

## Enrolment and Orientation Policy

<b>Published</b>	<b>June 2020</b>
<b>Review Date</b>	<b>December 2021</b>
<b>Sources</b>	Education and Care Services National Regulations, December 2020 Education and Care Services National Law, February 2018 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017 Guide to the National Quality Framework, January 2020

### Aim:

To ensure open communication is established between the Service, Educator and family, and the required documentation is collected and submitted upon a child's enrolment with the service.

### Responsibilities:

#### In relation to the Approved Provider & Co-ordination Unit:

- Abide by their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations, the National Quality Standards and the Child Care Provider Handbook requirements in relation to enrolment and orientation procedures

#### Pre- Enrolment:

- Ensure that applicants for Family Day Care meet the eligibility criteria as determined by the Department of Education (DET)
- The Co-ordination Unit will offer a placement to families in accordance with the DET priority of access:
  - Priority 1 – A child at risk of serious abuse or neglect
  - Priority 2 – A child of a single parent who satisfies, or of both parents who satisfy the work, training, study test
  - Priority 3 – Any other child
- Families are then provided with 48 hrs to accept or decline the offer pending a resident or venue visit
- Conduct an Initial Assessment about the child's needs, this could include:
  - Allergies, Medical Conditions, Additional Needs
  - Previous experience in care
  - Friends who may attend the program
- Families will arrange to meet with the Educator at the residence or venue
- **Ensure enrolment records include all relevant information for each child as set out in the Education and Care Regulations**

#### Enrolment:

- An enrolment pack will be provided for parents upon the acceptance of a place
- An enrolment meeting time is set between the Co-ordination Unit and the new family
- A meeting time is set between the family and the Educator
- The Enrolment Procedure is followed outlined in this policy

**Enrolment Pack to Include:**

- Family Handbook
- CCEL Website address
- Registration Form
- Family Information Questionnaire
- Preparing for Child Care Information
- Additional information and forms according to each families needs

**Enrolment Procedure:**

- Using the Enrolment Procedure, go through the roles and responsibilities of the Co-ordination Unit, Educator and Family
- Provide families with the opportunity to access the CCEL Website and view and read the services current Policies and Procedures
- Discuss the orientation of a new family and child with the Educator
- Discuss any additional child care needs, in consultation with parents/guardians seek further information from other services known to be involved with the child
- Forward copies of the enrolment records, including authorisations and health information to the Educator
- Ensure that any new families or siblings enrolling have completed and submitted their enrolment and other relevant forms prior to starting, including the child's Birth Certificate and Immunisation Documentation (as per the Immunisation Policy)
- Create a Dropbox file for each new child that starts care
- Ensure that any new enrolments are submitted to CCSS and an Enrolment Confirmation 'Accepted' prior to a child commencing care

**In relation to the Educator:**

- Be aware of their obligations under the current Education and Care Services National Law, Education and Care Services National Regulations, National Quality Standards and Child Care Provider Handbook in relation to enrolment and orientation procedures
- Ensure any children residing in the Family Day Care home or who are not eligible for CCS are registered with CCEL
- Be familiar with the information provided on each child's enrolment record, including any authorisations and medical or health information
- **Ensure that all new enrolment forms and required documentation are submitted to CCEL 7 days prior to the child commencing care**
- **Inform CCEL in writing via an " Educator Declaration of Relatives in Family Day Care Form" prior to enrolling a child in the service if they are related to the Family Day Care Educator or their husband, partner or other household member**
- Keep all child enrolment records in a secure, yet easily accessible place
- Maintain confidentiality in regards to the information on each child's enrolment record and any additional information provided to them by the family
- Introduce their family to the new child and family
- Discuss resident or venue areas of use and the daily program and routines
- Share information about the child's daily education and care needs including sleep and meals
- Encourage families to share their understanding of their child's strengths, interests, abilities and needs

- Discuss any additional care needs (e.g. asthma, allergies)
- Discuss the communication channels that will best suit the Educator and family
- Share their own Philosophy, behaviour management strategies and expectations with the family with the use of the Educators Diary
- Discuss routine excursions and ensure families consent by filling in the appropriate authorisation forms
- Provide families with information on how to access the CCEL Website to view and read the services current Policies and Procedures
- In consultation with each family develop an orientation plan that suits the needs of the family and child to help them become familiar with the service, and assists the child during their settling-in period
- Involve children who are currently enrolled in the service in the orientation process to help new children settle in

**In relation to Before and After School Care:**

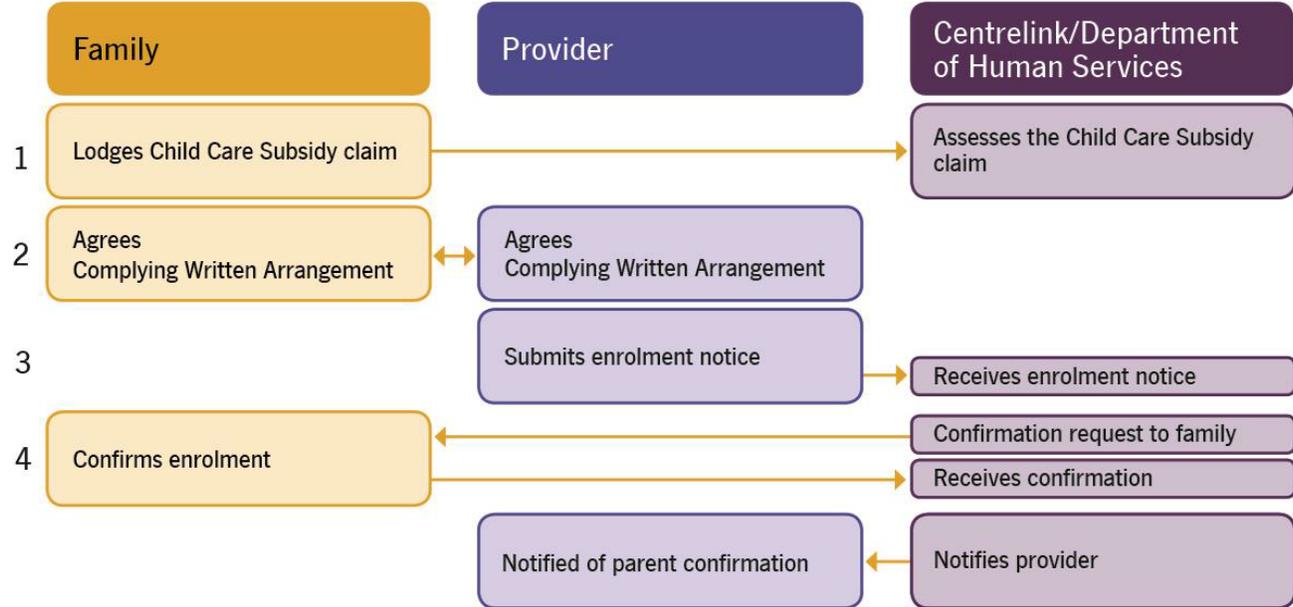
- Ensure Excursion Forms, including the required Risk Assessment are completed for the walk or travel to and or from the Before or After School care home or venue
- Ensure the Excursion Form/s are signed by parents upon the child's enrolment
- Ensure a separate authority/ agreement is signed by parents upon enrolment for children who catch buses to and from the Before or After School Care home or venue

**In relation to Families:**

**Follow the** four steps outlined by Department of Human Services to establish a CCS Enrolment

There are four steps to enrol a child:

1. The individual makes a claim for Child Care Subsidy with Centrelink
2. The provider and individual agree an arrangement for care of a child
3. The provider submits an enrolment notice
4. The individual confirms the enrolment.



- Provide Country Children’s Early Learning with all the completed enrolment records, including authorisations, Immunisation Documentation, Health Information and ‘accept’ the electronic Enrolment Confirmation prior to their child starting with the service
- **Complete the Family Declaration of Relatives in Family Day Care Form, prior to enrolling in the service to confirm understanding and compliance with Family Assistance Law**
- Share information with the Educator about their child’s daily education and care needs including sleep and meals, and any additional care needs (e.g. asthma, allergies)
- Share with the Educator their understanding of their child’s strengths, interests, abilities and needs
- In consultation with the Educator develop an orientation plan to help them become familiar with the service and assist their child during the settling-in period

#### Long Distance Enrolment:

In some instances, it is not practical for the family to meet with the Co-ordination Unit Staff before the commencement of care. Where this occurs the Service enrolment procedure will occur over the phone and via mail or email. Care for the child will not commence until all forms have been collected and confirmation has been passed on to the family and Educator.

#### Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Co-ordination Unit Staff accessing current relevant information
- Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

## Policy Review

<b>Date Revised</b>	<b>Comments</b>
April 2012	Added relevant regulations and quality standards in relation to the new Education and Care Services National Regulations and National Quality Standard
January 2013	Added information for In Home Care
November 2013	Added information about Enrolments being submitted to CCMS within 7 days of a child commencing care
January 2014	Updated to include Immunisation documentation
January 2014	Scheduled Policy Review – Added section on Before and After School Care
July 2014	Added consultation with other services in regards to children with additional needs
July 2015	Scheduled Policy Review – No changes made
January 2017	Scheduled Policy Review – No changes made
June 2018	Updated in accordance with the new CCSS system and Education and Care Services National Regulations and National Quality Standard, In home Care National Guidelines 2018
April 2019	Household children and those not eligible for CCS to be enrolled
June 2020	Scheduled Policy Review – Updated sources, and compliance with regulations, added initial assessment of child's needs

## Enrolment Procedure

Service Role	Educator Role								
<p><b>Initial Contact</b> Provide information about the CCEL FDC service and its role in the provision of FDC and support and monitoring of Educators Discuss families care needs including children’s, age, specific needs and family work study or other care need requirements. Discuss Educators available and arrange referral</p>	<p><b>Initial Contact</b> During the Initial Interview: - Take families on a tour of your home and environment - Use the front section of the CCEL Diary as a guide: - Tell them about your family and pets - Tell them about your curriculum program - Share your philosophy - Your behaviour management Strategies - Your Privacy Statement - The ECA Code of Ethics and your expectations - How you communicate with Families - Excursions and other risk management - Initial Assessment of Child’s Needs</p>								
<p><b>Enrolment</b> Provide families with Registration Form, Parent Handbook ,Family Information Questionnaire, other forms specific to each families needs and inform them or their obligations in relation to the claiming of the CCS. Put Educator Fees in the Booking Arrangements on the Enrolment Form.</p>	<p><b>Enrolment</b> Provide families with Registration Form, Parent Handbook and Family Information Questionnaire and inform them or their obligations in relation to the claiming of the CCS and your fees. Ensure additional forms required by a family are provided ( e.g. Risk Minimisation or Relatives in Care) Refer family to the CCEL or CCEL to the family to follow up on obligations</p>								
<p><b>Enrolment Interview</b> Explain each of the documents, Registration Form, Parent Handbook, Family Information Questions and the requirement to set up CCS via MyGov and complete the online Enrolment Confirmation (CWA) with CCEL. <u>Registration Form:</u> - All sections must be completed in full - Parent/Guardian 1 must be the parent linked to the child’s CRN and the person who signs documentation and is responsible for the child’s care and liable for the fees. - Parent/Guardian 2 must be completed where there is a second parent on the Birth certificate (Separated parents must not be left off or entered into the emergency contacts) - At least two local emergency contacts must be listed other than the child’s parents - Management Plans must be provided for any allergies or medical conditions - Custody Orders must be supplied if one is in place - All Authorities must be signed for each child - Other forms such as Management Plans, Risk Minimisation and Relatives in Care Forms are submitted and completed <u>Parent Handbook:</u> Ensure all families receive a copy prior to completing the enrolment form. <u>Enrolment Confirmation (CWA)</u> Inform families that this online agreement must be ‘Accepted’ prior to commencing care or any future permanent booking changes occur. <u>Family Information Questionnaire:</u> This is for your information to assist in settling the child into the Educators care.</p>									
<p><b>Submitting an Enrolment</b> -Enrolment data entered into Harmony and an Enrolment Confirmation (CWA) sent to the Parent/ Guardian 1. - Once the CWA is ‘accepted’ a harmony Web Pin will be sent to the family and the care can commence. - Drop box file is created and the Educator is provided an electronic copy of the Enrolment form</p>	<p><b>Submitting an Enrolment</b> All new Enrolment documentation must be submitted to CCEL 7 days prior to the child’s first day in care.</p>								
<p><b>Document Checklist</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">1. Registration Form</td> <td style="width: 50%;">2. Immunisation History Record Report (Up to Date)</td> </tr> <tr> <td>3. Birth Certificate</td> <td>4. Family Information Questionnaire</td> </tr> <tr> <td>5. Enrolment Confirmation (CWA or equivalent)</td> <td></td> </tr> <tr> <td>6. Other Relevant Forms such as Management Plans, Risk Minimisation, Relatives in Care</td> <td></td> </tr> </table>		1. Registration Form	2. Immunisation History Record Report (Up to Date)	3. Birth Certificate	4. Family Information Questionnaire	5. Enrolment Confirmation (CWA or equivalent)		6. Other Relevant Forms such as Management Plans, Risk Minimisation, Relatives in Care	
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Family Day Care