



Conyngham Street
**Community
Children's Centre**
LEARNING TOGETHER, EVERY DAY.

Policy 6.1

Enrolment & Orientation

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
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
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

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	See all related legislation for Child Care Provider Handbook in Appendix 1 https://www.education.gov.au/child-care-provider-handbook-0

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Arrival and Departure Policy Infectious Disease Policy Interactions with Children, Families & Staff Immunisation Policy Withdrawal of a Child Policy	Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Sick Children Policy Sun Safe Policy
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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 6weeks- 6 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 in each room

[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.

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 an enrolment fee and two-week bond which is calculated at full fee to secure the position. Failure to pay the upfront fees will lead to the child not being accepted. When 2 weeks' notice of withdrawal is given, the bond will be refunded.

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 or 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

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, menu, incursions, excursions, inclusion, fees, policies, procedures, sun smart requirements, regulations for our State 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 need to complete a Child Care Subsidy assessment online to check eligibility and entitlements to CCS which needs to be done through the [myGov](#) website.
- Families will be offered 2 orientation visits prior to their child commencing care at the centre. Extra visits are available upon request.
- 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.
- Parents must notify the Service if their child has not been immunised via the enrolment form.
- 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 national register administered by Medicare that records detail of vaccinations given to children.
- 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 may be removed from the list.
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

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.
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. Parents must nominate who can be contacted 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. Parents must nominate who can be contacted for the collection of the child.

4. The gender of the child.
5. Session start and end times
6. Agreement on Fee information
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 on the enrolment form can authorise the administration of medication.
13. The name and address and telephone number of the child's doctor.
14. Excursion permission for regular occurring outings.
15. The child's Medicare number.
16. Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis.
17. 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.
18. Details of any dietary restrictions for the child.
19. Immunisation History Statement
20. CRN for child and claimant (enrolling parent)
21. Date of Birth for child and claimant (enrolling parent)
22. Child Care Subsidy Assessment confirmation
23. Confirmation of enrolment

Enrolment Pack

Once the enrolment fee and bond 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

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 and bond
- 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 Storypark and invited to join
- Introduced to the room routine and Service program.
- Informed about Service communication – meetings, interviews, newsletters, emails etc.
- Informed about hats and sunscreen
- Confirm preferred method of communication

Management 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 and birth certificate have been sighted and photocopied
- Child is added to Observation cycle
- Enrolment lodged with DEEWR
- File for Child's information created
- Child Care Subsidy is explained to families

Child Care Subsidy

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school

Child Care Package – Information for families

- Documentation may be required such as Australian driver licence, Australian passport, Foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate
- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance.

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:

- 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) Child Care Provider handbook
<https://www.education.gov.au/child-care-provider-handbook-0>
Australian Government Department of Education, Skills and Employment. (2019) Guide to Additional Child Care Subsidy (child wellbeing)
https://docs.education.gov.au/system/files/doc/other/2019-11-28 - accs_guide_0.pdf
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>
Education and Care Services National Law Act 2010. (Amended 2018).
[Education and Care Services National Regulations](#). (2011)
Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020).

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.	May 2021
June 2021	minor editing changes Updated sources and checked for currency additional information included about enrolment, CCS application process, Activity Tests.	May 2024