



Annette's Place Inc

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		
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

Children (Education and Care Services) National Law NSW	
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



Annette's Place Inc

Enrolment and Orientation Policy

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
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
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 the Service.

IMPLEMENTATION

Our Service accepts enrolments of children aged between 6 weeks to 12 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



Annette's Place Inc

Enrolment and Orientation Policy

c) The adult to child ratio is maintained across the Centre

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 eligible for Child Care Subsidy. Every Child Care Subsidy approved childcare service is required to abide by the guidelines which families will be informed of during the enrolment process.

Families are required to pay a security payment to secure the position. Failure to pay 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



Annette's Place Inc

Enrolment and Orientation Policy



Annette's Place Inc

Enrolment and Orientation Policy

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 are invited to ask questions and seek any further information they require.
- Families are advised there is a copy of the Family Handbook on the website.
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the Service.
- 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.
- 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.
- Families will need to complete a Child Care Subsidy assessment online to check eligibility and entitlements to CCS which needs to be done through myGov website.
- 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, immunisation status and any court orders.
- It is a requirement from Family Assistance Office that immunisation information is continuous. Families are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare benefits.
- The immunisation status of children is monitored through QikKids.
- 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.



Annette's Place Inc

Enrolment and Orientation Policy

- 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.
- It is the family's responsibility to keep the Service informed of any changes to information provided.

Families will be asked to provide the following information:

1. The full name, residential address, place of employment and contact telephone number of a parent/guardian.
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/guardian is unable to be contacted. Parents/Guardians must nominate who can be contacted in the case of an emergency or for the collection of the child.
3. The full name and contact telephone number of any person authorised to collect the child from the Service. Parents/guardians must nominate who can be contacted for the collection of the child.
4. The gender of the child.
5. Provision of care – if care will be a routine and/or casual etc
6. Session start and end times
7. Any court orders or parenting agreements regarding the child.
8. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
9. The cultural background of the child.
10. Any special requirements notified by the family, including for example cultural or religious requirements.
11. The needs of a child with a disability or with other additional needs.
12. A statement indicating parental permission for any medications to be administered to the child whilst at the Service. Only a parent/guardian on the enrolment form can authorise the administration of medication.
13. The child's Medicare number.



Annette's Place Inc

Enrolment and Orientation Policy

14. Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis.
15. 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.
16. Details of any dietary restrictions for the child.
17. The immunisation status of the child.
18. CRN for child and claimant.
19. Child Care Subsidy Assessment confirmation
20. Confirmation of enrolment

Orientation of the Service

During the orientation of the Service, families will be:

- Provided with an outline of the Service policies which will include fees payment, sun safety, illness and accident and medical authorisation, and informed policies are available on the website.
- Spoken to about the enrolment fee and security payment
- Shown the signing in/out process
- Spoken to about appropriate clothing worn to the Service, including shoes
- 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, emails etc.
- Confirm preferred method of communication
- Informed about hats and sunscreen
- Families will be encouraged to bring their child to the service for 'play and stay' prior to the child's first day.



Annette's Place Inc

Enrolment and Orientation Policy

Administration Staff will ensure:

- Enrolment form is completed accurately and in its entirety
- Inform the Room leader of the new child who will be in the room, highlighting any medical conditions, interests, needs and strengths
- Immunisation certificate has been sighted and photocopied
- File for Child's information 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.
- Child Care Subsidy is explained to families

Child Care Subsidy

- Child Care Subsidy (CCS) replaces the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy
- Families will need to complete the 'Child Care Subsidy Assessment' Task online through the myGov website.
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their child care fees and pay to the Service the difference between the fee charged and the subsidy amount

On the child's first day:

- 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.



Annette's Place Inc

Enrolment and Orientation Policy

Source

- The Business of Childcare, Karen Kearns
- Education and Care Services National Regulation
- National Education and Care Regulations
- Department of Human Services (Centrelink)
<https://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>
- Revised National Quality Standard

Review

Date Reviewed	Modifications	Next Policy Review Date
August 2017	Changes made to comply with Department of Human Services. Included information about benefits for families	September 2018
October 2017	Updated the references to comply with the revised National Quality Standard	September 2018
May 2018	Updated to comply with Child Care Subsidy changes.	September 2018
September 2018	Added an orientation survey will be completed by families (this will commence in 2019)	September 2019