ENROLMENT POLICY

Terrigal school care provides high quality care for children before and after school, on pupil free days and during school holidays as Vacation Care programs. Enrolment and orientation can be both an exciting and an emotional time for children and families whether they attend only occasionally or on a regular basis. It is important families feel welcomed, supported and provided with all the relevant information as we build partnerships between families and the OSHC Service. Such partnerships enable the OSHC Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Out of School Hours Service.

NATIONAL QUALITY STANDARD (NQS)

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| QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY |
| 2.2 | Safety  | Each child is protected.  |
| 2.2.2 | Incident and emergency management  | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented. |
| QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS |
| 6.1 | Supportive relationships with families  | Respectful relationships with families are developed and maintained and families are supported in their parenting role.  |
| 6.1.1 | Engagement with the service  | Families are supported from enrolment to be involved in their service and contribute to service decisions.  |
| 6.1.2 | Parent views ae respected  | The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child’s learning and wellbeing. |
| 6.1.3 | Families are supported  | Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing. |
| 6.2 | Collaborative partnerships | Collaborative partnerships enhance children’s inclusion, learning and wellbeing. |
| 6.2.3 | Community and engagement  | The service builds relationships and engages with its community. |
| QUALITY AREA 7: GOVERNANCE AND LEADERSHIP |
| 7.1 | Governance | Governance supports the operation of a quality service. |

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| EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS |
| S. 175 | Offence relating to requirement to keep enrolment and other documents |
| 4 | Definitions- child over preschool age |
| 77 | Health, hygiene and safe food practices |
| 78 | Food and beverages  |
| 85 | Incident, injury, trauma and illness policies and procedures |
| 86 | Notification to parents of incident, injury, trauma and illness |
| 88 | Infectious diseases |
| 90 | Medical conditions policy |
| 91 | Medical conditions policy to be provided to parents |
| 92 | Medication record  |
| 93 | Administration of medication  |
| 96 | Self-administration of medication  |
| 97 | Emergency and evacuation procedures |
| 99 | Children leaving the education and care service premises  |
| 100 | Risk assessment must be conducted before excursion  |
| 101 | Conduct of risk assessment for excursion  |
| 102 | Authorisation for excursions  |
| 102D | Authorisation for service to transport children |
| 155 | Interaction with children |
| 157 | Access for parents  |
| 160 | Child enrolment records to be kept by approved provider and family day care educator  |
| 161 | Authorisations to be kept in enrolment record  |
| 162 | Health information to be kept in enrolment record  |
| 168 | Education and care service must have policies and procedures |
| 171 | Policies and procedures to be kept available  |
| 172 | Notification of change to policies or procedure |
| 177 | Prescribed enrolment and other documents to be kept by approved provider  |
| 181 | Confidentiality of records kept by approved provider  |
| 183 | Storage of records and other documents  |

RELATED LEGISLATION

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| --- | --- |
| Child Care Subsidy Secretary’s Rules 2017  | Family Law Act 1975 |
| Disability Discrimination Act 1992 | A New Tax System (Family Assistance) Act 1999 |
| Child Care Subsidy Minister’s Rules 2017 |  |
| Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook> |

RELATED POLICIES

|  |  |
| --- | --- |
| Acceptance and Refusal Authorisation Policy Additional Needs Policy Behaviour Guidance PolicyCode of Conduct PolicyDealing with Infectious Disease PolicyDealing with Complaints PolicyDelivery of children to and collection from Education and Care Service Premises Policy  | Governance PolicyImmunisation Policy Incident, Injury, Trauma and Illness PolicyInteractions with Children, Families and Staff PolicyMedical Conditions PolicyOrientation of Families PolicyPayment of Fees Policy Privacy and Confidentiality Policy Safe Transportation PolicySafe Use of Digital Technologies and Online Environments PolicySun Safe Policy Work, Health and Safety Policy |

PURPOSE
We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Out of School Hours Care (OSHC) Service to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE
This policy applies to children, families, staff, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

ENROLMENT

According to the Child Care Provider Handbook (April 2025) ‘*enrolling children is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) regardless of their parent’s or guardian’s eligibility for Child Care Subsidy…An enrolment links the child, the individual claiming the subsidy and the child care service.*’ An enrolment notice is required for each child attending the Service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

IMPLEMENTATION

The *Education and Care Services National Regulations* require the approved providers to ensure their Services have policies and procedures in place for enrolment and orientation (Reg. 168) and take reasonable steps to ensure those policies and procedures are followed (Reg. 170).

Our OSHC Service accepts enrolments of children who are formally enrolled in primary school. [Children who attend vacation care in January of the same year they will attend school meet the definition of ‘over preschool age’. (Reg.4)] (If a child is enrolled in vacation care in December of the year prior to the child is to attend school, the child is considered to be ‘preschool age’ and compliance to regulatory requirements apply.)

Enrolments will be accepted providing:

a) the maximum daily attendance does not exceed the licensed capacity of the Out of School Hours Care Service

b) a vacancy is available for the booking required

c) the adult to child ratio is maintained at the Out of School Hours Care Service

PRIORITY OF ACCESS GUIDELINES

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

* at risk of serious abuse or neglect
* a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Providers are asked to (but are not legally obliged to prioritise children). [CCS Handbook p.36.]

ENROLMENT

When a family has indicated their interest in enrolling their child, we will respond to the parent with the addition of their child added to the waitlist or possible placement of future bookings. The parent will be asked about any medical conditions such as asthma , anaphylaxis , allergies and also any additional needs or medication requirements. The family is invited to come in to view the service and meet the staff.

* Families will be provided with a range of information about our OSHC Service which will include:
* collection/drop off procedures -ensuring children are signed in and out of the Service
* the Service philosophy, inclusion, programming methods, menu, fees, Child Care Subsidy, policies, procedures, My Time, Our Place: Framework for School Age Care in Australia (MTOP V2.0), the National Quality Framework, Out of School Hours Care routines, educators, introduction to the Service and learning environment, parent communication strategies and signing in and out processes
* Families are invited to ask questions and seek any further information they require
* Families will be provided with vacancies, a start date and possible waitlist
* Families will need to complete the enrolment form informing management of their child’s interests, strengths and individual needs
* Any matters that are of a sensitive nature, such as discussing a child’s medical needs, court orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, medical needs or plans
* Families will complete the enrolment form informing management of their child’s interests, strengths and individual needs
* If a family or child uses English as a second language or speak another language at home, we request that families provide us with some key words in the language/s the child speaks so that educators can learn these words.
* Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app. Applications prior to January 2026 will require families completing the Child Care Subsidy activity test. From January 2026 the activity test will be replaced with [3-day guarantee](https://www.education.gov.au/about-department/resources/3-day-guarantee-early-education) initiative.
* Information about gap fees and absences will be discussed
* It is a legal requirement that prior to the child starting at the Service we have all required documents including
* the completed enrolment form
* medical management plans (if relevant) completed by the child’s general practitioner
* a current Immunisation History Statement from the Australian Immunisation Register (AIR)
* details of any court orders, parenting orders or parenting plans
* It is the family’s responsibility to keep the Service informed of any changes to the information recorded on the application form.

VACATION CARE ENROLMENT

* Due to our overwhelming response of vacation care requests, we have now put in place **only existing enrolments and future attending before & after school care children at Terrigal public school shall apply for vacation care bookings**, therefore new enrolments just for vacation care will no longer be accepted from 15th October 2025 . Already Existing vacation care families will continue to be accepted. At this stage no new enrolments just for vacation care will be accepted.
* Existing Parents currently utilising just vacation care bookings will be provided with the booking form via our Vacation care Facebook page two weeks after the booking form is released to our regular before and after school care parents. This ensures our existing parents that attend before and after school care which require regular bookings are catered for.

FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION:

1. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number
2. The full name, residential address, and contact telephone number of a person or persons authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
3. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the OSHC Service (authorised nominee)
4. Full name of the child
5. Child’s date of birth
6. Child’s birth certificate or passport [to be sighted to verify child’s enrolment details]
7. Child’s residency status
8. The child’s address
9. Gender of the child
10. Cultural background of the child
11. Provision of care – if care will be a routine and/or casual etc.
12. Session start and end times
13. Complying Written Agreement including fee information
14. Relevant details regarding of child’s school and class if being dropped off or collected from a school
15. Any court orders or parenting agreements regarding the child
16. The primary language spoken by the child; if the child has not learnt to speak, the child’s family’s language
17. Any special requirements of the family, including for example cultural or religious requirements.
18. The needs of a child with a disability or with other additional needs
19. A statement/authorisation indicating the name and address and contact details of any person who is authorised to consent to the administration of medication to the child
20. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
* medical treatment for the child from a registered practitioner, hospital or ambulance service
* transportation of the child by an ambulance service
1. Child's Medicare number
2. Specific healthcare needs of the child, including allergies, such as at risk of anaphylaxis and intolerances
3. Any medical management plan, risk minimisation plan and communication plan for a specific severe healthcare need, medical condition, or allergy, such as an ACSIA Action Plan
4. Details of any dietary restrictions for the child
5. The name, address and telephone number of the child’s doctor
6. Authorisation for regular occurring transportation and regular outings/excursions
7. Immunisation status of the child (Immunisation History Statement)
8. CRN for child and claimant
9. Child health record

Although Out of School Hours Care services are regulated under the Education and Care Services National Law Act, children attending Out of School Hours Care are exempt from the immunisation/enrolment requirements that apply to other early childhood education and care services (long day care, family day care & preschools). The *immunisation status* of the child is however required to be kept in the enrolment record for each child enrolled at the education and care service- Regulation 162 Education and Care Services National Regulations.

ORIENTATION OF THE SERVICE

During the orientation of the Out of School Hours Care Service, families will:

* be provided with the location of our online enrolment form, on our website
* have Child Care Subsidy is explained to families and assistance may be offered to assist with the application process
* be provided with an outline of the Service policies which will include key policies such as: *Payment of fees, Child Protection, Sun Safe, Incident, Injury, Trauma and* *Illness, Dealing with Infectious Diseases, Administration of Medication and Safe Use of Online Digital Technologies and Online Environment Policies*
* be shown the signing in/out process via their Xplor app and sign in area/ I pad
* be advised of appropriate clothing for children to wear to the Service for vacation care, including shoes
* be taken on a tour around the OSHC Service and environment
* be asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
* be introduced to the routines and Service program, including the observations to aid programming
* be informed about Service communication strategies utilising either emails, or our private Facebook and Instagram accounts
* be given the opportunity to set goals for their child
* confirm preferred method of communication
* be advised that it is their responsibility to notify the OSHC Service of any changes to their current details on enrolment forms (e.g.: new phone numbers).

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ MANAGEMENT WILL ENSURE:

* that obligations under the Education and Care Services National Law and National Regulations are met
* educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
* families are aware of this *Enrolment Policy*
* the enrolment form is completed accurately and, in its entirety
* document evidence such as birth certificate or passport is sighted to verify that the child’s enrolment details are true and correct
* the child’s health record has been sighted and noted on their enrolment record
* our OSHC Service complies with the *Disability Discrimination Act* and our enrolment policy and practices do not discriminate against children or others with disability
* barriers to access and participation for children with disability are identified and reasonable

adjustments to the program and environment is made to allow access and participation in the Service

* a child with medical needs does not begin at the OSHC Service unless a medical management plan is received and medication is brought to the Service each day
* the child’s medical management plan is recorded, and this information is shared/distributed to

educators

* Action Plans are completed in full (if relevant)
* *Administration of Medication* forms are completed (if relevant)
* the *Medical Conditions Policy* is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service
* Risk Minimisation Plans and Communication Plans are requested/completed with parents/guardians for children with medical needs before the child begins at the OSHC Service
* educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths
* the enrolment is lodged through our Xplor software system
* a file for the Child’s information is created
* families are invited to complete an orientation survey to gain feedback about the orientation and enrolment process
* the enrolment notice is lodged within 7 days
	+ from the end of the week in which the provider and family made an arrangement
	+ the provider or service being approved or
	+ the end of a suspension

FAMILIES WILL:

* complete all documentation required by the Service for enrolment
* provide required authorisations as indicated on enrolment form
* confirm enrolment notices and sign CWAs
* notify the service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
* ensure all information about the child and family is kept up to date
* ensure two (2) weeks’ notice is provided when ending a child’s enrolment
* ensure two (2) weeks’ notice is provided when changing days of attendance

CHILD CARE SUBSIDY

[Child Care Subsidy](https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy) (CCS) offers assistance to families to help with the cost of childcare for children aged

0-13 years. There are three factors that determine a family's level of CCS. These are:

* [Combined annual family income](https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get/your-income-can-affect-it)
* [Activity test](https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get/your-activity-level-affects-it) – the activity level of both parents
* [Service type](https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get/type-child-care-you-use-affects-it) – type of child care service and whether the child attends school

Documentation may be required such as Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate

* Families are provided with a Customer Reference Number (CRN)
* Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
* Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the ‘gap fee’
* Families may also be eligible for [Additional Child Care Subsidy](https://www.servicesaustralia.gov.au/individuals/services/centrelink/additional-child-care-subsidy) depending upon their circumstance

COMPLYING WRITTEN ARRANGEMENT AND ADDITIONAL CHILD CARE SUBSIDY (ACCS) (CHILD WELLBEING) PROCEDURES

* The approved provider and parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement* (CWA) and is an agreement to provide care in return for fees
* The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider
* The CWA must include the following information:
	+ the names and contact details of the provider and the individual(s)
	+ the date the arrangement starts
	+ the name and date of birth of the child (or children)
	+ if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
	+ the usual start and end times for these sessions of care
	+ whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
	+ details of fees charged under the arrangement (providers can reference a fee schedule or
	+ information available on their website), which the parties understand may vary from time to time
* Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA
* An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance
* Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account

ADDITIONAL CHILDCARE SUBSIDY PROCEDURE

Our OSHC Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy (child wellbeing)](https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing) and [CCS Handbook](https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook)

* Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
* The approved provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
* Once a child has been identified as ‘at risk’ the Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing)
* If the Service deems the child is eligible for ACCS the service will submit an initial ACCS Certificate for a 6-week period
* The Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate
* If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the service may apply for a Determination for a period of up to 13 weeks
* Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency
* Following an application for an ACCS 13-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less then 6 months old, or a statutory declaration that supports the provider’s view that the child continues to be ‘at risk’
* If the child continues to be ‘at risk; after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.

ENROLMENT RECORD KEEPING

Our *Record Keeping Policy* outlines the information and authorisations that we will include in all child enrolment records.

ON THE CHILD’S FIRST DAY

Consideration will be made to each family regarding the initial settling in period and strategies may be

offered to assist in this transition- for example, organising a buddy in the same class to remind the child to attend OSHC on that particular day; notifying the child’s classroom teacher that the child will be beginning OSHC on certain days.

* The child and their family will be welcomed to the OSHC Service upon drop off
* They will be greeted by one of the educators who will show them where to sign in and out, discuss what is happening within the service, and show where children can store their personal belongings whilst attending OSHC
* Information about collecting their child at the end of the day will be discussed

ENDING AN ENROLMENT

* Families are required to provide management with two weeks written notice when withdrawing their child from the OSHC Service
* Management will add an end date into the OSHC Service software program within 7 days of the enrolment ending to ensure compliance with Family Assistance Law
* Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the OSHC Service during those two weeks
* A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable)
* Written withdrawal notification can be emailed or handed to management
* Families must ensure the account is paid prior to final attendance
* If the child does not attend during their two weeks of notice, Child Care Subsidy (CCS) may not be paid after their last day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Law in relation to Child Care Subsidy)
* At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial Bond payment made on enrolment will be refunded to the family within two weeks of the child’s last day
* If at any time during the child’s enrolment it is felt that it is necessary to discuss the viability of the

placement due to a concern regarding the duty of care to the child or other children in our care, the

Service will immediately contact the parent/authorised person/s to discuss all options. This may

include the termination of the child’s position.

TERMINATION OF CHILD’S ENROLMENT

Our OSHC Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Service. We reserve the right to terminate a child’s enrolment if at any time a Service policy has been breached.

This may include:

* failure to comply with the enrolment contract
* disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
* non-payment of childcare or late fees and/or recurring late payment of fees
* continuing to pick up the child past the required licensed time after consistent documented warnings
* inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Service
* deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
* if a parent knowingly brings their child ill to the Service
* consistent child-rearing style differences between the parent and provider
* false information given by a parent either verbally or in writing
* bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*

Management or the nominated supervisor will advise families in writing that their child’s enrolment will be terminated following all attempts to rectify any non-compliance.

* Two weeks’ notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.
* Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

BEHAVIOUR GUIDANCE

There are times when children’s behaviour requires guidance, which will always be undertaken according to the OSHC Service’s policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child’s behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

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| POLICY REVIEWED BY | Mandy Cumberland | Nominated Supervisor |  |
| POLICY REVIEWED | October 2025 | NEXT REVIEW DATE | October 2026 |