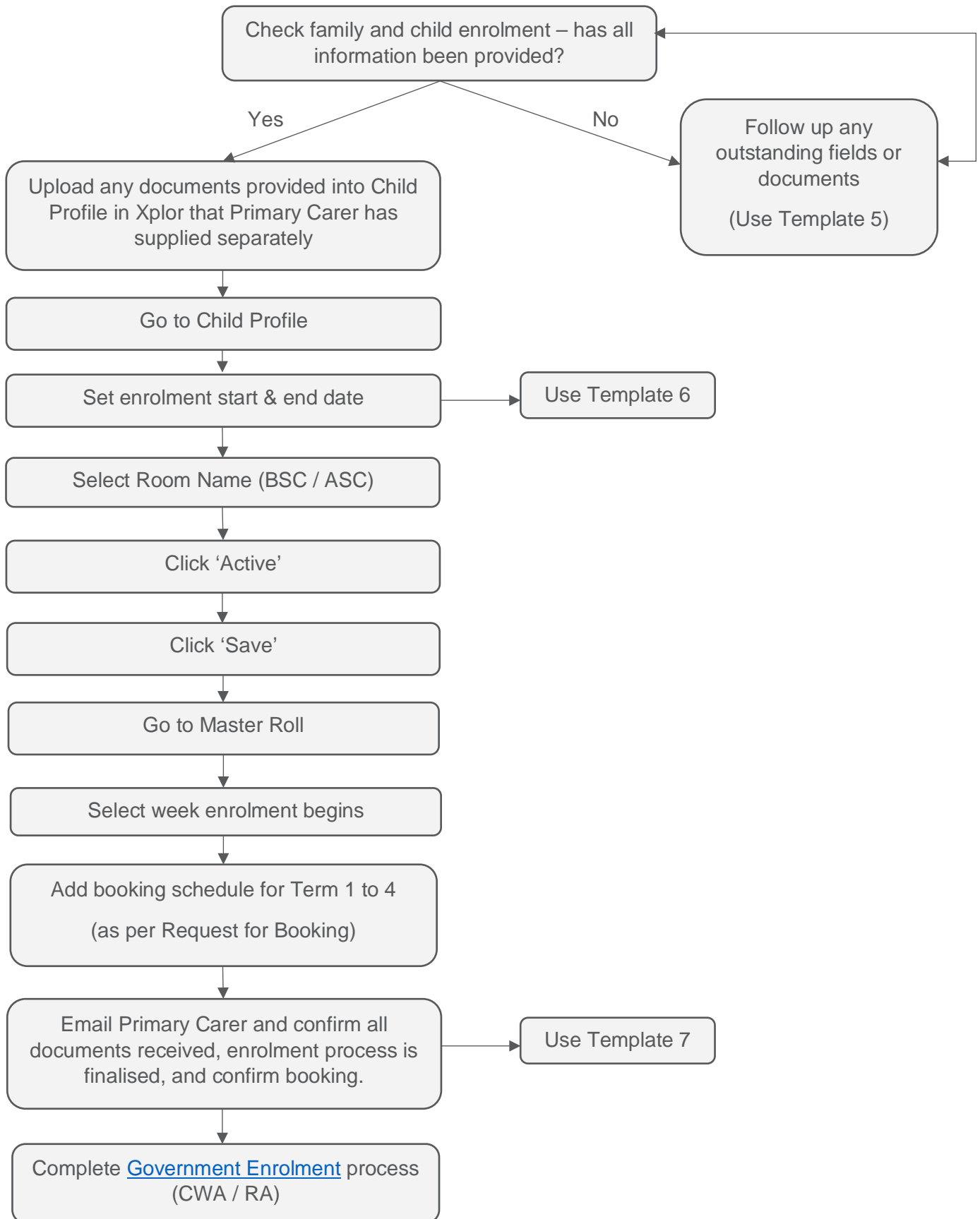## WATCH THEM GROW

# CEEC Guide to OSHC Enrolment

## (for new families or to add a child to an 'existing account')

### Stage 1

```
Receive Enquiry
```

**Is enquiry from an existing family?**

Yes → | No →

**Yes:**
Send email with Request for Booking
(Use Template 1B)

**No:**
Send email with Request for Booking and Fee Schedule
(Use Template 1A)

```
Request for Booking returned to service
```

**Is booking for current year?**

Yes ← | No →

**Yes:**

**Does vacancy exist?** → No

**Yes (vacancy exists):**

**For New Family**

Send email confirming available sessions with enrolment link plus:

- Information Handbook
- Medical Conditions Policy
- Fact Sheets
- Conditions of Enrolment_New Family

(Use Template 4A)

**For Existing Family**

Send email confirming available sessions with enrolment link plus:

- Conditions of Enrolment_ Existing Family

(Use Template 4B)

**No (does vacancy exist):**

If no vacancy exists send email with waitlist link

(Use Template 3)

**No (booking for current year):**

**For a New Family**

Send email with waitlist link and hold until enrolment confirmation is completed for existing families in Term 4

(Use Template 2A)

**For Existing Family**

Send email with waitlist link and hold until enrolment confirmation is completed for existing families in Term 4

(Use Template 2B)

```
Move to Stage 2
```

## Stage 2

Once Primary Carer has completed the enrolment form

```
┌─────────────────────────────────────────┐
│ Check family and child enrolment – has all │
│      information been provided?           │
└─────────────────────────────────────────┘
```

Yes                                          No

```
┌─────────────────────────────────┐        ┌─────────────────────────────┐
│ Upload any documents provided into Child │ │      Follow up any          │
│  Profile in Xplor that Primary Carer has │ │  outstanding fields or      │
│        supplied separately               │ │       documents             │
└─────────────────────────────────┘        │     (Use Template 5)        │
                                           └─────────────────────────────┘
┌─────────────────────────────────┐
│         Go to Child Profile             │
└─────────────────────────────────┘

┌─────────────────────────────────┐        ┌─────────────────────────────┐
│    Set enrolment start & end date       │───│      Use Template 6         │
└─────────────────────────────────┘        └─────────────────────────────┘

┌─────────────────────────────────┐
│     Select Room Name (BSC / ASC)        │
└─────────────────────────────────┘

┌─────────────────────────────────┐
│            Click 'Active'               │
└─────────────────────────────────┘

┌─────────────────────────────────┐
│            Click 'Save'                 │
└─────────────────────────────────┘

┌─────────────────────────────────┐
│          Go to Master Roll              │
└─────────────────────────────────┘

┌─────────────────────────────────┐
│      Select week enrolment begins       │
└─────────────────────────────────┘

┌─────────────────────────────────┐
│   Add booking schedule for Term 1 to 4  │
│      (as per Request for Booking)       │
└─────────────────────────────────┘

┌─────────────────────────────────┐        ┌─────────────────────────────┐
│  Email Primary Carer and confirm all    │───│      Use Template 7         │
│  documents received, enrolment process is│ └─────────────────────────────┘
│  finalised, and confirm booking.        │
└─────────────────────────────────┘

┌─────────────────────────────────┐
│ Complete Government Enrolment process   │
│             (CWA / RA)                  │
└─────────────────────────────────┘
```

## Template 1A (New Family)

Email to parent/carer who has made an enquiry.

Dear [Insert Parent/Carer First Name]

Thank you for your enquiry.

I have attached a Request for Booking form as well as a Fee Schedule.

We would like to welcome you at [insert Service Name] for a tour. We have a time available on [insert date and time] if this is suitable, alternatively please phone me to arrange a time that is convenient for you.

Alternatively, you can return the completed Request for Booking form if you would like us to progress your enquiry.

I look forward to meeting you.

Kind regards

[insert Coordinator signature block]

## Template 1B (Existing Family – adding a child)

Email to existing parent/carer who has made an enquiry about adding a child.


Dear [Insert Parent/Carer First Name]

Thank you for your enquiry about adding [insert enrolled child's name] [brother / sister] to your account.

I have attached a Request for Booking form for you to complete.

Please let me know if you have any questions.

Kind regards


[insert Coordinator's signature block]

## Template 2A (New Family)

Email to parent/carer who has made an enquiry for next year/s, and needs to be waitlisted until enrolment confirmation process is completed with existing families

Dear [Insert Parent/Carer First Name]

Thank you for your enquiry.

We hope to assist you with your childcare needs. Our existing families are prioritised for placements, and we complete our confirmation of existing enrolments in Term 4 each year. Once this is completed, we can identify any vacancies and offer places to new families for the new school year.

Please complete the waitlist application by following the link below which are recorded by date received. This assists us with prioritising families in the order of their enquiry.

[insert waitlist link]

Should you have any questions, please do not hesitate to contact me.

I look forward to speaking with you further.

Kind regards


[insert Coordinator's signature block]

## Template 2B (Existing Family – adding a child)

Email to parent/carer who has made an enquiry about additional children within the family for next year/s and needs to be waitlisted until enrolment confirmation process is completed with existing families with current bookings.

Dear [Insert Parent/Carer First Name]

Thank you for your enquiry.

We hope to assist you with your childcare needs. We complete our confirmation of existing enrolments in Term 4 each year. Once this is completed, we can identify any vacancies and offer places to existing families adding siblings or requesting additional sessions of care.

Please complete the waitlist application by following the link below which are recorded by date received. This assists us with prioritising families in the order of their enquiry.

[insert waitlist link]

Should you have any questions, please do not hesitate to contact me.

I look forward to speaking with you further.

Kind regards


[insert Coordinator's signature block]

## Template 3

Email to parent/carer when no vacancy exists, and waitlist is offered

Dear [Insert Parent First Name]

We are sorry to advise you that we currently do not have a place available at [insert name of service] for [insert child's name] in [insert year] as our [insert element of care] is fully booked.

We would be more than happy to put you on our waitlist and contact you should a place become available. You can complete the waitlist by following the link below.

[insert waitlist link]

Please do not hesitate to contact me should you have any questions.

Kind regards

[insert Coordinator's signature block]

## Template 4A (New Family)

Email to parent/carer to confirm available sessions for current year / immediate start

Dear [Insert Parent/Carer First Name]

We are delighted to advise you that we have a place available at [insert name of service] for [insert child's name] commencing [insert start date].

During the application process you advised that you would like [insert child's name] to attend [insert days and sessions].

I can confirm these days and session times are available.

[Or, if all sessions requested are not available insert]

Unfortunately, the following sessions [insert days and sessions] are fully booked, however, you can be put on our waitlist for when they do become available. [delete if not required]

Please follow the link below to complete the enrolment information in Xplor (our software provider).

[insert enrolment link]

Also attached for your information is the Medical Conditions Policy, Information Handbook and Fact Sheets and Conditions of Enrolment_New Families.

We encourage families, where possible, to arrange an orientation visit. Please let me know a suitable time for you to bring [insert child's name] to visit and meet the staff and children.

We look forward to you being part of our Outside School Hours Care community.

Please do not hesitate to contact me should you have any questions.

Kind regards


[insert Coordinator's signature block]

## Template 4B (Existing Family adding a child)

Email to parent/carer to confirm available sessions for current year / immediate start

Dear [Insert Parent/Carer First Name]

We are delighted to advise you that we have a place available at [insert name of service] for [insert child's name] commencing [insert start date].

During the application process you advised that you would like [insert child's name] to attend [insert days and sessions].

I can confirm these days and session times are available.

[Or, if all sessions requested are not available insert]

Unfortunately, the following sessions [insert days and sessions] are fully booked, however, you can be put on our waitlist for when they do become available. [delete if not required]

Please follow the link below to complete the enrolment information in Xplor (our software provider).

[insert enrolment link]

Also attached for your completion and return is the Conditions of Enrolment - New Families.

Please do not hesitate to contact me should you have any questions.

Kind regards

[insert Coordinator's signature block]

## Template 5

Email to Primary Carer to follow up on outstanding documents for enrolment


Dear [Insert Primary Carer First Name]

Thank you for completing your online enrolment details for [insert child's name] to attend OSHC.

To complete your enrolment would you please provide a copy of the following documentation.

[Delete what is not required]

- Health Record
- Immunisation Record
- Anaphylaxis Plan
- Asthma Plan
- Medical management plan – [insert medical condition]

Can you please send this information by return email in order to finalise your enrolment.

Please let me know if you have any questions.

Kind regards



[insert Coordinator's signature block]

Template 6

| 2021 | |
|---|---|
| Term 1 | Wednesday 27 January – Thursday 1 April |
| Term 2 | Monday 19 April – Friday 25 June |
| Term 3 | Monday 12 July – Friday 17 September |
| Term 4 | Tuesday 5 October – Friday 3 December<br>(NB: Please confirm with the school their closure date in December due to additional pupil free days) |
| 2022 | |
| Term 1 | TBA |
| Term 2 | TBA |
| Term 3 | TBA |
| Term 4 | TBA |

Public holidays will need to have bookings removed as you progress through each term.

Template 7

Email to Primary Carer to confirm enrolment is finalised

Dear [Insert Primary Carer's First Name]

Thank you for completing your online enrolment details for [insert child's name] to attend [insert service name].

I can confirm all documentation has been received and your enrolment process is completed.

Please note: All enrolments for 2021 will commence on Wednesday 27th January 2021.  Should you not wish to start on that day, please let us know as we may not be able to hold a permanent place if places are limited.  Enrolments will remain current for each Term and continue until the final day of Term 4, [insert Friday 3rd December 2021 or alternative date for school closure].

I have attached the following information for you:
- 2021 Fee Schedule
- Medical Conditions Policy
- Fact Sheets
- Information Handbook
- Talent Release Form
- Service Philosophy and Goals

For support with finalizing your government enrolment in order to receive CCS, please refer to Xplor Parent Help.

The preferred payment method for fees is Xpay. If you are not already using Xpay, please speak with me about how to join.

We are looking forward to having [insert child/children's names] as part of our Outside School Hours community.

Kind regards


[insert Coordinator's signature block]