

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.

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	
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
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 Authorisation Policy	Orientation of New Families Policy
Additional Needs Policy	Payment of Fees Policy
Arrival and Departure Policy	Privacy and Confidentiality Policy
Children's Belongings Policy	Record Keeping and Retention Policy
Control of Infectious Disease Policy	Sick Children Policy
Family Communication Policy	Sun Safe Policy
Immunisation Policy	Withdrawal of a Child 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.

ENROLMENT

According to the Child Care Provider Handbook (June 2019) *'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy. An enrolment links the child, the individual claiming the subsidy and the childcare service.'* An enrolment notice is required for each child attending the service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

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:

- o at risk of serious abuse or neglect
- o a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment
- o have a disability or other additional need

To secure a child's position families are required to pay an initial enrolment fee of \$50. This is added to the first fee schedule.

An annual re-enrolment fee of \$25 is due in February of each calendar year.

Silverlea Early Childhood Services strives to be an inclusive early education and care provider. At any time, the service feels it cannot effectively meet an individual child's needs, either at the time of enrolment or thereafter, consultation with the family will take place to explore appropriate, alternative options and/or solutions.

ENROLMENT PROCESS

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

- Families will be provided with a range of information about the Service which may include:
 - the service philosophy, inclusion, programming methods, menu, incursions, excursions, fees, policies, procedures, SunSmart 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 will be invited to ask questions and seek any further information they may require
- Families will be provided with possible vacancies and start date
- 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
- 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 management. Families will be required to bring any documents required in relation to court orders, medical needs or plans.
- 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 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.

- Families must complete a Child Care Subsidy activity test to check eligibility and entitlements for CCS and Additional Child Care Subsidy (ACCS). This can be completed online through myGov website.
- The Complying Written Arrangement (CWA) will be discussed with families which states the fees charged in exchange for care sessions.
- Information about gap fees and absences will be discussed.
- 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.
- It is a legal requirement that prior to the child starting at the Service we have all required documents including
 - the completed enrolment forms
 - medical management plans (if relevant) completed by the child's general practitioner
 - birth certificate or passport
 - a current Immunisation History Statement from the Australian Immunisation Register (AIR) – children's 'blue books' will not be accepted - showing the child is up to date with immunisations for their age *and*
 - details of any court orders, parenting orders or parenting plans
- 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 subsidy.
- 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*.
- Families are 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 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.
- 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 enrolment form.

FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION:

1. 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
2. Each parent's occupation and usual work hours (if applicable)
3. The full name 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)
4. The full name and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee)
5. Full name and date of birth of the child
6. Child's birth certificate or passport
7. Child's address
8. Gender of the child
9. Cultural background of the child
10. Session start and end times
11. Complying Written Agreement on fee information
12. Immunisation History Statement
13. Any court orders or parenting agreements regarding the child
14. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
15. Any special requirements of the family, including for example cultural or religious requirements
16. The individual 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. 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
19. Child's Medicare number (if available)
 20. Specific healthcare needs of the child, including allergies and intolerances
 21. 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.
 22. Details of any dietary restrictions for the child
 23. The name, address and telephone number of the child's doctor
 24. Authorisation for any regular occurring outings/excursions
 25. CRN for child and claimant
 26. Child Care Subsidy Assessment confirmation

ORIENTATION TO THE SERVICE

During the orientation to the Service, families will be:

- advised how to complete enrolment through the SMART CENTRAL online platform
- Child Care Subsidy is explained to families and assistance may be offered to assist with the application process.
- provided with a parent handbook and an outline of the Service policies which will include key policies such as: Payment of fees, Sun Safe, Incident, Illness, Accident and Trauma, Control of infectious diseases, Sick child policy and Administration of Medication
- shown the signing in/out process
- advised of appropriate clothing for children to wear to the Service, including shoes, hats and sunscreen
- informed about policies regarding children bringing in toys from home
- introduced to their child's educators
- taken on a tour around the Service
- 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 daily report and how parents can view this

- introduced to the room routine and Service 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.

ENROLMENT PACK

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

- Parent Handbook, which outlines the Service's operation and philosophy
- Current fee structure and payment details
- Child Care Subsidy information
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- ECA Code of Ethics brochure
- Lunchbox and Snack ideas
- Munch and Move Fact Sheets

MANAGEMENT WILL ENSURE:

- the enrolment form is 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)
- Administration of Medication forms are completed (if relevant)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs
- the appropriate Room Leader is 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
- the enrolment is lodged through Smart Central or PEP with Department of Education, Skills and Employment (DESE)
- a file for the Child's information is created

CHILD CARE SUBSIDY

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. The number of hours of Child Care Subsidy a family is entitled to per fortnight is determined by an activity test. The more hours of activity parents do, the more subsidised care they can access, up to a maximum of 100 hours per fortnight for each child.

[Child Care Subsidy activity test](#)

- CCS is based on the combined family income, activity test and the type of early childhood education and care service
- Families must complete the Child Care Subsidy activity test online through the myGov website
- 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 and Retention Policy* outlines the information and authorisations that we will include in all child enrolment records.

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 a Silverlea Early Childhood Services staff member and shown where or how to sign their child in/out of the service

- They will be greeted by an educator and walked to their room
- The educator will discuss what is happening in the room, and show where the child's bag can be placed
- Information about collecting their child at the end of the day will be discussed
- Educators will ensure information about the child's first day is shared with parents
- 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) Care Provider handbook

<https://www.education.gov.au/child-care-provider-handbook-0>

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).

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

https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

Revised National Quality Standard. (2018).

Victoria State Government. Requirements for all early childhood services.

<https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>

POLICY DETAILS

Date of Issue	September 2020
Updated	
Review Date	September 2021

Silverlea Early Childhood Services Inc has the discretion to update this policy at any time. Relevant proposed and completed updates will be communicated to all stakeholders via preferred method of communication.

This policy can be amended by the Executive Director or the Management Board.

AUTHORISATION

This policy is authorised and signed by the Management Board.

NAME

POSITION

SIGNATURE

DATE