

## Enrolment and Orientation Policy

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
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
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

### RATIONALE

A family's decision to place their child/ren in care is often an emotional time for both the parents/guardian and child. KAZ Early Learning Centre aims to ensure that this transition from home to the children's service is smooth and supportive of the child and their family's needs.

### AIMS

To provide quality care to families within the community according to *Priority of Access Guidelines*, whilst ensuring the Service does not exceed the number of children specified in the license for the centre.

To ensure that each child's enrolment is completed as per our legal requirements.

To ensure information and relevant policies and procedures about KAZ Early Learning Centre are made available and communicated to families.

To provide the child and their family with an orientation to the service to ensure the enrolment of the child is smooth and supportive to their needs.

To clarify the processes to be followed by educators and families with regard to the enrolment and orientation of children.

## **PROCEDURE**

### **Waiting List Application**

Parents/ guardians wishing to apply for a position for their child/children to attend KAZ Early Learning Centre are required to contact the Service and complete a *Waiting List Application Form*. Completed *Waiting List Application Forms* are to be returned to the Service. Once parents/ guardians have returned the completed form, their child will be entered on the Waiting List. It is assumed that placement on the Waiting List means that both residential parents/guardians are in agreement regarding the childcare arrangements.

Parents/ guardians are encouraged to visit the centre with their child prior to placing their child on the Waiting List, to meet with the Nominated Supervisor and educators to decide if the Service offers the program and environment that they want for their child.

Vacancies at the Centre will be filled from the Waiting List following *Priority of Access Guidelines*. KAZ Early Learning Centre reserves the right to close the Service's waiting list at any time, due to high numbers of children requiring positions.

Information provided on the *Waiting List Application Form* will be treated in the strictest confidence and is only used for allocating a place on the waiting list for the Service.

Parent/ guardians are required to provide the Service with relevant up to date information about the child, days required, parent/guardian details, priority of access details and any additional needs the child may have. Any parent/ guardian who fails to inform the Service of any changes to these details may forfeit the child's place on the Waiting List.

Inclusion on the Waiting List does not guarantee a place at the Service. The Service will notify parents/ guardians when a place has become available for their child and once accepted by the parent/ guardian, the enrolment process will begin.

Parents/Guardians willing to take the days available will be offered positions as soon as practicable. Parents/guardians wishing to commence with only particular days or only a full five (5) day placement, may have to wait until such time as such a vacancy occurs.

When additional days become available, these will be firstly offered to children who already attend the Service then to children on the Waiting List, according to Priority of Access Guidelines.

### **Priority of Access**

KAZ Early Learning Centre has Priority of Access Guidelines.

**First Priority:** a child at risk of serious abuse or neglect

**Second Priority:** a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

**Third Priority:** any other child.

There are some circumstances in which a child who is already in the Service may be required to change days due to priority of access obligations. Should this be required, 14 days notice will be given.

### **Enrolment**

KAZ Early Learning Centre's Nominated Supervisor will contact parents/guardians by telephone or in writing to offer a position at the Service. The parents/guardians will be asked to make a time to visit the Service with their child.

Families will be given an *Enrolment Form/Agreement, Fees Policy* and *Family Handbook* which includes a written copy of the Service philosophy and highlights important policies and procedures. The complete Policy and Procedures Manual is available for parents/guardians to access at the Service.

The Nominated Supervisor or delegated staff member will ensure parents/guardians understand and sign the Enrolment Agreement and clarify concerns. The Enrolment Agreement **MUST** be completed and signed off by the Nominated Supervisor or delegated staff member prior to the child starting care.

Families will provide the following, prior to the agreed start date for the child:

- A completed enrolment form including authorisations;
- A bond payment as outlined in service fee policy;
- Current Immunisation status;
- Birth Certificate, Passport or other identification;
- Current contact information for parents and emergency contacts;
- Information on children's additional needs (including medical conditions, health and developmental concerns).

The enrolment record will include but not limited to **(National Regulation 160)**:

- Full name, date of birth and address of the child.
- Name, address and contact details of each parent of the child; any emergency contacts; any person nominated by the parent to collect the child from the service; any person authorised to consent to medical treatment or to authorise administration of medication to the child; any person authorised to give approval for an educator to take the child out of the service.
- Details of court orders, parenting orders or plans.
- The gender of the child
- Language used in the child's home.
- Cultural background of the child and child's parents.
- Any special considerations for the child (e.g. cultural, religious or dietary requirements or additional need).
- Authorisations for our service to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and transportation of the child by an ambulance service.
- Details of any specific health care needs of the child including any medical condition.

- Details of any allergies, dietary requirements and or anaphylaxis diagnosis.
- Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.
- Immunisation status of the child.

This information will be kept at the service premises in accordance with service policies and the Education and Care Services National Regulations.

If at any time during the child's time in care, there are changes to the information given at enrolment, it is the parent's/guardians responsibility to inform the Service of the changes, in writing, immediately. The Service will periodically request updates of the child's information, in regard to such things as emergency contact persons and phone numbers, agreed times of attendance, personal details (address, telephone numbers, and parent's/guardians employment details) and re-enrolment requirements for the following year, if applicable.

Should Court Orders relating to the child be put in place or change after the initial enrolment parents/ guardians will be required to notify the Service, supply copies and complete an updated *Enrolment Form*. If Custody or Access Orders from the courts are not supplied to the Service we cannot refuse a parent access to their child if they can prove that they are the parent.

If one parent/guardian signs the *Enrolment Agreement* it is understood that the parent/guardian is signing on behalf of the other custodial parent/guardian where applicable.

Should a child speak English as a second language, we request that families provide us with some key words in the language the child speaks at this time so Educators/Staff can assist in meeting the child's needs.

Families also need to contact the Department of Human Services (Centrelink) to have their eligibility for Child Care Subsidy assessed. If these details are available, we will complete the child's formal enrolment. Should a family still need to access this information, we will complete an informal enrolment until these details are finalised.

Prior to the child's first day educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.

The Nominated Supervisor will inform the educators and staff of the intended time for any pre-commencement orientation visits.

### **Deposit/ Enrolment Fee**

Refer to centre *Fees Policy*.

### **Orientation**

We believe orientation is an important process where educators are able to get important information about the new child's needs and those of the family. Families are welcome to visit the service with their child prior to enrolment. To enable children to feel safe and secure, and to set the foundations for a trusting partnership.

During orientation a tour of the service will be given with ample opportunity for the family to meet educators/staff, ask questions and clarify any concerns they may have. At this time the Nominated Supervisor will discuss the following:

- Centre Access - arrival and departure including the Sign In /Out procedures,
- Payment of Fees
- What to bring e.g. clothing and where to place children's items such as bag, hat, drink bottle
- Family Library
- Policies and Procedures Manual
- Where the nappy/toileting chart and daily routine documents are located
- Menu and dietary requirements
- Medical Conditions
- The Daily Routine
- The Daybook and the Educational Program
- Communication Books
- Child's development and interests
- Educators/Staff- i.e. responsible persons on duty

A Family Information Handbook is provided to all new families, which contains the following information:

- Centre Operation
- Management
- Staffing
- Policy and Procedures Manual
- Centre Philosophy
- What to do when your child begins care
- Hours of attendance
- Attendance register
- Arrival & Departure
- Access
- Authorised persons
- Court orders
- Collection of children
- Children's belongings
- Routine procedures
- Reducing/increasing days of attendance
- What to bring each day
- Sun safe requirements
- Education Program and Policy
- Daily Timetable
- Guidance of Child Behaviour
- Children's Records

- Child Protection
- Inclusion, Anti-bias & Diversity
- Children with Additional Needs
- Payment of Fees
- Privacy
- Health & Safety policies & procedures
- Infectious Diseases
- Food and Nutrition
- Communication and Complaints
- Family Library
- Waiting Lists
- Legal Matters

All children enrolling in the service are invited to attend the service for 1-2 mornings (9am to 12.30) prior to commencing at the service, to become familiar with the educators, the program, the children and the morning routine. The orientation process however is not limited to one or two days, families are welcome to visit at anytime, as we have an open door policy. Discussions are held between office staff and families regarding availability of days, a start date and tailoring an orientation process to suit the needs of the family and child.

### **Upon commencement**

On the child's first day of attendance educators and staff will welcome the family and the child, ensuring that there is a space ready for the child's belongings. Educators will reassure the family and assist with separation if required. Throughout the day, educators will contact the family to let them know how their child is settling. The Nominated Supervisor will undertake a final check of enrolment details, authorisations and information updates prior to the family departing the service.

### **Immunisation**

Children must be immunised or on a catch-up schedule or have a medical exemption and provide the service with this information to enrol into the service.

Families are to be advised that from January 2018 children who have not been immunised due to parent's conscientious objection will no longer be able to be enrolled at a Service in NSW.

Children who cannot be fully vaccinated due to medical conditions or who are on a recognised catch up schedule will be able to be enrolled on presentation of the appropriate form signed by a medical practitioner.

### **Withdrawal of a child**

Withdrawal of a child requires two weeks written notice (that being 10 operational days inclusive of the day notice is given), or four weeks during the December January period.

### **Termination of Care**

KAZ Early Learning Centre’s Management has the right to choose not to enrol or to terminate care of a child if it is felt that there is a risk of harm to this child, other children in care or to staff. Termination would not take place until all avenues of intervention have been exhausted.

**The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.** They will ensure enrolment forms comply with the requirements **(National Regulations 160-162)** and are stored in a safe and secure place (kept for three years after the last date on which the child was educated and cared for by the service **National Regulation 181, 183**).

<p><b>KAZ Early Learning Centre Related Policies and Procedures:</b>          Payment of Fees Policy          Appendices:          Waiting List Application Form          Enrolment Form</p> <p><b>Related Statutory Obligations &amp; Considerations</b>  <b>Australian Children’s Education and Care Quality Authority (ACECQA)</b> <a href="http://www.acacqa.gov.au">www.acacqa.gov.au</a>  <b>Childcare Subsidy</b> <a href="https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy">https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy</a>  <b>Children (Education and Care Services) National Law (NSW) 104a Children (Education and Care Services) National Law (NSW) 104a</b>  <a href="https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full">https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full</a>  <b>Education and Care Services National Regulations</b>  <a href="https://www.legislation.nsw.gov.au/#/view/regulation/2011/653">https://www.legislation.nsw.gov.au/#/view/regulation/2011/653</a>  <b>Privacy Act (Cth)</b>  <a href="https://www.legislation.gov.au/Details/C2017C00283">https://www.legislation.gov.au/Details/C2017C00283</a>  <b>Health Records and Information Privacy Act (NSW)</b>  <b>Family Assistance Law</b>  <a href="http://www.dss.gov.au">www.dss.gov.au</a></p>			
<p><b>REVIEW</b>          This policy will be updated to ensure compliance with all relevant legal requirements every year. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the <i>Education and Care Services National Regulation</i>, families of children enrolled will be notified at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.</p>			
<b>Amendment</b>		Updated web links Provided more detail about immunisation	
<b>Date Issued:</b>	October 2019	<b>Review Date:</b>	October 2020
<p>Family, Educator and Staff Comments:</p>			