

# Enrolment 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
88	Infectious diseases
90	Medical conditions policy
92	Medication record
93	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 POLICIES

Acceptance and Refusal Policy

Payment of Fees Policy

Additional Needs Policy

Privacy and Confidentiality Policy

Arrival and Departure Policy

Retention of Records Policy

Family Communication Policy

Sun Safety Policy

Immunisation Policy

## 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- 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 for the booking required,
- c) The adult to child ratio is maintained in each room
- d) Priority of access guidelines are adhered to.

### Priority of Access

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- At risk of serious abuse or neglect
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

To secure a child's position families are required to pay an enrolment fee.

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.

### Enrolment

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

- 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 documents required in relation to court orders, or medical needs or plans.
- 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 and the licensing and assessment process for our State, 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 strategies.

- 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 will 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 at this time families provide us with some key words in the language/s the child speaks 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 must complete a Child Care Subsidy assessment to check eligibility and entitlements to CCS. This can be done online through MyGov website.
- Where there are certain changes to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes through MyGov.
- Families will be invited to bring their child into the Service at a time that is mutually 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 required documents including the completed enrolment form, medical plans, birth certificate or passport, immunisation status and any court orders.
- It is a requirement of the Family Assistance Office that immunisation information held by the Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare benefits.
- Parents must notify the Service if their child has not been immunised via the enrolment form.
- Families are to be advised that since January 2018 children who have not been immunised due to parent's conscientious objection cannot be enrolled at the Service.
- If a child cannot be immunised due to a medical condition they may still be enrolled at the Service
- If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service.



- Families are required to provide current Australian Immunisation Register (AIR) History Statement which shows that the child is up to date with their scheduled immunisations. The AIR is national register administered by Medicare that records details of vaccinations given to children. Please note that children's 'blue books' are not accepted.
- Unborn children may be placed on the waiting list to avoid the unfair allocation of places that may occur if children can only be placed on the list after birth. If an unborn child is placed on the waiting list, the family must advise the Service of the expected birth date. 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.
- 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 parent's full name, 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 authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted.
3. The full name, residential address, place of employment and contact telephone number of any person authorised by the parent to collect the child from the Service.
4. The full name of the child.
5. The child's date of birth.
6. The child's address.
7. Names of the child's parents.
8. The gender of the child.
9. Provision of care – if care will be a routine and/or casual etc
10. Session start and end times
11. Agreement of Fee information.
12. Any court orders or parenting agreements regarding the child.
13. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.



14. The cultural background of the child.
15. Any special requirements of the family, including for example cultural or religious requirements.
16. The needs of a child with a disability or with other additional needs.
17. 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.
18. The child's Medicare number.
19. Specific healthcare needs of the child, including allergies and intolerances.
20. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
21. Details of any dietary restrictions for the child.
22. A statement indicating parental permission for the Service to seek emergency medical treatment at a hospital or from ambulance services.
23. The name, address and telephone number of the child's doctor.
24. Excursion permission for regular occurring outings.
25. The immunisation status of the child.
26. CRN for child and claimant.
27. Birth Certificate.
28. Child Care Subsidy Assessment confirmation

### Enrolment Pack

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

- Busy Kids Hat and Shirt (Busy Kids backpack for infants)
- Current fee structure and payment details
- Parent Handbook
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- 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 fee payment, sun safety, illness and accident and medical authorisation
- Advised of the enrolment fee and daily fees
- Shown the signing in/out process
- Advised of appropriate clothing for children to wear to the Service, including shoes
- Informed about policies regarding children bringing in toys from home.
- Introduced to their child's Educators
- Taken on a tour around the Service
- Asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- Introduced to the room routine and Service program, including the observation cycle and KidsXap for programming.
- Informed about Service communication strategies including meetings, interviews, newsletters, emails etc.
- Informed about the Service's SunSafe Policy regarding hats and sunscreen
- Given the opportunity 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
- The appropriate Room leader is informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- Immunisation certificate has been photocopied.
- Birth certificate has been sighted
- Child is added to Service's medical conditions sheet (if necessary) and this information is distributed to Educators.
- The enrolment is lodged with CCSS through KidsXap.
- A file for the Child's information is 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 must 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 the Service the difference between the fee charged and the subsidy amount

### Enrolment Record Keeping

- Our Record Keeping and Retention 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.
- 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 Government Department of Education. Department of Education and Training (2019) Care Provider handbook  
[https://docs.education.gov.au/system/files/doc/other/child\\_care\\_provider\\_handbook\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/child_care_provider_handbook_0.pdf)
- Department of Human Services (Centrelink):  
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
- Education and Care Services National Amendment Regulations. (2017).
- Kearns, K. (2017). *The Business of Childcare* (4<sup>th</sup> Ed.).
- NSW Government Health. (2019). Questions and answers about vaccination requirements for child care: [https://www.health.nsw.gov.au/immunisation/Page/childcare\\_qa.aspx](https://www.health.nsw.gov.au/immunisation/Page/childcare_qa.aspx)
- Revised National Quality Standard. (2018).

## 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	Minor changed made to policy and terminology to ensure best practice	September 2019
October 2019	Priority of Access Guidelines removed – new information added Grammar, punctuation and spelling edited. Additional information added. Sources updated	October 2020

Signature of Director: \_\_\_\_\_

Busy Kids Child Care