

## A-3 Enrolment and Orientation

### National Quality Standards (NQS)

6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions.
7.1.1	A statement of philosophy guides all aspects of the service's operations.
7.3	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### Education and Care Services National Regulations

Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

### My Time, Our Place

1.1	Children feel safe, secure and supported
2.1	Children develop a sense of belonging to groups and communities and understanding of the reciprocal rights and responsibilities necessary for active community participation
3.1	Children become strong in their social and emotional wellbeing

### Policy Statement

We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We ensure the confidentiality of information provided to us through the practice of secure recording and filing procedures.

### Related Policies

- Allergies Policy
- Anaphylaxis Policy
- Arrival and Departure Policy
- Asthma Policy
- Child Protection Policy
- Dealing with Medical Conditions Policy

- Diabetes Policy
- Fees Policy
- Hours of Operation Policy
- Maintenance of Records Policy
- Participation and Access Policy
- Philosophy
- Priority of Access Policy
- Privacy and Confidentiality Policy
- Role of the Management Committee Policy

## Procedure

### **Enrolment**

An online Enrolment Form must be completed for each family. The appropriate Membership Fees, as set by Management, will be invoiced on receipt of the family Enrolment Form. This is payable by all families before the child can attend the Centre.

The Nominated Supervisor, or other appointed Responsible Person, will go through the form with parents in an Enrolment Interview process, to ensure all the appropriate fields have been completed. A family's enrolment will not be Approved until they have completed this process and submitted all relevant documentation.

The Enrolment Form must be completed in full and contain the following information as prescribed in Regulation 160 of the *Education and Care Services National Regulations 2011*:

- the full name, date of birth and address of the child
- the name, address and contact details of:
  - each known parent of the child; and
  - any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and
  - any person who is an authorised nominee; and

**Note: Authorised nominee** means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. See section 170(5) of the Law.

  - any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and
  - any person who is authorised to authorise an educator to take the child outside the education and care service premises;
- details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
- details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;
- the gender of the child;

- the language used in the child’s home;
- the cultural background of the child and, if applicable, the child’s parents;
- any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
- the relevant authorisations set out in regulation 161;
  - an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek—
    - i. medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
    - ii. transportation of the child by an ambulance service; and
- the relevant health information set out in regulation 162;
  - the name, address and telephone number of the child’s registered medical practitioner or medical service; and
  - if available, the child’s Medicare number; and
  - details of any—
    - i. specific healthcare needs of the child, including any medical condition; and
    - ii. allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
  - 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 referred to above; and
  - details of any dietary restrictions for the child; and
  - the immunisation status of the child; and
  - if the approved provider or a staff member or family day care educator has sighted a child health record for the child, a notation to that effect; and
  - in relation to New South Wales, certificates for immunisation or exemption for the child, as required under section 87(1), (2) and (3) of the Public Health Act 2010 of New South Wales.

In the event of a split account, parents must ensure they both fill out an outline enrolment and that the other parent or guardian is listed on their enrolment.

If a child is subject to a court order, parenting order or parenting plan, the service must have a copy on record plus any subsequent alteration registered by the court prior to the child first attending the centre. This evidence of court orders or agreements must be provided upon enrolment in order to minimise the likelihood of distressing situations occurring in the future and must include any additional information relating to powers, duties, responsibilities and authorities of any person in relation to either the child or access to the child.

If a child has any specific health care requirements, for example, diagnosis of being at risk of anaphylaxis, a copy of the medical management plan (i.e. Action Plan) as set by the child’s medical practitioner, must be received upon enrolment (or as soon as the child is diagnosed) and kept on record with the child’s enrolment details. Where a child has such a specific health care requirement on enrolment, the paperwork must be received prior to the child first attending the centre.

All enrolment forms are kept in a secure file (see Maintenance of Records Policy) and kept confidential from all but the approved persons who enrolled the child, relevant staff and relevant Management Committee members, the Centre's Administrative Service Provider and Commonwealth and/or State Department Officers (see Privacy and Confidentiality Policy).

Enrolments are to be updated yearly and/or when there are changes to the family's details or circumstances. Parents will be advised that it is their responsibility to notify staff of any changes to their current details upon enrolment, through the Parent Handbook. To confirm re-enrolment for the following year, and to cater for any changes to care required, current families will need to complete a re-enrolment at the end of each year.

Depending on availability of care, children may be enrolled at any time throughout the year. Parents may also place their child on the Waiting List for the current year. Care will be determined by availability and the Priority of Access Guidelines (see Priority of Access Policy).

On enrolment, families will be provided with a Parent Handbook detailing how the Centre functions, including:

- Philosophy and goals
- Management structure
- Priority of access and waiting list
- Hours of Operation
- Fee Structure
- Program
- Staffing arrangements
- Child Care Subsidy (how to apply)
- National Quality Framework
- Mandatory reporting / Child Protection
- Grievance and complaints handling
- All policies and procedures that relate to families and children

Completion of the online Enrolment Form is considered to be the parent / guardian's acceptance of the Centre's policies and procedures.

### **Orientation**

Families (including the child to be enrolled) will be encouraged to visit the Centre prior to attending the service to provide opportunities to:

- Discuss any individual needs of the child, particularly in relation to behaviour and personality
- Learn about the child and family, including any relevant background information pertaining to the care of the child
- Outline the daily routines of the Centre to assist in informing the child as to what they can expect from a normal session of care
- Understand the layout of the Centre to assist in making the child familiar and comfortable with their surroundings
- Meet the staff and other children attending the service

For children commencing school in the following year, a Kindergarten Orientation Evening will be held by the Centre prior to the commencement of the school year. The Nominated Supervisor, or other assigned Responsible Person, will provide a brief overview of the Centre’s fees and routines and encourage families to come and visit the Centre.

All families will be encouraged to attend the Management Committee meetings for further involvement in their child’s attendance at the Centre. The meeting times and dates will be emailed to families, displayed at the centre and placed on the Centre website.

Families will be provided with information on how to pay their fees through both verbal instruction, email and via the Parent Handbook. For more information, please see the Fees Policy.

Centre Policies and Procedures are available to all families, at the centre.

Once the child is attending the service, staff will:

- Introduce themselves to the child and family
- Ensure the child is actively included in group activities
- Converse with the family and guardians as the child settles in at the centre

**Sources**

- Education and Care Services National Regulations 2011
- Family Law Act (1975)
- Framework for School Age Care in Australia – My Time, Our Place
- National Quality Standard – Australian Children’s Education and Care Quality Authority
- Network of Community Activities Factsheet – ‘Orientations’
- Privacy Act 1988
- Public Health Act 2010
- Putting Children First (NCAC) - ‘Ask a Child Care Advisor: Enrolment and Orientation’

Date Endorsed: 12/05/2022

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Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202207	- Updated MTOP - Updated Sources	Staff	
v.2.202005	- Updated links to MTOP	Staff	
v.2.202103	- Updated orientation	Staff	
v.2.201905	- Updated links to NQS, National Regulations, MTOP	Staff Staff	



	<ul style="list-style-type: none"><li>- Included specific information required on enrolment (as per Regulations)</li><li>- Combined Enrolment and Orientation policies</li></ul>	Staff	
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