



## **Enrolment and Orientation**

### **QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITY**

#### **Policy Statement**

Our service will implement a process to ensure enrolment and orientation processes are planned and administered 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 assist in separating from their child;
- ◁ Educators are provided with a 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;
- ◁ Home language, cultural background and family priorities are considered at all times during the process.

#### **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.

#### **Strategies / How will it be done?**

##### **Enrolment**

Enrolments will be accepted according to the Australian Government 'Priority of Access' (see attached). Parents/guardians will be advised that families of children enrolled with lower priority of 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**

The enrolment form must be completed by each enrolling family. Where enrolling families are not fluent in English the enrolment meeting will, wherever possible be conducted in the families' primary language. 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.
- ◁ Authorisation for the service to take the child on regular outings.
- ◁ Authorisation for the children to be relocated in the event of an emergency evacuation.
- ◁ 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 any 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 - a vaccination certificate
- ◁ All information will be checked before enrolment is complete including a copy of the Immunisation Certificate, ensuring all enrolled children are fully immunised. Children who cannot be fully vaccinated due to a medical condition or who are on a recognised catch-up schedule will still be able to be enrolled upon presentation of the appropriate form signed by a medical practitioner.

A Privacy Statement attached to the enrolment form which details:

- ◁ the name and contact details of the service;
- ◁ the fact that enrolling parents/guardians are able to gain access to their information;
- ◁ why the information is collected;
- ◁ the organisations to which the information may be disclosed;
- ◁ any law that requires the particular information to be collected;
- ◁ the main consequences for not providing the required information.

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.
- ◁ Providing all new families with a conducted tour of the premises which will include introductions to other educators, children and families, and that highlights specific policies and procedures that families need to know about our service.
- ◁ Ensuring each family has a copy of the Family Handbook and an opportunity to have any questions answered.
- ◁ 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.

## Roles and Responsibilities

Role	Authority/Responsibility For
Approved Provider (Management Committee)	<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</li></ul>

	<p>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).</p>
Nominated Supervisor	<ul style="list-style-type: none"> <li>&lt; Providing enrolment application forms.</li> <li>&lt; Maintaining a waiting list.</li> <li>&lt; Maintain an immunisation register.</li> <li>&lt; Collecting, receipting and banking enrolment fees.</li> <li>&lt; 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>&lt; Providing a monthly report to the approved provider regarding the status of enrolments.</li> <li>&lt; 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	<ul style="list-style-type: none"> <li>&lt; Acting in accordance with the obligations outlined in this policy.</li> <li>&lt; 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>&lt; Ensuring that enrolment forms are completed prior to the child’s commencement at the service.</li> <li>&lt; 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>&lt; 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> </ul> </li> <li>&lt; Providing comfort and reassurance to children who are showing signs of distress when separating from family members.</li> <li>&lt; Sharing information with parents/guardians regarding their child’s progress with regard to settling in to the service.</li> </ul>
Families	<ul style="list-style-type: none"> <li>&lt; Reading and complying with this policy.</li> </ul>

## 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.

## RELATED GUIDELINES, STANDARDS, FRAMEWORKS

◁ National Quality Standard, Quality Area 5: Relationships with Children - Standard 5.1, 5.2

◁ National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities-Standard 6.1

◁ National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1

## SOURCES

◁ 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/services/centrelink/childcare-benefit](http://www.humanservices.gov.au/customer/services/centrelink/childcare-benefit)

◁ Public Health Act 2010 No 127 [www.legislation.nsw.gov.au/#/view/act/2010/127/full](http://www.legislation.nsw.gov.au/#/view/act/2010/127/full)

**Ratified: September 2019**

### Policy Revision History

Date	Description of change	Sections affected
September 2019	Revise Policy	All