



**WINTON SHIRE COUNCIL  
LITTLE SWAGGIES CHILD CARE CENTRE**

# **ENROLMENT & ORIENTATION POLICY & PROCEDURE**

# ENROLMENT & ORIENTATION - POLICY & PROCEDURE

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## POLICY STATEMENT

Winton Shire Council (WSC) Little Swaggies Child Care Centre is committed to providing an effective enrolment and orientation process at Little Swaggies Child Care Centre, for children and families which is supportive, informative and meets legislative requirements. To ensure a strong sense of belonging and strong partnerships.

## SCOPE

Building strong relationships from the beginning will support both children and families settling into the care environment. Starting care can be a nervous time for children and their families. New children and families need to feel welcomed and valued and it is important that they are able to become familiar with the centre, its educators and relevant Policies and Procedures.

*“Families’ first major engagement with the service occurs during the enrolment process. The enrolment process presents an opportunity for services to share information about its operations, philosophy and governance with families. Services can also encourage families to express their preferences about how the orientation of their child into the service will occur. This helps families to feel supported from the beginning and to understand that the service values their input about what is best for their child.*

*When families are given the opportunity to provide information about their children that will assist educators to get to know them and help them settle into the program, families feel that their suggestions are clearly valued and that they are regarded as partners in their child’s experience at the service. This partnership between the service and the family strengthens when educators seek further information from families while assessing children’s progress and planning their individual goals.*

*Services encourage families to become involved in ways that suit their current commitments, availability and skills. For example, families can contribute to service processes, such as reviewing the service philosophy and self-assessments, revising policies and procedures, and identifying goals for the Quality Improvement Plan.*

*When services seek and encourage families’ meaningful involvement in the service, families are included as co-contributors to decisions and are able to influence service programs, policies and planning processes. Services may use a range of strategies to cater to the diversity of family preferences on information sharing and engagement.”<sup>1</sup>*

## Child enrolment records

Approved Providers and Nominated Supervisors must ensure that forms used at the service comply with the Education and Care Services National Regulations (version October 2020) requirements:

- 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

Under the National Law, enrolment documents must be kept at the service until the end of 3 years after the child’s last attendance (Regulations 177).

Regulations 157 (Education and Care Services Regulations) require an Approved Provider or Nominated Supervisor to allow a parent of a child being educated and cared for by the service to

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<sup>1</sup> “Guide to the National Quality Framework” Australian Children’s Education & Care Quality Authority Sept 2020

enter the education and care service premises at any time that the child is being educated and cared for by the service unless permitting the parent's entry would:

- Pose a risk to the safety of the children and staff of the education and care service; or
- Conflict with any duty of the provider, supervisor or educator under the law; or
- The provider, supervisor or educator responsibly believes that permitting the parent's entry would contravene a court order.

## **Child Care Subsidy**

To receive Child Care Subsidy fee relief, children must meet the immunisation requirements. Further information can be found at: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/who-can-get-it/immunisation-requirements>

### **At minimum an enrolment pack for new families should include:**

- Enrolment Agreement
- Enrolment Booking Form (CWA)
- Orientation Checklist for Families
- Parent handbook outlining important aspects of care
- Service Philosophy
- Information about the Educational Program
- Information on helping children to settle into care
- Medical Conditions and Medication Policy
- Infectious Disease Policy
- Immunisation Policy
- Information about the Educators at the service, how the service operates and what it provides
- Information on the Quality Improvement Plan and National Quality Standards
- Other relevant information specific to the service

Follow advice provided in the ACECQA "Enrolment and Orientation" factsheet

[https://www.acecqa.gov.au/sites/default/files/2018-11/QA6\\_EnrolmentandOrientation.pdf](https://www.acecqa.gov.au/sites/default/files/2018-11/QA6_EnrolmentandOrientation.pdf)

### **Enrolment at our service cannot occur until the enrolling person provides the following:**

- A birth certificate and photo identification to show they are a parent of the child.
- Centrelink card and or Medicare card showing the child listed on the parent/guardian card and photo identification for the adult
- Letter from an external agency stating kinship or guardianship and photo identification
- In the case of a child at risk or special circumstances, enrolment may be accepted at the discretion of the Approved Provider or Nominated Supervisor, documentation can be provided at a later date where genuine circumstances apply. Note that permissions for authorised collectors, medication and excursions may only be given by a parent or guardian.

## **Managing Vacancies and Enrolment Places**

The Australian Government, through the delivery of Child Care Subsidy requests services prioritise 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.

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

In addition to above, the enrolment process must:

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- Comply with the Commonwealth Disability Discrimination Act 1992, the Disability Standards for Education 2005, the Queensland Anti-Discrimination Act 1991 and the Human Rights Act 2019
- Support children who are experiencing disadvantage
- Address issues of eligibility for funded places such as those under the Queensland Kindergarten Funding Scheme
- Promote fair and equitable access to funded kindergarten programs
- Support all eligible children to access a kindergarten program, including those who face barriers to participation
- Do not inadvertently present barriers to participation, especially for vulnerable and disadvantaged children.

Where a waitlist applies consideration will be given as follows:

1. Children at risk
2. A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.
3. Those eligible for funded programs such as kindy

Where there are multiple children on a waitlist within a priority they will be allocated based on available days and the date the first enquiry was received.

## PROCEDURE

### **Responsibilities of Leadership, Management, Nominated Supervisors and Responsible Persons:**

- Positively and clearly communicate all aspects of the policy and take a zero-tolerance approach to compliance.
- Understand and comply with all aspects of this policy and related legislation and support team members to do the same.
- Lead a culture of reflection and regular review of policies, seeking feedback from educators, families, children and other community agencies and professionals as appropriate.
- Ensure service handbooks and enrolment information are up to date and provide families with the required information to support their commencement.
- Invite families to spend time at the service and talk about values and expectations.
- Support families to ensure all paperwork is fully completed as required by law and assist them with information on other related services such as Child Care Subsidy. Ensure families enter into an enrolment agreement for either routine or casual (flexible) care, or both. Ensure families enter into a CWA either electronically or using the Enrolment Booking Form where they wish to receive CCS.
- Ensure families are aware of the service policies and procedures and how to access these.
- Follow the Orientation Checklist to ensure families are provided with all relevant information on educators, service delivery, educational programs and procedures for compliance with signing children in and out of care and Child Care Subsidy.
- Ensure documentation is fully completed and stored securely as per the Confidentiality and Privacy Policy and Procedures.
- Complete Family Orientation Evaluation Form and use this information to guide continuous improvements.
- Ensure records are kept at the service until the end of 3 years after the child's last attendance (Reg 177).
- Ensure educators are aware in advance of new children starting and orientations for families.
- Allocate places and manage waitlists in a fair and equitable way and prioritise families who are most in need of support and eligible for kindergarten where places are available in a funded program.

## Responsibilities of Educators and Other Team Members:

- Be proactive in fulfilling the requirements of this service policy and related legislative requirements.
- Seek further guidance where required to fulfil your requirements.
- Report any concerns or non-compliance immediately to the Nominated Supervisor or WSC Management.
- Participate in the review of documents and provide constructive feedback to the Nominated Supervisor or WSC Management.
- Take all reasonable steps to support new families and children into care at the service.
- Encourage families to share information about their child's strengths, interests, abilities, needs, routines and cultural background.
- Assist families to develop and maintain a routine for saying goodbye to their child.
- Involve children in the orientation process and share lots of information about your room and routines.
- Ensure that prior to the child's first day you have sought information about the child and their family and that you have prepared lockers and communicated with others to ensure a smooth first day.

## Responsibilities of Families:

- Fulfil responsibilities under this policy and related legislative requirements.
- Understand that the service must take steps as required under legislative requirements and follow advice from recognised authorities.
- Participate in the review of documents and provide constructive feedback to the Nominated Supervisor or WSC Management.
- Discuss any questions with the Nominated Supervisor or Responsible Person in charge.
- Fully complete all required forms and authorisations. Authorisations not fully completed, including signatures will result in a refusal of the authorisation.
- Return all documentation in the week prior to commencement and pay required fees.
- Spend time with your child helping them to settle in and always say goodbye.
- Provide documentation such as a birth certificate and photo identification as evidence of the child's parents and date of birth.
- Provide the service with all relevant information about your child, including any parenting or court orders, Immunisation History Statement and Medical Action Plans where applicable.
- Follow the steps for enrolment including linking your child with Human Services for Child Care Subsidy where applicable.
- Participate in orientation visits and engage in quality conversations with educators.

Further information to support you and your child can be found at Starting Blocks.gov.au  
<https://www.startingblocks.gov.au/at-child-care/preparing-to-start/>

## Enrolment Forms

Enrolment forms are used to collect a range of information about children and families upon commencing care. Information collected is used only for the purpose of providing care to children at the service. Enrolment forms should contain all information as listed in the regulations and also information on the child's strengths, interests, abilities and needs.

Under the National Law, enrolment documents must be kept at the service until the end of 3 years after the child's last attendance (Regulations 160, 183)

## COMMUNICATION

- Educators and families will have access to this policy at all times.

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- Educators and families will be provided with opportunities to be involved in the review of this policy.
- Educators and families will be provided with information from this policy at the time of employment and orientation.

## ENFORCEMENT

The Failure of any person to comply with this policy in its entirety may lead to:

- Termination or modification of child enrolment
- Restriction of access to the service
- Performance management of an employee which may lead to termination

## RELATED POLICIES AND FORMS

- Fees and Attendance Policy
- Enrolment Form
- Parent Handbook

## LEGISLATION, RECOGNISED AUTHORITIES AND SOURCES

The following documents were considered in the development of the Policy:

- *“The approved provider, nominated supervisors, co-ordinators and educators have responsibility for supporting the health, protection, safety and wellbeing of all children. In exercising their responsibilities, they must take reasonable care to protect children from foreseeable risk of harm, injury and infection.”* ACECQA Guide to the National Quality Framework
- *“Guide to the National Quality Framework”* Australian Children’s Education & Care Quality Authority September 2020
- *Education and Care Services National Law Act 2010 (version February 2021)*
  - 175 Offence relating to requirement to keep enrolment and other documents
- *Education and Care Services National Regulations (version Oct 2020)*
  - 157 Access for parents
  - 158 Children’s attendance record to be kept by approved provider
  - 160 Child enrolment records to be kept by approved provider
  - 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
  - 170 Policies and procedures to be followed
  - 171 Policies and procedures to be kept available
  - 172 Notification of change in policies or procedures affecting ability of family to utilise service
  - 177 Prescribed enrolment and other documents to be kept by approved provider
  - 181 Confidentiality of records kept by approved provider
- *National Quality Standards*
  - 2.1.2 Health practices and procedures
  - QA5 Relationships with children
  - QA6 Collaborative partnerships with families and communities
  - 7.1.2 Management systems
- *“Preparing to Start” Starting Blocks (accessed on-line Feb 2021)*  
<https://www.startingblocks.gov.au/at-child-care/preparing-to-start/>
- *“Enrolment & Orientation” ACECQA factsheet November 2018 (accessed on-line Feb 2021)*  
[https://www.acecqa.gov.au/sites/default/files/2018-11/QA6\\_EnrolmentandOrientation.pdf](https://www.acecqa.gov.au/sites/default/files/2018-11/QA6_EnrolmentandOrientation.pdf)
- *“Child Care Provider Handbook” Sept 2020 (accessed on-line Feb 2021)*  
<https://www.dese.gov.au/child-care-package/ccp-resources-providers/child-care-provider-handbook>

# ENROLMENT & ORIENTATION - POLICY & PROCEDURE

## CEO DISCRETION

Where applicable, the CEO can apply his discretion as to the enforcement of the procedures outlined in this policy.

## REVIEW OF POLICY

This policy remains in force until amended or repealed by resolution of Council. This document will be review biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
October 2021	V1.0	Preparation for Council Adoption	Month YYYY

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