

Enrolment and Orientation Policy and Procedure

Quality Area 6



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 Service to promote positive outcomes for children whilst adhering to legislative requirements.

Scope

This policy applies to children, families, staff, management, approved providers, nominated supervisors and coordinators, of the Service.

Background

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

Principles

The Service is committed to:

- engaging collaboratively and respectfully with parents/guardians during enrolment and orientation to learn about their expertise, culture, values and beliefs and priorities for their child's learning and wellbeing
- being flexible and catering for unique family circumstances and needs
- ensuring the enrolment process is simple to understand, follow and implement
- meeting the needs of the local community
- supporting parents/guardians to meet the requirements for enrolment through the provision of information and communication
- being transparent in the process and allocation of places through consistent communication and information sharing
- maintaining confidentiality in relation to all information gathered for enrolment.

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.

ENROLMENT

When a family has indicated their interest in enrolling their child, we will organise an enrolment meeting to share information and establish and build relationships. A meeting between the Service leader, the family and the child must occur before the child commences. This ensures educators can establish rapport with the child and identify areas of interest to ensure a smooth transition.

- Families will be provided with a range of information about our 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, incursions, excursions, inclusion, fees, Child Care Subsidy, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for our State, curriculum frameworks, the National Quality Framework, routines, educator qualifications, introduction to the service and learning environment, parent communication strategies and community involvement.
- Families are invited to ask questions and seek any further information they require
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the Service
- 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 speaks another language at home, we request that families provide us with some keywords in the language/s the child speaks so that educators can learn these words.
- Families who wish to receive CCS at reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- 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.

ORIENTATION OF THE SERVICE

During the orientation of the Service, families and the child will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- have Child Care Subsidy explained 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
- shown the signing in/out process
- Be shown the route of travel from the child's classroom to OSHC to ensure their safe arrival from and to the service.
- advised of appropriate clothing for children to wear including shoes
- informed about policies regarding children bringing in items from home
- introduced to their child's educators
- taken on a tour around the Service and environment
- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- informed of the daily report and how parents can view this or be informed about the online platform/App the Service may use
- introduced to the routines and Service program, including the observations to aid programming
- informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals or provide wishes for their child's time at the service.
- confirm preferred method of communication, including absences and illness.

The approved provider/ nominated supervisor/ management will ensure:

- 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
- authorisations are signed by both parents/guardians
- our 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 are made to allow access and participation in the Service
- a child with medical needs does not begin at the 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 Service
- Educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths
- Immunisation certificate and birth certificate or passport/identity papers have been sighted and photocopied
- the enrolment is lodged through Xplor or PEP with the Department of Education
- a file for the Child's information is created
- families are provided with an orientation survey to complete within the first 6 weeks of starting 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
- enrolment notices and arrangements are updated if details have changed or if the enrolment ends
- Ensure the safe arrival of the child to the service.
- Ensure all required enrolment data is kept in line with the Records Management Policy

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.
- Notify the service of any changes to the arrangements for care and any information imperative for the safety, wellbeing and health of the child while attending the service.

CHILD CARE SUBSIDY

[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](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school

Documentation may be required such as an 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](#) depending upon their circumstance

ADDITIONAL CHILD CARE SUBSIDY (ACCS) (CHILD WELLBEING)

- The 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.
- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
- Our Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)
- 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 12-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 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.

ON THE CHILD'S FIRST DAY

Consideration will be made to each child regarding the initial settling in period and strategies may be offered to assist and support the child in this transition- for example, organising a buddy in the same class to remind the child to attend the Service on that particular day; notifying the child's classroom teacher that the child will start attending the Service on certain days.

- The child and their family will be welcomed to the 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 the Service.
- Information about collecting their child at the end of the day will be discussed
- Management will ensure the orientation checklist has been completed and all required documents and information have been received from families.

Induction and ongoing training

This policy will be accessible by service staff via the intranet and by families via the website. A hard copy of the policy will be available through the Service. Nominated supervisors are responsible for ensuring staff access to the policy and any supporting documents and undertake induction training prior to the policy being implemented. All service staff are responsible for understanding and complying with this policy and ongoing training will be provided using a range of learning platforms.

Monitoring, evaluation and review

Monitoring of compliance with this policy and the related procedure will be overseen by the policy owner. The review process for this policy will begin eight (8) weeks prior to the scheduled review date and include a consultation period with families, educators, compliance team and any other relevant stakeholders and will be facilitated by the Policy Officer.

All service staff will receive communication about any changes in or review of the policy or procedure. Training will be provided where required to ensure an understanding of the changes. Families will be notified of any changes 14 days prior to the implementation. Breaches of this policy will be dealt with in line with the MACSEYE Code of Conduct.

Related policies

Acceptance and Refusal of Authorisations Policy
Dealing with Complaints Policy
Dealing with Infectious Disease Policy
Payment of Fees Policy
Privacy and Confidentiality Policy
Interactions with Children Policy
Record Keeping and Retention Policy

Legislative requirements

NATIONAL QUALITY STANDARDS (NQS)

Quality Area 6	Collaborative partnerships
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EDUCATION AND CARE SERVICES NATIONAL LAW ACT

Section 175	Offence relating to the requirement to keep enrolment and other documents
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EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

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

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

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
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
173	Prescribed information is to be displayed
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

Child Care Subsidy Secretary's Rules 2017
<i>Children, Youth and Families Act 2005 (Vic)</i>
Child Wellbeing and Safety Act 2005 (Vic)
Child Care Subsidy Minister's Rules 2017
Disability Discrimination Act 1992
Equal Opportunity Act 2010 (Vic)
Family Law Act 1975
Family Assistance Law
A New Tax System (Family Assistance) Act 1999
Public Health and Wellbeing Act 2008 (Vic)
Sex Discrimination Act 1984 (Cth)

Definitions

Term	Meaning
ACECQA – Australian Children’s Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.
Authorised nominee	is a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child’s enrolment form.
Child Care Subsidy (CCS)	A Commonwealth Government means tested subsidy to assist eligible families with the cost of child care. Payments are paid directly to approved child care providers (refer to <i>Definitions</i>). Further information can be found at: https://www.education.gov.au/child-care-subsidy-0
Children with additional needs	Children whose development or physical condition requires specialist support or children who may need additional support due to language, cultural or economic circumstances.
Enrolment	An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.
Enrolment record	<p>The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the family day care (FDC) educator must keep an enrolment record for each child they educate and care for. The record must include:</p> <ul style="list-style-type: none"> • Full name, date of birth and address of the child. • The name, address and contact details of <ul style="list-style-type: none"> ○ each known parent of the child ○ any emergency contact ○ any authorised nominee ○ any person authorised to consent to medical treatment or administration of medication ○ any person authorised to give permission to the educator to take the child off the premises ○ any person authorised to authorise the education and care service to transport the child or arrange transportation of the child. • Details of any court orders, parenting orders or parenting plan. • Gender of the child. • Language used in the child’s home. • Cultural background of the child and their parents. • Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs. • Authorisations for: <ul style="list-style-type: none"> ○ the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child ○ the service to take the child on regular outings ○ regular transportation of the child. • Name, address and telephone number of the child’s registered medical practitioner or medical service. • Medicare number (if available). • Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis. • Any medical management plan, anaphylaxis medical management plan or risk minimisation plan. • Any dietary restrictions. • Immunisation status. • If the approved provider or a staff member has sighted a child health record, a notation to that effect.
Fee	A charge for a place within a program at the service.
Orientation	Process to support the child’s transition to the service, whereby families spend time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.

Term	Meaning
Priority of access	in instances where more eligible children apply for a place at a service than there are places available, the service must allocate spaces using the criteria outlined in <i>The Kindergarten Funding Guide</i> (see Attachment 1: Eligibility and priority of access criteria for a 3 and 4-year-old funder kindergarten program), or if in receipt of the CCS, comply with the Commonwealth Government's policy for allocating places

Policy information

Policy information				
Policy title:	Enrolment and Orientation Policy		Version:	1.0
Authorised Executive:	Director, Service Delivery	Responsible Manager:	Director, Service Delivery	
Approving authority:	Managing Director	Approval date:	6/9/2024	
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Version control		
Version	Date	Changes
1.0	6/9/2024	Policy developed