

# 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 Standards (NQS)

| Quality Area 2: Children’s Health and Safety |  |
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| 2.1.1  | Each child’s health needs are supported.   |
| 2.1.4  | Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines. |
| 2.2.1  | Healthy eating is promoted and food and drinks provided by the service are nutritious and appropriate for each child.                      |
| 2.3.1  | Children are adequately supervised at all times.   |
| 2.3  | Each child is protected.   |
| 2.3.2  | Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.                                  |
| 2.3.3  | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.  |

| Quality Area 6: Collaborative partnership with families and communities |  |
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| 6.1   | Respectful supportive relationships with families are developed and maintained.                                |
| 6.2   | Families are supported in their parenting role and their values and beliefs about child rearing are respected. |
| 6.3.1   | Links with relevant community and support agencies are established and maintained                              |

| Education and Care Services National Regulations |  |
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| 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  |

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| 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                                   |

## **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 and 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 both for the booking required and in the agreed number of children is in accordance with the licensing requirements
- c) The adult to child ratio is maintained in each room

## **Priority of Access guidelines**

The Department of Education and Training have set priority of access guidelines for all children's services eligible for Child Care Benefit and Child Care Rebate. Every Child Care Benefit approved childcare service has to abide by the guidelines which families will be informed of during the 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 guidelines above.

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

The Priority of Access levels, which the Service must follow when filling vacancies, include:

1. A child at risk of serious abuse of neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under Section 14 of the Family Assistance Legislation Amendment (Child Care) Act 2010.
3. Any other child.

Within these three categories priority is also given to:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families, which include a disabled person.
- Children in families on low income.

- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children of single parents/guardian

Upon enrolment families will be informed of their priority and directed that if the Service has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

## Enrolment

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

- 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, menu, incursions, excursions, inclusion, fees, policies, procedures, sun smart requirements, regulations for our State and the licensing and assessment process, 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
- 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 are informed of the Priority of Access guidelines and have their position assessed as to how they place within this system. 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 corresponding documents in relation to court orders, medical needs or plans.
- Families will need to 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 languages the child speaks at this time so that educators can learn the words. Educators will furthermore use visuals to assist the child to understand
- Families will need to contact the Family Assistance Office to have their eligibility for Child Care Benefit assessed. Once these details have been confirmed, we can then formalise the child's enrolment and provide an accurate weekly fee for the family.
- Families will be invited to bring their child into the Service at a time that is convenient in order to familiarise themselves with the environment and educators.
- It is a legal requirement that prior the child starting at the Service we have all corresponding documents including enrolment form, medical plans, birth certificate, immunisation status and any court orders.
- It is a requirement from Family Assistance Office that immunisation information is continuous. 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.
- 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 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 full name, residential address, place of employment and contact telephone number of a parent
2. 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. Parent must nominate who can be contact in the case of an emergency or for the collection of the child.
3. The full name, residential address, place of employment and contact telephone number of any person authorised to collect the child from the Service.
4. Parent must nominate who can be contacted for the collection of the child
5. The gender of the child
6. Any court orders or parenting agreements regarding the child
7. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
8. The cultural background of the child
9. Any special requirements notified by the family, including for example cultural or religious requirements
10. The needs of a child with a disability or with other additional needs
11. 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.
12. A statement indicating parental permission for any emergency medical hospital and ambulance services
13. The name and address and telephone number of the child's doctor and the nearest public hospital
14. Excursion permission for regular occurring outings
15. The child's Medicare number
16. Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis
17. 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
18. Details of any dietary restrictions for the child
19. The immunisation status of the child
20. CRN for child and claimant

#### Enrolment Pack

Families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details
- Parent Handbook
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework

#### 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 fees payment, sun safety, illness and accident and medical authorisation
- Shown the signing in/out process
- Spoken to about appropriate clothing worn to the Service, including shoes
- Informed about children bring in toys from home
- Introduced to child's Educators
- Taken on a tour around the Service
- Discuss medical management plan and allergies completed on file (if applicable)
- Advised about the daily report and how parents can view this
- Introduced to the room routine and Service program. This included portfolios and the observation cycle.
- Informed about Service communication – meetings, interviews, newsletters, emails etc.
- About Hats and Sunscreen
- Able 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
- Inform the Room leader of the new child who will be in the room, highlighting any medical conditions, interests, needs and strengths
- Immunisation certificate and birth certificate have been sighted and photocopied
- Add child to Observation cycle on Childcarers
- Add child to Service's medical characteristics sheet and distribute (if necessary)
- Enrolment lodged with DEEWR via Qikkids
- File for Child's information created
- Provide families with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process.

#### Enrolment Record Keeping

- Our Record Keeping 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 for the first day.
- 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.
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

#### Source

- The Business of Childcare, Karen Kearns 2004
- Education and Care Services National Regulation 2015

#### Review

| Policy Review Date |
|--------------------|
| November 2016      |