



Childcare Enrolment and Orientation Policy

Enrolment and orientation to any Early Education and Care Service is an exciting and sometimes, an emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Service and importantly, trust with the child. Such partnerships enable the Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Service.

NATIONAL QUALITY STANDARD (NQS)

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 are 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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
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



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 POLICIES

Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Child Safe Environment Policy Code of Conduct Policy	Enrolment Policy Incident, Injury, Trauma and Illness Policy Privacy and Confidentiality Policy Safe Arrival of Children Policy
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PURPOSE

Our Education and Care Service supports equal opportunity principles and considers that where possible it has an obligation to promote equal access to the services it provides within Australian Government guidelines. The enrolment process takes into account all requirements of the Education and Care Services National Regulations, and the Guidelines contained within the Australian Government Child Care Service Handbook. All records held at the service will be maintained in accordance with the Confidentiality and Privacy Policy. The Education and Care Service understands the importance of an orientation process that provides clear guidelines to families to help families and children settle into the service successfully. It requires that educators sensitively implement the policy to ensure the wellbeing of the child.

SCOPE

The Service’s approach to equal opportunity is based on the principles of equity, inclusion and diversity. Children’s rights and interests are paramount.

The enrolment process is open and equitable. Enrolments will be subject to Australian Government Priority of Access Guidelines. In the interests of children’s welfare and protection, access to children referred to the Service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child at the Service.

Families will be carefully oriented to the Service before their children attend. The orientation process is a time for educators to share information with families about how the Service operates and how the child is settling within the Service. It is also a time for families to share information about the child and their expectations of the Service.



IMPLEMENTATION

Strategies for Policy Implementation:

Equal Opportunity principles will be observed in relation to access to the service for children, families and educators/staff. Refer also to Equal Opportunity Policy.

Enrolments:

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.

An Enrolment Form and Registration Agreement must be completed by each enrolling family. Where enrolling families are not fluent in English the enrolment interview will be conducted in their primary language through the use of an interpreter. On enrolment families will be given a Parent/Guardian Handbook.

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 needs;
- Authorisations for the 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.
- 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.
- A Medical Management Plan or Anaphylaxis 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.

At enrolment, parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.

A Privacy Statement will be shared with families which detail, 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, and the main consequences for not providing the required information, is attached to the Enrolment Form. (See Confidentiality Policy).

Enrolment Forms will be updated as required, when a family's circumstances change or when a child enrolls for kindergarten, to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to this information is available only to the Educator, nominated Supervisor/Coordinator, Parent/Guardian and authorised Government Officers. Refer also to Confidentiality and Privacy Policy.

If a place is not immediately available at the service, the family may be put onto a waiting list. At this stage they will be asked to complete a Booking Enquiry Form which details the family's names and addresses, care needs and priority of access eligibility. Once entered onto the waiting list it is necessary for the family to contact the service at the end of each month to confirm their continued wish to remain on the list. When a place becomes available the family will be contacted by the nominated Supervisor/Coordinator and registration and enrolment may proceed.

Management committee members' children will not be given special consideration above their own priority of access. Management committee members' children can be cared for by the Centre with no fee payable if the management committee member is engaged on management committee business for the duration of that business only. Placement to be organised at the convenience of the service through the nominated Supervisor/Coordinator.

Exclusion of children from the service due to behaviour issues will only occur after all other avenues of communication and support have been exhausted and :



- when professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent/guardian, or
- when a child puts the majority of children at risk through inappropriate behaviour. Also refer to Behaviour Management Policy.
- For exclusion policy due to non-immunisation and infectious diseases refer to Health, Hygiene and Infection Control Policy

Subject to any state/territory or federal equal opportunity legislation, the service reserves the right to exclude a child from the education and care service for any reason connected to the welfare of the child and the welfare of educators/staff and other children or families who use the service.

Children who are not enrolled must only be present at the service on a temporary basis, and under the direct supervision of their parent/guardian or other responsible adult.

Referrals:

Referral Agency Officers will be required to provide verifiable identification before being admitted to the service.

The service will determine a threshold to the number of children with special needs that the service is able to appropriately care for.

Where it is determined the service cannot accept a referred child, the referring agency will be advised to contact DEEWR or the Child Care Access Hotline 1800 670 305 for alternative venues.

Acceptance of a referral will be dependent upon:

- The service having the required resources to appropriately care for the child(ren).
- Completion of a Referral Form.
- A visit from the referring agency (case manager) to provide information about the referral;
- Clarifying any special conditions of enrolment;
- Providing necessary details about the child(ren)'s care arrangements including foster care details;
- Determining a suitable orientation process (child to the service / staff to children's needs);
- Reach agreement in regard to the cost for providing care and any special Requirements e.g. transport, clothing, food etc.;
- Subsequent enrolment according to the service's usual enrolment procedure;
- Ensuring that children are enrolled with the Child Care Management system before care commences;
- Agreement to a debriefing from the case manager at the conclusion of the referral period;



The service will determine a fee schedule for referrals which includes contingencies for extra ordinary arrangements such as payment for special transport, clothing and food, and additional Educator/Staff support.

The referral agency will be invoiced for the agreed cost of providing care determined during the Case Manager's visit to the service.

The service will ensure the strictest confidentiality in relation to information about referred children at all times. Access to confidential information will only be given on a need-to-know basis. However, Educators involved in the care of referred children will be provided with information that is considered to be essential to ensure the safety and protection of both the referred child(ren) and other children in care.

Orientation:

The service will provide options for orientation to the education and care service for families which may include:

- 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/staff, children and families at the service, and highlights specific policies and procedures that families need to know about the service.
 - Ensuring each family has a copy of the Parent/Guardian Handbook and an opportunity to have any questions answered.
 - Giving 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.

From the moment children first attend the service the needs of both families and children will be respected.

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. The Parent/Guardian will be encouraged to telephone the service during the day for reassurance that their child has settled in. Educators will make a special point of discussing the child's day with the family when they come to collect the child.

Families will be assisted to develop a routine for saying goodbye to their child.

Children who are distressed at separating from their family will be held and comforted by the Educator, and closely observed and offered reassurance until they are settled.



The service 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.

The service will use an orientation checklist to ensure that every important aspect of the service’s operations and procedures is discussed with the new family.

In school age care settings, currently enrolled children will be encouraged to assist new children by introducing them to their friends and the routines of the service, and acting as a ‘buddy’ for the newcomer’s first few weeks at the service.

REVIEW

POLICY REVIEWED BY	Laticia Dick		Director	22/5/2024
POLICY REVIEWED	May 2024	NEXT REVIEW DATE	May 2027	
VERSION NUMBER	V1			
MODIFICATIONS				
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE	