



# Enrolment and Orientation Policy

## **Reference:**

*Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000, included in the Legislative Extracts:*

[www.humanservices.gov.au/customer/subjects/assistance-child-care-fees](http://www.humanservices.gov.au/customer/subjects/assistance-child-care-fees)

*Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011:*

<http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/NQF-Resource-02-Guide-to-ECS-Law-Regs.pdf>

## **Related Legislation**

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011: Regulations 161, 168(2)(k), 160, 161, 162, 177, 183

Privacy Act 1988 (Cth)

Health Records and Information Privacy Act 2002 (NSW)

Family Assistance Law [www.dss.gov.au](http://www.dss.gov.au)

*This policy is adapted from the CCCNSW sample policies.*

## **Policy Statement**

Our service will implement a process to ensure enrolment and orientation processes are planned and implemented to meet the needs of the child and family as well as ensuring all legislative requirements, including the Australian Government Priority of Access Guidelines are adhered to.

We will ensure:

- Children are provided with support and comfort to settle into the service and establish new friendships and relationships;
- A thoughtful process is planned in consultation with families, to assistance in separating from their child;
- Educators are provided with clearly explained enrolment process; time to get to know families before children start; strategies to support families in introducing children to our service, time to develop close professional relationships with families; support from referral agencies; and information about custodial issues;
- Due consideration is given to culture and language in undertaking processes;

## **Goals – What are we going to do?**

Enrolment and orientation procedures form the foundation for strong relationships between families and early education and care settings and promote a quality experience of education and care for children. Good procedures include consistent information around service operation and authorisations promoting compliance and a safe and secure environment for children and families.



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## Strategies – How will it be done?

### Enrolment

Enrolments will be accepted according to the Australian Government 'Priority of Access'. Parents/guardians will be advised that families of children enrolled with third priority access may be required to alter their days or leave the service in order to provide a place for a higher priority child.

### Enrolment Form

Each enrolling family must complete the enrolment form. Where enrolling families are not fluent in English the Nominated Supervisor or Administrator will arrange for a personal meeting and the family will be supported through the process in the office. At enrolment parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.

The enrolment record will include the following information for each child:

- Full name, date of birth and address of the child.
- Name, address and contact details of each parent of the child; any emergency contacts; any person nominated by the parent to collect the child from the service; any person authorised to consent to medical treatment or to authorise administration of medication to the child; any person authorised to give approval for an educator to take the child out of the service.
- Details of court orders, parenting orders or plans.
- Details of court orders relating to the child's residence or contact with a parent or other person.
- Gender of the child.
- Language used in the child's home.
- Cultural background of the child and child's parents.
- Any special considerations for the child (e.g. cultural, religious or dietary requirements or additional need).
- Authorisations for our service to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and transportation of the child by an ambulance service. Note: Without this authorisation a child will not be permitted to be enrolled at Jannali Preschool as places the child at risk and compromises their safety.
- Name, address and telephone number of the child's registered medical practitioner or medical service.
- Child's Medicare number (if available).
- Details of any specific healthcare needs of the child including and medical condition.
- Details of any allergies or anaphylaxis diagnosis.
- Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.
- Details of dietary restrictions for the child.
- Immunisation status of the child.
- Noted sighting of health record for the child by approved provider or educator/staff.



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Enrolment Forms will be updated annually or when a family's circumstances change, to ensure information is current and correct.

## Custody Arrangements

The Education and Care Services National Law requires our service to have details of all custodial and access arrangements.

- Enrolling family members are responsible for informing the Director of custody and access arrangements on enrolment, and must advise the Director immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the Director and a copy will be maintained in the child's enrolment record.

## Orientation

The orientation and settling in period will consider and respect the needs of both families and children. Parents/guardians will be encouraged to remain with their child when delivering or collecting them for as long a period as the parent/guardian and/or educators feel may be necessary to ensure the child's wellbeing.

We will always consider the feelings and time constraints that families may have in regard to participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service.

Our service will provide options for orientation to the education and care service for families which includes:

- Inviting new families to visit the service with their child at times that suit them, to familiarise families with the service prior to the child's attendance.
- All new families who enrolled at the previous year is invited to attend an orientation evening where they are given tours of the premises, introductions to all educators and a formal presentation highlighting specific policies and procedures that families need to know about our service, and offer opportunities for families to have questions answered.
- Each family will be given the following items in their orientation pack and an opportunity to have any questions answered.
  - ✓ Parent handbook (including Fee Policy and Medical Conditions policy)
  - ✓ Social story to familiarise their child with their transition to Preschool
  - ✓ Mini photo album for the parent to fill and leave at the preschool so their child can use it to settle in and share with their new friends and teachers.
  - ✓ Munch and Move tip sheets
  - ✓ Child Profile form
  - ✓ Communication plan



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- √ Permission form
  - √ Happy Family Resource Book
  - √ Free Hat
  - √ “Child Care Entry & Immunisation” brochure
- Supporting family members the opportunity to stay with their child during the settling in process.
  - Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child at the service.
  - Jannali Preschool is classified as a “registered” childcare provider. With registered care, families may be entitled to the Registered Care Rate of Child Care Benefit (CCB) for a maximum of 50 hours of care per child per week, but are not entitled to the Child Care Rebate. A family’s income does not affect the amount they can receive. Families enquiring about the CCB may be referred to <https://www.humanservices.gov.au/childcare> or call 136 150 or visit one of the Department of Human Services centres.



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## Roles and Responsibilities

Role	Authority/ responsibility for
Approved Provider	<ul style="list-style-type: none"> <li>Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children at all times.</li> <li>Providing opportunities (in consultation with the Nominated Supervisor and staff) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program.</li> <li>Ensuring that enrolment forms (refer to Definitions) comply with the requirements of Regulations 160, 161, 162.</li> <li>Ensuring that enrolment records (refer to Definitions) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Regulation 183).</li> <li>Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (Regulation 157).</li> </ul>
Nominated Supervisor and Administrator	<ul style="list-style-type: none"> <li>Providing enrolment application forms.</li> <li>Maintaining a waiting list.</li> <li>Collecting, receipting and banking enrolment fees.</li> <li>Offering places in line with this policy and criteria for priority access, and providing relevant paperwork to families in accordance with this policy.</li> <li>Storing completed enrolment application forms in a lockable file (refer to privacy and confidentiality policy) as soon as is practicable.</li> </ul>
Early Childhood Educators and Administrator	<ul style="list-style-type: none"> <li>Acting in accordance with the obligations outlined in this policy.</li> <li>Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process, as required.</li> <li>Ensuring that enrolment forms are completed prior to the child's commencement at the service.</li> <li>Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (Regulation 157).</li> <li>Developing strategies to assist new families to: <ul style="list-style-type: none"> <li>✓ Feel welcomed into the service;</li> <li>✓ Become familiar with service policies and procedures;</li> <li>✓ To develop and maintain a routine for saying goodbye to their child.</li> <li>✓ Providing comfort and reassurance to children who are showing signs of distress when separating from family members.</li> <li>✓ Sharing information with parents/guardians regarding their child's progress with regard to settling in to the service.</li> </ul> </li> </ul>
Early Childhood Educators and Administrator (cont.)	
Families	<ul style="list-style-type: none"> <li>Reading and complying with this policy</li> <li>Updating their own enrolment details/ changes using their personal secure login to Hubworks.</li> </ul>



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## Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years. Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.