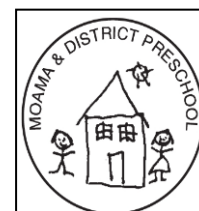


# ENROLMENT & ORIENTATION POLICY



Enrolment and orientation are 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.

## 1.0 PURPOSE

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. This includes this application for enrolment process. We strive to establish respectful and supportive relationships between families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

## 2.0 SCOPE

This policy applies to children, families, guardians, staff, Approved Provider, Nominated Supervisor and visitors of 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.

LEGISLATIVE REQUIREMENTS/EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness

88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
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
102D	Authorisation for service to transport children
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 Authorisation Policy Confidentiality Policy Control of Infectious Disease Policy Complaints and Grievances resolution procedure (General) Code of Conduct Policy Delivery of children to and collection from the service Policy	Incident, Injury, Trauma and Illness Policy Interactions with Children Policy Medical Conditions Policy Relationships with children policy Fee Policy Sun Smart Policy
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## ENROLMENT & APPLICATION PROCESS

### IMPLEMENTATION

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place for enrolment and orientation (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170).

Our Service in 2024 will accept **Applications for Enrolments** of children aged between 3-6 years of age as we move into our new purpose built centre. The build is expected to be completed just before starting the 2024 year. Once the applications for enrolments closes, families then sent an acceptance or non acceptance letter. If families accept then they will receive further information regarding the Complete Enrolment process.

Applications for 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 application (this will depend on the Centre's capacity to provide groups, not go over licence numbers for groups, but also to be economical for running of this group.
- c) the adult to child ratio is maintained in each room
- d) the ability to provide the 15 hours per week in the groups of children eligible to attend school the next year is first priority.

### APPLICATION FOR ENROLMENT PROCEDURE

1. In May and June, applications for enrolments are to be advertised internally (email, newsletters, website, preschool noticeboards) and externally through local media (newspaper), the preschool website, social media and sent to the database of families who have enquired (email). Applications will always close on 30 June the year prior to placement.

Families are expected to provide the following on the application form or e-form (available on the preschools website [www.moamapreschool.com.au](http://www.moamapreschool.com.au) or by using this link - <https://moamapreschool.com.au/enrolment/> stating the child's details:

- full name
- other names by which the child is known
- current local address (at time of enrolment)
- date of birth
- gender identifies as
- indication if the child falls into a Priority of Access categories
- parent/carers/guardians names
- contact number/s
- email address
- school to attend (if the prior to school age group)
- any additional needs/concerns you may have (please write a comment even if ears, speech or eye sight, mixing with peers concerns)
- Staff sited copy of the child's original birth certificate, which is to be retained on file as part of the enrolment process as required by National Regulations
- Families to accept and sign the code of conduct before the application process can proceed

Staff will be required to sight proof of current local residential address (last three months at time of enrolment), driver's license is not sufficient. In all instances, current rates or rental notice is required. (this can be uploaded on the e-form platform)

Those wishing to enrol but live outside the local council areas of Campaspe, Murray River, Moira and Edward River, cannot proceed to the enrolment list until proof of local address is presented. Applicants moving to NSW or Victoria must be residing before the child's name can be listed for enrolment. If building, a letter from the builder certifying that place of residence being built and signature on a letterhead will be acceptable. Copies of purchase of a house need to be sighted by staff for the child to go on application list or a copy of a rental agreement.

At this stage families are welcome to make an appointment to tour the Centre.

A copy of the child's current Immunisation History Statement must be provided. The enrolment application cannot be accepted without all of these documents.

(NSW) To attend childcare, children must be fully immunised or on an approved vaccination catch-up program. If a child cannot be immunised due to a medical condition they may still be enrolled at the service with supporting documentation (Medical Exemption Form). If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service. The child's immunisation history statement will indicate that the child is on a catch-up schedule. [read more [here](#)]

New South Wales (NSW)
Children must be fully immunised to attend early childhood education and care services. A current Immunisation History Statement from the Australian Immunisation Register (AIR) must be provided to services.
The National Immunisation Program (NIP) Schedule <b>TO BE DISPLAYED IN THE SERVICE</b> can be accessed and downloaded from: <a href="https://www.health.gov.au/resources/publications/national-immunisation-program-schedule-portfolio">https://www.health.gov.au/resources/publications/national-immunisation-program-schedule-portfolio</a> NSW Health Phone number: 02 9391 9000 Local NSW Public Health Unit Contact Details: <a href="http://www.health.nsw.gov.au/Infectious/Pages/default.aspx">http://www.health.nsw.gov.au/Infectious/Pages/default.aspx</a> NSW Health Immunisation Schedule <a href="https://www.health.nsw.gov.au/immunisation/Pages/immunisation-providers.aspx">https://www.health.nsw.gov.au/immunisation/Pages/immunisation-providers.aspx</a> Immunise Australia National Hotline: 1800 671 811 Australian Government, Department of Human Services: <a href="https://www.humanservices.gov.au/individuals/online-help/medicare/getting-your-immunisation-history-statement-using-your-medicare-online-account">https://www.humanservices.gov.au/individuals/online-help/medicare/getting-your-immunisation-history-statement-using-your-medicare-online-account</a>

## NOTIFICATION OF SUCCESSFUL APPLICATION

Successful applicants are notified via email in week 2 of term 3 regarding a position for their child, a follow up phone call will be made by the Preschool for those who haven't accepted their position on day 10, families need to confirm their child's enrolment within 14 days of the original notification email being sent along and ensure payment of the enrolment fee is completed by day 14. (please note as we are building a new Centre there may be a slight delay)

Failure to accept the position and pay the enrolment fee by day 14 will pass the position onto the next child on the waiting list.

## **PRIORITY OF ACCESS**

NSW Start Strong Community preschool Funding guidelines state that our service is required to give equal access to;

- Children who are at least 4 years old on or before the 31 July in that preschool year and not enrolled or registered at a school
- Children who are at least 3 years old on or before 31 July in that preschool year and are;
- Children from low income families
- Children with an Aboriginal and Torres Strait Islander background
- Children with a disability or additional needs
- Children who are at least 3 years old on or before 31 July in that preschool year with English language needs.
- Children who are at risk of significant harm (from a Child Protection perspective).

There is no order of priority assigned to the list of points above. Priority must be given to the groups outlined above before any other groups, including 3-year-olds not eligible for equity loading.

The guidelines are intended to assist services with making enrolment decisions, in a way that seeks to allocate places to those in the great need. However, the particular community needs of the preschool will also be relevant. Services are encouraged to maximise the number of children with 600 hour enrolments. Please note this is why we are investigating the community wishes of the hours of three year groups could run along with viability.

## **DISABILITY/NDIS PLANS**

If a child has a disability or on a NDIS plan, the service will require supporting documentation with regards to this, to allow us to all work together to provide the best supportive environment we can. Often we need to make applications for support funding by the Middle of November of the previous year, hence why the Centre Director needs to be informed during the May – June application process.

Our Centre may, depending on your child's, require additional staff to support the child, this can take some time.

If families have not indicated in the initial application stage to the Centre that the child has a disability or you suspect a disability and waiting on diagnosis then it will be the opinion of the Director/Nominated Supervisor if the child can attend considering medical and safety needs. The Service needs to determine if they can meet the child's needs, particularly when the service has been failed to be informed. Additional resources and funding may be required through disability and inclusion programs and unfortunately if the service is not aware we need to make a late application which affects the support or extra staff educator we can offer.

## **ENROLMENT**

When a family has indicated an acceptance we move to the complete the process, the enrolment stage.

To secure a child's position families are required to pay an Enrolment fee to the preschool by the set date and to confirm this in writing via the google docs platform. The google docs platform will have a space for families to comment on preferred days and/or sessions and other information.

## **Enrolment Fee:**

Families will be notified in week 2 term 3 regarding a place for the following year. Families will be required to confirm acceptance of the position within 14 days along with payment of the enrolment fee.

A standard letter of acceptance for families to respond will form part of the letter to families this will be emailed, with an acceptance or non acceptance to be completed by google docs platform.

Failure to return the acceptance and enrolment fee within the 14 days will mean the position will be passed to the next child on the waiting list.

This enrolment fee is determined by the Committee of Management each year prior to enrolments opening. If families have difficulty with google docs they are encouraged to call the Office manager at the Centre Monday – Friday 8.30am-2.30 for assistance.

## **Successful Application of Enrolment/Complete Enrolment Process**

### **(when applications have been accepted by the family/guardian)**

After the confirmation of acceptance as per Enrolment Policy, a date is organized between Week 3 – Week 4 of Term 4 for families to collect an Enrolment pack that includes important information to be aware of and forms to complete.

## **ENROLMENT PACK**

In the Enrolment pack, families will be provided with a range of information about the Centre which includes:

-the Centre's Information booklet, transition calendar, Fee Relief Declaration, Consent for the use of disclosure from DECS, OWNA parent and Guardian consent form, Duty helpers, Uniform Order form, Have you thought about joining the Committee and Expression of interest for the Committee, Communicable Diseases factsheet from NSW Health, Recommended Minimum exclusions periods for Infectious conditions.

The families will be sent a link via the Centre's OWNA platform to complete the digital Confidential enrolment form. This will be required to be completed by the child's Orientation visit (play at the preschool with a parent/guardian) with their whole peer group on the first Tuesday in December. In the enrolment pack there will be other forms that need to be completed and returned. At this stage it is unknown if we will be able to hold this Orientation at the new Centre as this will depend on the building process. This may be transferred to early Feb in 2024 at the new Centre.

## **ORIENTATION**

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 as part of the Orientation process – this is generally the first Tuesday in December. If families are unable to make this day then an alternative time may be organised. Unfortunately this will be whilst other groups are operating, but can be equally positive experience as this experience helps the family and child familiarise themselves with the preschool and its operations.

Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with your child's Early Childhood teacher in the February prior to beginning. This is called the Pre-attendance interview. If the Nominated Supervisor flags any information earlier this will be discussed in a confidential matter.

Families will be required to bring any documents required in relation to court orders, medical needs or plans before the Orientation date.

Families will complete the enrolment form via the OWINA platform 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 language/s the child speaks so that educators can learn these words. Educators may use visuals to assist the child's understanding and be able to communicate with others.

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 management plans (if relevant) completed by the child's general practitioner
- birth certificate or passport (we would have received this in the Application process)
- a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age *and (we would have received this in the application process)*
- details of any court orders, parenting orders or parenting plans
- Parents must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their *AIR immunisation History Statement. Please see the Centre's Immunisation Policy on our website.*
- 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 ON THE CONFIDENTIAL ENROLMENT FORM: (OWNA live form)**

- Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number
- Each parent's occupation
- The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
- The full name, address and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee)
- Full name of the child
- Other names by which the child is known
- Child's date of birth
- Child's residency status
- Child's address
- Gender of the child

- Cultural background of the child
- Complying Written Agreement including 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
- Any special requirements of the family, including for example cultural or religious requirements
- The individual needs of a child with a disability or with other additional needs
- A statement/authorisation indicating the name and address and contact details of any person who is authorised to consent to the administration of medication to the child
- Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
  - Medical treatment for the child from a registered practitioner, hospital or ambulance service
  - Transportation of the child by an ambulance service
  - Child's Medicare number (if available)
  - Specific healthcare needs of the child, including allergies and intolerances
  - 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. Please note these must be returned to the centre and filled in for the child to begin preschool.
  - Details of any dietary restrictions for the child
  - The name, address and telephone number of the child's doctor
  - Authorisation for regular occurring transportation and regular outings/excursions

## PRE-ATTENDANCE INTERVIEW

At the pre-attendance interview, families will:

- go over the child's Confidential enrolment form with ECT's to discuss information provided
- be provided with an outline of the Service policies which will include key policies such as: *Sun Smart Policy, Incident, Injury, Trauma and Illness, Control of infectious diseases, and Administration of Medication*
- shown the signing in/out process for attendance with the OWNA app
- advised of appropriate clothing for children to wear to the Service, including shoes, hats and sunscreen
- informed about procedures regarding children bringing in toys from home
- introduced to their child's educators
- provided with suggestions for developing and maintaining a routine for saying goodbye to their child
- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- informed of the ways the staff of that group will communicate with the family.
- introduced to the room routine and curriculum program, including portfolios and the observation cycle
- informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals for their child
- confirm preferred method of communication.



## **THE NOMINATED SUPERVISOR/OFFICE MANAGER/EARLY CHILDHOOD TEACHER) WILL ENSURE:**

- the enrolment form is shared with the child's lead teacher and completed accurately and, in its entirety
- authorisations are signed by both parents/guardians
- a child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service each day
- the child's Medical Management Plan is recorded, and this information is shared/distributed to educators
- Action Plans are completed in full (if relevant) and in colour. (note a child cannot attend if they have a diagnosed Medical Condition.
- Administration of Medication forms are completed (if relevant)
- the Medical Conditions Policy is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service.
- Risk Minimisation Plans and Communication Plans are requested/completed with parents/guardians for children with medical needs before the child begins education and care at the Service
- the appropriate staff are informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the Observation cycle
- 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.

## **FAMILIES WILL:**

- complete all documentation required by the Service for enrolment
- provide required authorisations as indicated on enrolment form
- notify the service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date.

## **ON THE CHILD'S FIRST DAY**

- Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the service during the day to 'check' in on their child and request help with separation if this is a problem for their child.
- On the first day, the child and their family will be welcomed by the staff of the Centre and directed to their room.
- They will be greeted by educators at their room.

- The educator will discuss what is happening in the room, and show where the child's locker is located.
- Information about collecting their child at the end of the day will be rediscussed as this information is shared in pre-attendance interviews.
- Educators will ensure information about the child's first day is shared with parents/guardians.
- Management and the child's Early Childhood teacher will ensure the orientation checklist has been completed and all required documents and information has been received from families.

## **ROLES AND RESPONSIBILITIES**

### **THE APPROVED PROVIDER WILL;**

- Ensure the centre is fit to open and meets all regulations
- Ensure staffing is adequate for each room
- Ensure the Centre is operating according to a budget and meets licensing regulations

### **NOMINATED SUPERVISOR WILL;**

- Provide enrolment application forms
- Maintain a waiting list
- Provide a monthly service report to the Approved Provider regarding the status of enrolments
- Consult with the Approved Provider the preference of days/session days as indicated by applications
- Offer places in line with enrolment policy and criteria for priority of access and provide relevant paperwork to families in accordance with this policy
- Ensure all information for application of enrolments and enrolment records is stored confidentially

### **OFFICE MANAGER WILL;**

- Maintain an immunisation register and remind families when the next information is due
- Collecting, receipting and banking enrolment fees
- Assist the Nominated Supervisor in the enrolment process
- Invoicing families for fees, and sharing fee policy, maintaining all office records appropriate for operating a preschool

### **EARLY CHILDHOOD EDUCATORS WILL;**

- Refer enrolment enquiries to the Nominated Supervisor
- Develop strategies to assist new families to feel welcomed at the service and to become familiar with the policies and procedures, and develop and maintain a routine for saying goodbye to their child.
- Provide comfort and reassurance to children who are showing signs of distress when separating from family members

- Share information with parents/guardians regarding their child’s progress with regard to settling in to the service.

## FAMILIES WILL;

Read and comply with this policy

## CONTINUOUS IMPROVEMENT/REFLECTION

Our Enrolment Policy will be updated and reviewed as need. It will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this policy every two years.

Families and staff are essential stakeholders in the policy review and will be given opportunity and encouragement to be actively involved.

## SOURCES

Australian Children’s Education & Care Quality Authority. (2014).

ACECQA. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.

<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

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Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020).

NSW Government Health. (2019). Questions and answers about vaccination requirements for child care:

[https://www.health.nsw.gov.au/immunisation/Pages/childcare\\_qa.aspx](https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx)

Revised National Quality Standard. (2020).

Cela – Enrolment and Orientation Policy Jun 2021.

## REVIEW

POLICY REVIEWED BY	Director	Preschool families/Committee.	APRIL 2025
POLICY REVIEWED	MARCH 2023	NEXT REVIEW DATE	APRIL 2025
MODIFICATIONS	regular policy maintenance minor formatting edits within text hyperlinks checked and repaired as required change of set out of the policy including more information		