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ENROLMENT AND ORIENTATION POLICY

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QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS

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	
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

Introduction

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.

Purpose

Woden Early Childhood Centre (WECC) aims to ensure children and families receive a positive and informative enrolment and orientation process. This process forms the foundation for strong, respectful and supportive relationships between families and WECC; and promotes a quality experience of education and care for children, whilst adhering to legislative requirements.

We will do this by ensuring:

- enrolment and orientation processes are planned and implemented
- due consideration is given to culture and language in undertaking processes
- documentation, including authorisations, is completed during the enrolment and orientation process
- a thoughtful process is planned in consultation with families, to orient a child and family to WECC

Scope

This policy applies to children, families, staff, management and visitors of the Service.

Implementation

Orientation is an important process for children, families and Educators to gain vital information about the individual child's needs and interests. To enable children to feel safe and secure, and to set the foundations for a trusting partnership, we feel that it is necessary for the family to attend an orientation visit. This visit assists the child to adjust to a new setting and helps to make the transition from home to the Service stress-

free. WECC accepts enrolments of children aged from birth – 6 years of age. Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity of WECC
- 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 educator to child ratio is maintained in each room

Priority of access guidelines

The Australian Government Department of Social Services have set priority of access guidelines for all children's services eligible for the Child Care Subsidy. Every Child Care Subsidy approved childcare services is required to abide by the guidelines which families will be informed of during 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 Australian Government Department of Social Services Priority of Access Guidelines.

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.

Filling a vacancy

The following steps are followed in filling any vacancy:

- a) the particular days available and age group are identified
- b) 1st Priority – is allocated to any child at risk of serious abuse or neglect currently enrolled or on the waiting list
- c) 2nd Priority – is allocated to children currently enrolled at the Centre who are due to progress into the next age group, or children who are currently enrolled and did not get original care days
- d) 3rd Priority – is allocated to children on the waiting list who currently have a sibling enrolled in the centre
- e) 4th Priority – is allocated to children on the waiting list

Pre-enrolment orientation

WECC welcomes visits from perspective families and children between 9:30 and 10:30 am each working day. WECC believes in the importance of local families considering utilising our services visiting the centre prior to putting their name on the waiting list so that they can observe and make enquiries into the high-quality care that is provided. Where a family is living interstate WECC asks them to email a request to us and educators will then email a waiting list form to them which can then be emailed, faxed or mailed back to join the wait list.

Families are invited to ask questions and seek any further information they require.

Next steps

Following a pre-enrolment orientation, a family may wish to place their child's name on the waiting list. We ask that families maintain contact with WECC to ensure their name remains on the waiting list. The Nominated Supervisor may call or email to keep waiting lists up to date. Although, families who do not make contact with WECC within six months may be removed from the list as it is assumed that care is no longer required.

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 the Director 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.

The Nominated Supervisor or Director will maintain an up to date waiting list. Other bodies (such as Care for Kids) often request details of waiting lists so that demand for childcare can be monitored. After consideration of access guidelines and availability of a position by the Nominated Supervisor or Director, the child/ren may be offered a position at WECC.

The family will be asked to accept the offer of the position if they wish to have a place at WECC and will be required to commence care within two weeks of the offer being made.

Enrolment

The Nominated Supervisor or Director will conduct an enrolment process following the acceptance of an offer. An enrolment package will be given to the family and will include:

- an enrolment form that includes authorisations
- current fee structure, payment policy and direct debit payment details
- information on the Child Care Subsidy (CCS)
- policy information (Families are welcome to read hard copies of the policies)

The information in the enrolment package should be retained by the family for future reference.

Prior to conducting the enrolment interview the Nominated Supervisor or Director should consider the language and cultural needs of the family. A translator may be required along with an alternative venue for the enrolment visit.

During the enrolment interview, a process of orientation will be planned in collaboration with families to provide the best possible start for the child at WECC.

Families will provide the following via the enrolment pack, prior to the agreed start date for the child:

- the full name, residential address, place of employment and contact telephone number of a parent
- 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. A parent must nominate who can be contacted in the case of an emergency or for the collection of the child
- the full name, residential address, and contact telephone number of any person authorised to collect the child from the Service. A parent must nominate who can be contacted for the collection of the child
- the gender of the child
- provision of care – if care will be routine and/or casual, etc.
- agreement on fee information
- any court orders or parenting agreements regarding the child
- the primary language spoken by the child; if the child has not learnt to speak, the child's family's language
- the cultural background of the child
- any special requirements notified by the family, including for example cultural or religious requirements
- the needs of a child with a disability or with other additional needs
- a section indicating parental permission for any medications to be administered to the child whilst at the Service. Only a parent or Authorised Nominee who has been given permission from the parent can authorise the administration of medication
- a section indicating parental permission for any emergency medical hospital and ambulance services
- the name and address and telephone number of the child's doctor
- excursion permission for regular occurring outings
- the child's Medicare number
- specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis

- 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
- details of any dietary restrictions for the child
- the immunisation status of the child
- CRN for child and claimant

This information will be kept at WECC's premises in accordance with service policies and the *Education and Care Services National Regulations 2011*

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 at:

<https://my.gov.au/LoginServices/main/login?execution=e2s1>

Prior to formally commencing at the service

- provide WECC with the Child Care Subsidy Assessment confirmation
- be provided with the Confirmation of Enrolment
- prior to the child's first day educators will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required
- the Nominated Supervisor or Director will inform the educators of the intended time for any pre-commencement orientation visits
- a family member of the child will remain on WECC's premises during these orientation visits. The family member must sign the visitors' book/register on arrival and when they leave. The child cannot be left at WECC until they have commenced paid care at WECC and are therefore included in the ratios
- during the orientation process educators will interact with the child and actively encourage them to engage in WECC's program and activities. Educators will also be available to the family to answer any questions they may have, whilst ensuring they are not compromising the supervision of other children or required ratios

Orientation of WECC

During the orientation of WECC, families will be:

- given the WECC enrolment form to be completed
- provided with an outline of WECC's policies and procedures 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 WECC, including shoes
- informed about children bringing toys from home
- introduced to child's educators
- discuss medical management plan and allergies completed on file (if applicable)
- advised about the daily report and how parents can view this
- notified about hats and sunscreen

The Nominated Supervisor or Director 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 condition, interests, needs and strengths
- immunisation records have been provided
- child is added to service's medical characteristics sheet and distribute (if necessary)
- file for child's information created
- Child Care Subsidy is explained to families
- any court orders that are applicable remain confidential and discussed on a need to know basis with educators
- the orientation process is well organised, flexible and informative

- the child and family visit WECC and familiarise themselves with the environment. The child may participate in the activities and experiences if they feel comfortable
- the family and child/children are introduced to the educators in the room
- to create a welcoming environment and interact positively with the child and family
- the child and family is respected at all times, acknowledging the individuality of each parenting style
- to encourage families to ring, email or visit WECC as often as they like once enrolment has commenced
- families are reassured if the child is distressed over a long period of time, the educators will contact them
- support agencies are contacted for children with additional needs
- families know how to provide feedback

Educators will:

- greet children and families upon arrival
- discuss with families the best transition process for the child
- encourage families to say goodbye to their child when dropping off
- phone families if the child remains distressed
- encourage families to stay as long as they need in order to reassure the child
- seek information about the child and family throughout the orientation process
- create a welcoming and inviting environment

The Educator who welcomes a visiting family will provide the family with a tour of WECC and discuss the following in order to gain a better understanding in supporting the family:

- The cultural and/or linguistic background for families from non-English speaking backgrounds (external support may be required).
- The family's needs in relation to work or other commitments.
- The family's previous knowledge or experience of other children's services.
- Any additional needs of the child and/or their family.
- Any court orders that are applicable to the child.
- Service philosophy and curriculum.
- The child's interests.
- Family goals and expectations.
- Strategies to help settle into the Family Day Care Setting.
- Any allergies and emergency plans for the child.
- The Service and room routine

As well as, everything outlined in the 'Enrolment and Orientation Checklist'

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
- CCS is paid directly to the 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
- where there are certain changes to the individual Complying Written Arrangement (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

Enrolment Record Keeping

Our *Record Keeping* policy outlines the information and authorisations that we will include in all child enrolment records

Upon commencement

On the child's first day of attendance educators will welcome the family and the child, ensuring there is a

space ready for the child's belongings. Educators will reassure the family and assist with separation if required. Throughout the day, educators will contact the family to let them know how their child is settling (if needed).

The Nominated Supervisor or Director will undertake a final check of enrolment details, authorisations and information updates prior to the family departing WECC.

Employees with children at the Service

Employees are welcome to enrol their child at the Service, however if an employee is terminated from their position, the Service reserves the right to terminate the child's position due to conflict of interest.

Related policies /documents

- Anaphylaxis management
- Asthma management
- Medical conditions
- Settling, grouping and transitioning
- Withdrawal and termination of enrolment
- Priority of Access

Sources and references

- Department of Social Services Priority of access instruction sheet–
https://www.dss.gov.au/sites/default/files/documents/07_2015/instruction_sheet_10_-_priority_of_access_guidelines_for_child_care_services.pdf
- Australian Children's Education and Care Quality Authority
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015
- ECA Code of Ethics
- Guide to the National Quality Standard
- The Business of Childcare, Karen Kearns 2004
- Managing Emergency Situations in Education and Care Services
- Department of Human Services (Centrelink) -
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Authorisation

Jennifer Hayes
President
2019 WECC Management Committee

Enrolment and Orientation Checklist

DATE	NAME OF PARENT		
/ /	NAME OF CHILD		
TOPICS TO DISCUSS WITH FAMILIES	YES	NO	COMMENTS
Welcome families, introducing yourself and your role at the Service			
Introduce family and child to Educators in appropriate room			
Discuss what the family's needs and wants are in an Early Childhood Service <ul style="list-style-type: none"> - Their expectations of a Service - Programing & Documentation requirements - Health & Safety - Medical Conditions - Additional Needs - Days and times required - Required start date 			
Outline the Service philosophy			
Show families the indoor and outdoor environment, explaining how the environment is set up and what resources and equipment is provided			
Explain the rooms routines			
Discuss what the Service provides (morning tea, lunch, afternoon tea, sunscreen etc)			
Advise families what they need to provide (nappies, spare clothes, hat, blanket, etc)			
Discuss allergies with families and their responsibilities prior to the child's start date. If applicable, ask parents to sign Medical Risk Minimisation and Communication Plan.			
Discuss immunisation requirements referring to the Service Policy			

Discuss the Service Health and Safety Policies (when a child is ill, exclusion periods etc)			
Go through the Parent Handbook – outlining fee structure and payment, bond and enrolment fee			
Discuss Parent Meetings – this may include parent/teacher interviews, parent information sessions etc.			
Explain Child Care Subsidy (CCS) <ul style="list-style-type: none"> - How this works - The family need to apply for CCS through the myGov website - They will be required to sign a CWA 			
Discuss Service closures (public holidays, Christmas holidays, school holidays, etc.)			
Advise families about the Service policy in regards when child is ill or on holidays (e.g. fees are still charged)			
Discuss arrival and departure requirements			
Discuss how families can participate in the Service program			
Discuss how the Service communicates with the families (via email, notices, newsletters, OWNA)			
Discuss the school transition process with families, if appropriate			
Provide families with information to take home about the Service – Parent Handbook			
COMMENTS			