



# Enrolment & Orientation

## Policy Statement

Our service will implement a process to ensure enrolment and orientation processes are planned and implemented to meet the needs of the child and family as well as ensuring all legislative requirements, including the Australian Priority of Access Guidelines are adhered to.

We will ensure:

- Children are provided with support and comfort to settle into the service and establish new friendships and relationships
- A thoughtful process is planned in consultation with families to assist in separating from their child
- Educators are provided with a clearly explained enrolment process with time to get know families before children start, strategies to support families in introducing children to our service, time to develop close professional relationships with families, support from referral agencies and information about custodial issues
- Home language, cultural background and family priorities are considered at all times during the process

## Goals

Enrolment and orientation procedures form the foundation for strong relationships between families and Out of School Hours Care settings, and promote a quality experience of education and care for children.

Good procedures include providing consistent information around service operation and authorisations, promoting compliance and a safe and secure environment for children and families.

## Strategies

### Waiting List

- Where demand for care exceeds the services number of approved places, families will be placed on the waiting list
- Waiting lists will be refreshed every 6 months via email. If the service does not receive an updated reply from the family regarding their care needs, the family will be removed from the waiting list
- For families on the waiting list it is a good idea to keep in contact with the service regularly to update their care requirements
- Families already utilising care, but requiring extra days will be placed on an internal waiting list until a position becomes available
- When placing families onto the Waiting List an Initial Assessment about the child's needs is conducted, this includes gathering information about allergies, medical or behavioural conditions, class/year at school, any friends who may attend the service

**Policy Created**  
February 2016

**Policy Last Updated**  
December 2021

**Policy Review Date**  
June 2023



## Pre - Enrolment

- Enrolments will be accepted according to the Australian Government “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 will be provided with 48 hours to accept or decline an enrolment offer
- Conduct an initial assessment about the child’s needs via an email to families requesting information about allergies, medical or behavioural conditions, class/year at school, any friends who may attend the service

## Enrolment

- An enrolment pack will be emailed out to families upon the acceptance of a place
- Enrolment records will include all relevant information for each child as set out in the Education and Care National Regulations
- The enrolment form must be completed by each enrolling family
- Where enrolling families are not fluent in English the enrolment meeting where possible will be conducted in the family’s primary language
- At enrolment parents are encouraged to provide any further information about their child that will support continuity of care between home and the service
- All information will be checked before enrolment is complete

## Custody Arrangements

- Enrolling family members are responsible for informing the service of custody and access arrangements on enrolment, and immediately if any alternations are made to those arrangements
- A copy of the relevant legal documentation will be kept in the child’s file

## Orientation

- 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 assist the child during their settling-in period
- We aim to make sure the orientation process is a positive experience and a welcome introduction to our service



Our service will provide options for orientation for families which includes:

- Inviting new families and children to visit the service at a time that suits them to familiarise them with the service prior to the child's attendance
- Ensuring families have a copy of the Parent Handbook and an opportunity to ask any questions
- The opportunity to stay with their child while settling in
- Encourage families to share information about their child and any concerns they may have in regard to enrolling their child at the service

## **Roles and Responsibilities**

### **Approved Provider/Nominated Supervisor/Coordinator**

- Provide families with opportunities to visit the service and become familiar with the program prior to their child starting care
- Ensure that enrolment forms comply with the Education and Care Services National Regulations
- Ensure that enrolment records are stored in a safe and secure place and kept for three years after the last date on which the child was educated and care for by the service
- Provide families with the opportunity to view and read the services current Policies and Procedures, which are available on CCEL's website
- Discuss any additional childcare needs, in consultation with parents/guardians and seek further information from other services known to be involved with the child

### **Enrolments Officer**

- Provide enrolment application forms
- Maintain a Waiting List
- Offer places in line with this policy and criteria for Priority of Access
- Ensure that any new families or siblings enrolling have completed and submitted their enrolment forms prior to starting, including any Medical or Behavioural Plans
- Store completed enrolments forms in Dropbox where they are also accessible to the relevant services
- Ensure enrolment forms are completed and returned prior to the child's commencement at the service
- Create a Dropbox file for each new child that starts care
- Ensure that any new enrolments are submitted to CCSS System within 7 days of a child commencing care



- Ensure all other Excursion Form/s are signed by parents upon the child's enrolment
- Where applicable 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 venue

## Educators

- Be familiar with the information provided on each child's enrolment record, including any authorisations and medical or health information
- Maintain confidentiality in regard to the information on each child's enrolment record and any additional information provided to them by the family
- Discuss the orientation of a new family and child, including a visit to the service and participation in the drop off and or collection procedure
- Provide comfort and reassurance to children who are showing signs of distress when separating from family members or arriving at the service after school
- Share information with parents/guardians regarding their child's progress with settling into the service
- Discuss the daily program and routines
- 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 Educators and family
- Share the services Philosophy, behaviour management strategies and expectations with the family
- Discuss routine excursions and ensure families consent by filling in the appropriate authorisation forms
- Provide families with the opportunity to view and read the services current Policies and Procedures on the CCEL website
- Involve children who are currently enrolled in the service in the orientation process to help new children settle in



## Families

- Provide Country Kids Club with all the completed enrolment records, including authorisations and health Information prior to their child starting with the service – including Medical Risk /Behaviour Support Custody paperwork
- Where Medical and/or Behaviour plans are required child cannot start until the paperwork has been returned and a meeting has been conducted with the Service Coordinator
- Share information with the Educators about their child’s daily education and care needs and any additional care needs (e.g. asthma, allergies)
- Share with the Educators their understanding of their child’s strengths, interests, abilities and needs
- In consultation with the Educators develop an orientation plan to help them become familiar with the service and assist their child during the settling-in period
- Where applicable 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 venue

## Continual Monitoring and Improvement

Continual improvement and monitoring will occur in the following ways:

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

### LINKS TO:

→ Education & Care Services National Law Section 167, 170, 176

→ Education & Care Services National Regulations: 102, 160, 161, 162, 168(2)(k), 177, 183

→ National Quality Standards/Elements: 5.1, 5.2, 6.1, 7.1

→ Child Safe Standards: 1, 3, 4, 5, 7, 9, 10



## SOURCES

- Education and Care Services National Regulations, December 2021
- Education and care Services National Law, January 2022
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017
- Guide to the National Quality Standard, January 2020
- Implementing the Child Safe Standards: A Guide for Early Education and Outside School Hours Care Services, NSW Department of Education, 2021.
- A Guide to the Child Safe Standards, NSW Office of the Children's Guardian, 2020
- Be You
- Priority of Access Guidelines for Child Care Services

## LINKS TO OTHER POLICIES:

- Acceptance & Refusal of Authorisations
- Dealing with Complaints
- Dealing with Medical Conditions
- Delivery & Collection of Children
- Emergency & Evacuation
- Excursions & Regular Outings
- Governance & management
- Interactions with Children
- Infectious Diseases
- Incident, Injury, Trauma & Illness
- Payment of Fees
- Safe Transportation of Children