



Adelong Preschool

Enrolment and Orientation Policy

Quality Area: 6

Collaborative Partnerships with Families and Communities

Who is affected by this policy?

Parents
Staff
Volunteers
Ancillary Staff
Children
Management
Students

Aim / Policy Statement

Enrolment and orientation procedures form the foundation for strong relationships between families and early education and care settings and promote a quality experience of education and care for children.

Good procedures include consistent information around service operation and authorisations, promoting compliance and a safe and secure environment for children and families. By ensuring all legislative requirements, including the Australian Government Priority of Access Guidelines and the Education and Care National Regulations require that enrolment and orientation policy and procedure are in place and are adhered to.

Related Legislation

- Education and Care Services National Law Act 2010: Sections 167, 170, 176
- Education and Care Services National Regulations: Regulations 102,102D,160,161, 162, 168(2) (k), 177, 183
- Privacy Act 1988 (Cth)
- Public Health Act 2010 No 127: Part 5 Division 4, Section 87
- Health records and Information Privacy Act 2002 (NSW)
- Family Assistance Law www.dss.gov.au

Our service will implement a process to ensure enrolment and orientation processes are planned and implemented to meet the unique needs of the child and family as well. This will support them during their transition to Adelong Preschool and help to develop collaborative partnerships and promote a sense of belonging to the services community

Enrolment and orientation processes are planned and implemented.

We will ensure:

- We value respectful and supportive relationships with our families as the basis of a smooth transition and quality outcomes for children in the service. Our quality practice enrolment and orientation processes seek to promote these relationships.
- Documentation, including authorisations, is completed during the enrolment and orientation process.
- Children are provided with support and comfort to settle into the service and establish new friendships and relationships.

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- 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; time to get to 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.
- We actively seek the input of all those associated with the service in our decision-making processes. For families, we ensure this begins at enrolment and orientation.
- Our educational program accounts for each child's knowledge, strengths, ideas, culture, abilities and interests. We view enrolment and orientation as an important opportunity to begin to gather this information from the child and their family.
- We are committed to good governance and quality management. Our systems and practices ensure that our record keeping meets regulatory requirements, including in relation to confidentiality and storage

The **Adelong Preschool** aims to ensure that:

- The enrolment process for families is a fair and systematic one.
- Children can be enrolled prior to 3 years of age and above. They are only permitted to attend once they have turned 3 years of age and if positions are available.
- All parents will have an interview with the Director prior to their child commencing at the centre and will thus be fully informed about the centre's functioning, the educational program, the nature of parental involvement at the centre, road safety issues when arriving or leaving with children and the need for children to be dressed for active play. Parents and carers will inform the Director of any special circumstances or conditions affecting their child such as medical and health matters.

Procedures /Strategies

Pre-enrolment orientation

Our education and care service welcomes visits from prospective families and children. The Nominated Supervisor or delegated authority may provide the visiting family with a tour of the service environment and information that may include:

- service philosophy and curriculum;
- approaches to documentation, curriculum and planning;
- introduction to educators and staff;
- the physical environment;
- administrative matters, cost, and fee payment methods;
- how to provide feedback .

Next steps

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Following a pre-enrolment orientation a family may wish to place their child's name on the waiting list (Interest of Enrolment). After consideration of access guidelines and availability of a position by the Nominated Supervisor, the child/ren may be offered a position at the centre. Please refer to New Enrolment Procedure.

The family will be asked to accept the offer of the position.

Enrolment

Enrolments will be accepted according to the Australian Government 'Priority of Access'.

The Nominated Supervisor will conduct an enrolment process following the acceptance of an offer. An enrolment package will be given to the family and will include:

- An enrolment form which is accessed from an online platform that includes information set out in Regulations 160-162;
- Current fee structure and payment details;
- An online information booklet on Adelong Preschool (accessed through the services website);
- Directions on how to access Policies including, but not limited to, those required under Regulation 168;
- Information on National Quality Framework, National Quality Standards, and the EYLF;
- ECA Code of Ethics brochure;
- Orientation checklist;
- Feedback form.

The information in the enrolment package is retained by the family for future reference.

Prior to conducting the enrolment interview the Nominated Supervisor should consider the language and cultural needs of the family. A translator may be required along with an alternative venue for the enrolment visit.

During the enrolment interview a process of orientation will be planned in collaboration with families to provide the best possible start for the child at the service.

No new enrolments will be taken for Term 4.

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; Documentation from the Australian Immunisation Register.
- 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).

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

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The service will require up to date information from the families yearly, if not more frequent as required.

Enrolment Form

The enrolment form must be completed online (cloud-based management program) by each enrolling family. Where enrolling families are not fluent in English the enrolment meeting will, wherever possible be conducted in the family's primary language. The enrolment form can also be converted into other languages. If there is an issue in enrolling online, staff will assist the families in the completion of this task. At enrolment, parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.

The enrolment record will include the following information for each child:

- 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.
- Details of court orders relating to the child's residence or contact with a parent or other person.
- 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.
- Authorisation for the service to take the child on regular outings.
- Authorisation for the children to be relocated in the event of an emergency evacuation.
- Name, address and telephone number of the child's registered medical practitioner or medical service.
- Child's Medicare number (if available).
- Details of any specific healthcare needs of the child including any medical conditions.
- Details of any allergies or anaphylaxis diagnosis.
- Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.
- Details of dietary restrictions for the child.
- Immunisation status of the child - a vaccination certificate
- All information will be checked before enrolment is complete including a copy of the Immunisation Certificate, ensuring all enrolled children are fully immunised. Children who cannot be fully vaccinated due to a medical condition or who are on a recognised catch-up schedule will still be able to be enrolled upon presentation of the appropriate form signed by a medical practitioner. If these documents are not available and immunisation status cannot be proved they will be classed as not immunised and will be able to attend.

A Privacy Statement is to be completed and attached to the enrolment form which details:

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- the name and contact details of the service;
- the fact that enrolling parents/guardians are able to gain access to their information;
- why the information is collected;
- the organisations to which the information may be disclosed;
- any law that requires the particular information to be collected;
- the main consequences for not providing the required information.

Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct.

Custody Arrangements

The Education and Care Services National Law requires our service to have details of all custodial and access arrangements.

- Enrolling family members are responsible for informing the Director of custody and access arrangements on enrolment and must advise the Director immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the Director and a copy will be maintained in the child's enrolment record.

Orientation

The orientation and settling in period will consider and respect the needs of both families and children. Parents/guardians will be encouraged to remain with their child when delivering or collecting them for as long a period as the parent/guardian and/or educators feel may be necessary to ensure the child's wellbeing. We will always consider the feelings and time constraints that families may have in regard to participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service.

Our service will provide options for orientation to the education and care service for families which includes:

- Inviting new families to visit the service with their child at times that suit them, to familiarise families with the service prior to the child's attendance.
- Providing all new families with a conducted tour of the premises which will include introductions to other educators, children and families, and that highlights specific policies and procedures that families need to know about our service.
- Ensuring each family has access to the Parent Handbook and an opportunity to have any questions answered.
- Ensure that parents are able to access the Xplor program on their personal mobile device.
- Supporting family members, the opportunity to stay with their child during the settling in process.
- Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child at the service.

Prior to formally commencing at the service:

1. 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.
2. The Nominated Supervisor will inform the educators and staff of the intended time for any pre-commencement orientation visits.

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3. A family member will remain in the premises service during these orientation visits. The family must sign the visitors book/register on arrival and when they leave. The child cannot be left at the service until they have formally commenced at the service and are therefore not included in the ratios.
4. During the orientation process educators and staff will interact with the child and actively encourage them to engage in the service program and activities. They will also be available to the family to answer any questions they may have, whilst ensuring they are not compromising the supervision of other children or required ratios.

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.

Roles and Responsibilities

Role	Authority/Responsibility For
Approved Provider	<ul style="list-style-type: none"> • ensure that obligations under the Education and Care Services National Law and National Regulations are met • ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation • Ensuring that enrolment forms (refer to Definitions) comply with the requirements of Regulations 160, 161, 162 • keep prescribed enrolment and other documents as set out in regulation 177, including a medication record and children's attendance record • keep records confidential, and stored safely and securely for the relevant period listed in regulation 183 <ul style="list-style-type: none"> ○ Kept until the child is aged 25 years if the record relates to an Incident, illness, Injury or trauma suffered while being educated and cared for by the service ○ Kept until the child is aged 25 years if the record relates to an incident. Illness, injury or trauma suffered by the child that may have occurred following an incident while being educated and cared for by the service ○ Until 7 years after the child's death if the record relates to the death of a child while being cared for by the service or may have occurred as a result of an incident while being educated and cared for ○ kept for three years after the last date on which the child was enrolled at the service for any other record • consider quality practice approaches to enrolment and orientation • take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Enrolment and orientation policy and procedures

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	<ul style="list-style-type: none"> • ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection • notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> ○ affect the fees charged or the way they are collected or ○ significantly impact the service’s education and care of children or ○ significantly impact the family’s ability to utilise the service. • Providing opportunities (in consultation with the Nominated Supervisor and staff) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program. • Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (Regulation 157).
Nominated Supervisor	<ul style="list-style-type: none"> • Providing enrolment application forms. • Maintaining a waiting list. • Maintain an immunisation register. • Collecting, receipting, and banking enrolment fees. • Offering places in line with this policy and criteria for priority access and providing relevant paperwork to families in accordance with this policy. • Providing a monthly report to the approved provider regarding the status of enrolments. • ensure that regulatory obligations are met in relation to enrolment and orientation • implement procedures for enrolment and orientation • ensure that an enrolment record is kept for each child which contains all the prescribed information • support families’ involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service • ensure families are aware of relevant policies and procedures at time of enrolment, such as: <ul style="list-style-type: none"> ○ Acceptance and refusal of authorisations ○ Dealing with medical conditions in children ○ Incident, injury, trauma and illness ○ Delivery of children to, and collection from, education and care service premises • promote quality practice approaches to enrolment and orientation • keep records confidential by storing completed enrolment application forms in a lockable file (refer to privacy and confidentiality policy) as soon as is practicable

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<p>Early Childhood Educators</p>	<ul style="list-style-type: none"> • be familiar with regulatory requirements • support families' involvement in the service and contribution to service decisions regarding the orientation of their child at the service • share information with families to support the child's transition into the service • respect the culture, values and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing • familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service • keep records confidential. • Acting in accordance with the obligations outlined in this policy. • Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process, as required. • Ensuring that enrolment forms are completed prior to the child's commencement at the service. • Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (Regulation 157). • Developing strategies to assist new families to: <ul style="list-style-type: none"> » feel welcomed into the service; » become familiar with service policies and procedures; » to develop and maintain a routine for saying goodbye to their child. • Providing comfort and reassurance to children who are showing signs of distress when separating from family members.
<p>Families</p>	<ul style="list-style-type: none"> • Reading and complying with this policy. • complete all documentation required by the service • provide any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service • notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed • ensure all information about the child and family held by the service is kept up-to-date.

The Director will ensure that this policy is maintained and implemented at all times.

Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed unnecessary through the identification of practice gaps, the service will review this policy every two years.

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Within this two year period however the policy will still be monitored, evaluated and minor adjustments can be made. This will also occur as part of an ongoing process of review undertaken by the centre Director and staff during each calendar year. These reviews will be recorded and dated as per the 'Director's Annual Review Form' and these will also be attached to each policy, along with the formal, two yearly reviews.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved. The amended policy will also be presented to the Committee of Management for ratification at the next formal, two year review.

In accordance with R.172 of the Education and Care Services National Regulations, the service will ensure that the families of the children enrolled at the service are notified at least 14 days before making change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

Related Guidelines, Standards, Frameworks

National Quality Standard, Quality Area 5: Relationships with Children - Standard 5.1, 5.2

National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities - Standard 6.1

National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1

Sources/Reference

- Priority of Access Guidelines for Childcare Services
https://docs.education.gov.au/system/files/doc/other/instruction_sheet_10_-_priority_of_access_guidelines_for_child_care_services_0.pdf
- Public Health Act 2010 No 127 www.legislation.nsw.gov.au/#/view/act/2010/127/full

Links to other policies

- Acceptance and refusal of authorisations
- Dealing with medical conditions
- Dealing with infectious diseases
- Incident, injury, trauma and illness
- Delivery and Collection of children
- Emergency and evacuation
- Excursions
- Governance and management
- Interactions with children

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- Dealing with complaints
- Fee policy
- Safe transportation of children

Version	Review/ Mod Date	Modification	Next Review
1	August 2015	Register Started	Nov 2017 or when required.
2	Nov 2017	Reviewed and Updated	Nov 2019 or when required.
3	March 2019	Reviewed and updated	March 2021 or when required
4	September 2020	Reviewed and Updated -New enrolment software – processes reviewed to reflect these changes.	Sept 2022 or when required
5	September 2021	Reviewed and changes made to reflect CELA Policy review June 2021 and ACECQA policy guidelines August 2021	September 2023 or when required

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