

# Enrolment and Orientation Policy

Enrolment and orientation is an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Service. 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 6: COLLABORATIVE PARTNERSHIPS |  |   |
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| 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 |   |
|--|---|
| 77   | Health, hygiene and safe food practices |
| 78   | Food and beverages                      |
| 79   | Service providing food and beverages    |
| 80   | Weekly menu                             |
| 88   | Infectious diseases                     |
| 90   | Medical conditions policy               |
| 92   | Medication record                       |
| 93   | Administration of medication            |
| 97   | Emergency and evacuation procedures     |

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| 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   |
| 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   |

## 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 and visitors of THCK.

## IMPLEMENTATION

THCK accepts enrolments of children aged between 3 to 5 years of age.

Enrolments will be accepted providing:

- a) The maximum daily attendance does not exceed the licensed capacity of the Service
- b) A vacancy is available both for the booking required and the agreed number of children is in accordance with the licensing requirements
- c) The adult to child ratio is maintained at all times THCK is open.

### Priority of Access guidelines

The Department of Family and Community Services and Indigenous Affairs have set priority of access guidelines for all children's services. The service is required to abide by the guidelines which families will be informed of during the enrolment process.

The Priority Lists are used when there is a waiting list for the Service or when a number of parents are applying for a limited number of vacant places. When families apply to join the list, they are asked a series of questions to determine their particular circumstances. A scoring system is applied based on their responses. This determines their child's place on the waiting list. As places become available, they are offered to those highest on the list as stated in the guidelines above.

Families are required to pay a waitlist fee and an enrolment fee to secure the position. Failure to pay the upfront fees will lead to the child not being accepted.

Children with disabilities will be enrolled, if in the opinion of management, the Service can meet the child's needs. Additional resources and funding may be required.

The Priority of Access levels, which the Service must follow when filling vacancies, include:

1. A child at risk of serious abuse of neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under Section 14 of the Family Assistance Legislation Amendment (Child Care) Act 2010.
3. Any other child.

Within these three categories priority is also given to:

- Children in Aboriginal and Torres Strait Islander families
- Children in families, which include a disabled person
- Children in families on low income
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents/guardian

Upon enrolment families will be informed of their priority and directed that if the Service has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child. Additional resources and funding may be required through disability and inclusion programs.

## Enrolment

When a family has indicated their interest in enrolling their child in our Service, the following will occur:

- Families will be invited to come on a tour of the Service.
  - Families will be provided with a range of information about the Service which will include: programming methods, incursions, excursions, inclusion, fees, policies, procedures, sun smart requirements, regulations for NSW and the licensing and assessment process, signing in and out procedure, the National Quality Framework, room routines, educator qualifications, introduction of educator in the room the child will be starting in and educator and parent communication.
- Families are invited to ask questions and seek any further information they require.
- Families are given a copy of the Parent Handbook, which outlines the Service operation and philosophy.
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the Service.
- Families are informed of the Priority of Access guidelines and have their position assessed as to how they place within this system. Any matters that are sensitive of 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 corresponding documents in relation to court orders, medical needs or plans.
- Families will need to 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 languages the child speaks at this time so that educators can learn the words. Educators will furthermore use visuals to assist the child to understand and be able to communicate with others.

- Families will be invited to bring their child into the Service at a time that is convenient to familiarise themselves with the environment and educators.
- It is a legal requirement that prior to the child starting at the Service we have all corresponding documents including enrolment form, medical plans, birth certificate or passport, immunisation status and any court orders.
- It is a requirement from Family Assistance Office that immunisation information is continuous.
- Parents must notify the Service if their child has not been immunised via the enrolment form.
- Parents must complete the 'Immunisation Exemption - Conscientious Objection Form' as part of the Australian Childhood Immunisation Register process.
- Families are required to provide current Australian Childhood Immunisation Register (ACIR) History Statement which shows that the child is up to date with their scheduled immunisations. The ACIR is a national register administered by Medicare that records details of vaccinations given to children. Please note that children's 'blue books' are not accepted.
- If a child cannot be immunised due to a medical condition they may still be enrolled at the Service with supporting documentation (Medical Exemption Form).
  - If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service
  - Unborn children may be placed on the waiting list to avoid the unfair allocation of places that would occur if children could only be placed onto the list once born. If an unborn child is placed on the waiting list, then it is the responsibility of the parent to inform Management of the name and date of birth of the child within three months after the expected birth date. If this information is not provided, then the child and family details will be removed from the list.
  - To place a child on the waiting list, the fee is \$30 inclusive of GST. This is nonrefundable. A receipt is issued. Placing a child's name on the waiting list does not guarantee a place when the child turns 3 years of age.
  - Upon acceptance of the place offered at THCK, an enrolment fee of \$200 per child inclusive of GST will be required to be paid. The fee is nonrefundable. The enrolment fee MUST be paid prior to the child commencing at the Kindy. The enrolment fee is nonrefundable when the child has been enrolled and the place is not filled by the child.
  - It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.
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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, place of employment and contact telephone number of a person who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted. Parent must nominate who can be contact in the case of an emergency or for the collection of the child.
3. The full name, residential address, place of employment and contact telephone number of any person authorised to collect the child from the Service. Parent must nominate who can be contacted for the collection of the child.
4. The gender of the child.
5. Child's birth certificate or passport
6. Child's residency status
7. Provision of care – if care will be a routine and/or casual etc
8. Session start and end times
9. Agreement on Fee information
10. Any court orders or parenting agreements regarding the child.
11. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
12. The cultural background of the child.
13. Any special requirements notified by the family, including for example cultural or religious requirements.
14. The needs of a child with a disability or with other additional needs.
15. Immunisation History Statement
16. A statement indicating parental permission for any medications to be administered to the child whilst at the Service. Only a parent on the enrolment form can authorise the administration of medication.
17. A statement indicating parental permission for any emergency medical hospital and ambulance services.
18. The name and address and telephone number of the child's doctor and the nearest public hospital.
19. Excursion permission for regular occurring outings.

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
21. The child's Medicare number.
22. Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis.
23. Any medical management plan, anaphylaxis Medical Management Plan or Risk Minimisation Plan to be followed with respect to a specific healthcare need, medical condition or allergy.
24. Details of any dietary restrictions for the child.
25. The immunisation status of the child.
26. Birth Certificate.
27. Confirmation of enrolment

#### Enrolment Pack

Once the enrolment fee has been paid, families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details
- Parent Handbook
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- ECA Code of Ethics brochure
- Lunchbox and Snack ideas
- Munch and Move Fact Sheets

#### Orientation of the Service

During the orientation of the Service, families will be:

- Given the Service enrolment form to be completed
- Provided with an outline of the Service policies which will include fees payment, sun safety, illness and accident and medical authorisation
- Spoken to about the enrolment fee
- Shown the signing in/out process

- Spoken to about appropriate clothing worn to the Service, including shoes
- Informed about children bring in toys from home
- Introduced to child's Educators
- Taken on a tour around the Service
- Discuss medical management plan and allergies completed on file (if applicable)
- Advised about the daily report and how parents can view this
- Introduced to the room routine and Service program. This included portfolios and the observation cycle.
- Informed about Service communication – meetings, interviews, newsletters, emails etc.
- About hats and sunscreen
- Able to set Family Goal's for their child
- Confirm preferred method of communication

#### Management will ensure:

- Enrolment form is completed accurately and, in its entirety.
- 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
- Action Plans are completed in full (if relevant)
- Administration of Medication forms are completed (if relevant)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs
  - Inform Educators of the new child who will be in the room, highlighting any medical conditions, interests, needs and strengths
  - Immunisation certificate and birth certificate have been sighted and photocopied
  - Child is added to Observation cycle
  - Child is added to Service's medical characteristics sheet and distribute (if necessary)
  - File for Child's information created

#### 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 both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the service during the day to 'check' in on their child and request help with separation if this is a problem for their child.

- The child and their family will be welcomed into their room for the first day.
- They will be greeted by one of the educators who will show them where to sign in and out, discuss what is happening in the room, and show where the child's locker is located.
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

## SOURCE

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education, Skills and Employment. (2019) Care Provider handbook

<https://www.education.gov.au/child-care-provider-handbook-0>

Australian Government Services Australia

<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

Department of Human Services (Centrelink):

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020).

NSW Government Health. (2019). Questions and answers about vaccination requirements for child care:

[https://www.health.nsw.gov.au/immunisation/Pages/childcare\\_qa.aspx](https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx)

Revised National Quality Standard. (2018).

**Review**

| <b>Date Reviewed</b> | <b>Modifications</b>  | <b>Next Policy Review Date</b> |
|----------------------|---|--------------------------------|
| April 2019           | Updated the references to comply with the revised National Quality Standard | April 2020                     |
| March 2020           | Sources updated.<br>Information checked for currency                        | April 2021                     |
| April 2021           | Sources updated.<br>Information checked for currency                        | April 2022                     |
| February 2023        | Sources updated.<br>Information checked for currency                        | February 2024                  |