

# 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 Standard (NQS)

| Quality Area 6: Collaborative Partnerships |   |   |
|--|---|---|
| 6.1  | <b>Supportive relationships with families</b> | Respectful relationships with families are developed and maintained and families are supported in their parenting role                                  |
| 6.1.1                                      | <b>Engagement with the service</b>            | Families are supported from enrolment to be involved in their service and contribute to service decisions   |
| 6.1.2                                      | <b>Parent views are respected</b>             | 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                                      | <b>Families are supported</b>                 | Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing. |
| 6.2  | <b>Collaborative partnerships</b>             | Collaborative partnerships enhance children's inclusion, learning and wellbeing.  |
| 6.2.3                                      | <b>Community and engagement</b>               | The service builds relationships and engages with its community   |

## Education and Care Services National Regulations

| Children (Education and Care Services) National Law NSW |   |
|---|---|
| <b>77</b>   | Health, hygiene and safe food practices |
| <b>78</b>   | Food and beverages                      |
| <b>79</b>   | Service providing food and beverages    |
| <b>80</b>   | Weekly menu                             |
| <b>88</b>   | Infectious diseases                     |
| <b>90</b>   | Medical conditions policy               |
| <b>92</b>   | Medication record                       |

|            |  |
|------------|--|
| <b>93</b>  | Administration of medication   |
| <b>96</b>  | Self-administration of medication  |
| <b>97</b>  | Emergency and evacuation procedures  |
| <b>99</b>  | Children leaving the education and care service premises                             |
| <b>100</b> | Risk assessment must be conducted before excursion                                   |
| <b>101</b> | Conduct of risk assessment for excursion   |
| <b>102</b> | Authorisation for excursions   |
| <b>157</b> | Access for parents   |
| <b>160</b> | Child enrolment records to be kept by approved provider and family day care educator |
| <b>161</b> | Authorisations to be kept in enrolment record  |
| <b>162</b> | Health information to be kept in enrolment record                                    |
| <b>168</b> | Education and care service must have policies and procedures                         |
| <b>173</b> | Prescribed information is to be displayed  |
| <b>177</b> | Prescribed enrolment and other documents to be kept by approved provider             |
| <b>181</b> | Confidentiality of records kept by approved provider                                 |
| <b>183</b> | 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 - 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 the agreed number of children is in accordance with the licensing requirements
- c) The adult to child ratio is maintained in each room
- d) There is a minimum two-day attendance pattern for the child

### Priority of Access guidelines

The Department of Family and Community Services and Indigenous Affairs have set priority of access guidelines for all children's services eligible for Child Care Subsidy. Every Child Care Subsidy approved childcare service is required 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. 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.

Families are required to pay a \$700 enrolment bond to secure the position. Failure to pay the upfront bond will lead to the child not being accepted. Families are required to provide 6 weeks' written notice to the service to terminate their child's position. The bond will be refunded provided there are no outstanding fees to be paid and the enrolment has already commenced. (Please see **Fees Policy** for further detail and clarification)

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

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 to educators in the room that 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 directed to our website [www.balmaincareforkids.com.au](http://www.balmaincareforkids.com.au) 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 and "ALL ABOUT ME" form via QK ENROL (online enrolment system) informing management of their child's interests, strengths and individual needs as well as outlining any other emergency contacts for their child.
- 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 and be able to communicate with others.
- Families will need to complete a Child Care Subsidy assessment online to check eligibility and entitlements to CCS which needs to be done through MyGov website.
- 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 their MyGov login.
- Families will be invited to bring their child into the Service at a time that is convenient to familiarise themselves with the environment and educators. (See **Orientation Policy**)
- It is a legal requirement that prior to the child starting at the Service we have all corresponding documents including enrolment form, medical plans, birth certificate or passport, 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 (or when necessary) 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. As of January 2018, children who are not immunised are no longer permitted to attend child care services.

- Families are required to provide current Australian Childhood Immunisation Register (ACIR) History Statement which shows that the child is up to date with their scheduled immunisations. The ACIR is a national register administered by Medicare that records details of vaccinations given to children. Please note that children's 'blue books' are not accepted.
- Unborn children may be placed on the online waiting list via QK ENROL 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 online waiting list, then it is the responsibility of the parent to update details 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 via QK ENROL of any changes to the information recorded on the application form

#### Information needed to be provided on enrolment form;

1. **Primary contacts** - The full name, residential address, place of employment and contact telephone number of a parents/guardians.
2. **Authorised contacts** - The full name, residential address, place of employment and contact telephone number of a person/s who may be contacted in case of an emergency concerning the child if a parent/guardian is unable to be contacted. *Parent/guardian must nominate who can be contacted in the case of an emergency or for the collection of the child.*
3. The gender of the child.
4. Provision of care – if care will be a routine and/or casual etc
5. Session start and end times
6. Agreement on Fee information
7. Any court orders or parenting agreements regarding the child.
8. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
9. The cultural background of the child.
10. Any special requirements notified by the family, including for example cultural or religious requirements.
11. The needs of a child with a disability or with other additional needs.

12. To give 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.
13. To give permission for care to be provided to the child at an emergency medical hospital and/or ambulance service in the event of an emergency.
14. The name and address and telephone number of the child's doctor and the nearest public hospital.
15. Excursion permission for regular occurring outings.
16. The child's Medicare number.
17. Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis.
18. 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.
19. Details of any dietary restrictions for the child.
20. The immunisation status of the child.
21. CRN for child and claimant.
22. Child Care Subsidy Assessment confirmation.
23. Confirmation of enrolment.
24. Acceptance of service's terms and conditions and policies and procedures.

### Enrolment Pack

Families have access to an *enrolment link* via the enrolment form on QK ENROL which consists of:

- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- UN Convention Rights of a Child
- Link to the Munch and Move website
- Child Care Subsidy information
- Priority of Access Guidelines
- Mandatory Policies of Balmain Care for Kids

### Orientation of the Service

During the orientation of the Service, families will be:

- Advised where centre policies are and can be accessed at any times – online and hard copy
- 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
- Discuss medical management plan and allergies completed on file (if applicable)
- Introduced to the room routine and Service program. This included online daily diaries, 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

### Management will ensure:

- Enrolment form is completed accurately and in its entirety prior to commencement
- Inform the Room leader of the new child who will be in the room, highlighting any medical conditions, interests, needs and strengths
- Immunisation certificate have been sighted and photocopied
- Child is added to Service's medical characteristics sheet and distribute (if necessary)
- Ensure enrolment is correctly entered into QikKids system
- File for Child's information created
- Families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process.
- Child Care Subsidy is explained to families

### Child Care Subsidy

- Child Care Subsidy (CCS) replaces the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy
- Families will need to complete the 'Child Care Subsidy Assessment' Task online through the MyGov website.



- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their child care fees and pay to the Service the difference between the fee charged and the subsidy amount

### 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.
- 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 located.
- 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
- Education and Care Services National Regulation
- National Education and Care Regulations
- Department of Human Services (Centrelink)

<https://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>

- Revised National Quality Standard

### Review

| Date Reviewed | Modifications  | Next Policy Review Date |
|---------------|--|-------------------------|
| August 2017   | Changes made to comply with Department of Human Services. Included information about benefits for families | September 2018          |
| October 2017  | Updated the references to comply with the revised National Quality Standard                                | September 2018          |
| May 2018      | Updated to comply with Child Care Subsidy changes.   | September 2018          |
| July 2018     | Legal changes made to CCR / CCB benefits to CCS subsidy  | July 2019               |

|                |  |                |
|----------------|--|----------------|
| September 2018 | Included a statement referring to CCS Written Arrangement updates/changes on page 5. | September 2019 |
| July 2019      | Reviewed policy  | July 2020      |