

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 Centre. Such partnerships enable the Centre and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Centre.

Priority of Access guidelines

The Department of Family and Community Centres and Indigenous Affairs have set priority of access guidelines for all children's centres eligible for Child Care Benefit and Child Care Rebate. Every Child Care Benefit approved childcare centre has 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 Centre 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. A scoring system is applied based on their responses. 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.

Children with disabilities will be enrolled, if in the opinion of management the Centre can meet the child's needs. Additional resources and funding may be required

The Priority of Access levels, which the Centre must follow when filling vacancies, include:

1. A child at risk of serious abuse or 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

Structure of Care:

The Crèche provides full-time and part-time care. The minimum period of care provided at the Crèche is two (2) full days.

Enrolment Process

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 Centre to promote positive outcomes for children whilst adhering to legislative requirements.

Our Centre accepts enrolments of children aged between 6weeks- 6 years of age.

Enrolments will be accepted providing:

- a) The maximum daily attendance does not exceed the licensed capacity of the Centre
- b) A vacancy is available both for the booking required and in the agreed number of children is in accordance with the licensing requirements
- c) The adult to child ratio is maintained in each room



When a family has indicated their interest in enrolling their child in our centre, the following will occur:

- Families will be invited to come on a tour of the Centre.
 - Families will be provided with a range of information about the Centre 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 of educator in the room 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 given a copy of the Policies and Procedures Manual to read and are invited to ask questions. This will be emailed to the families upon commencement.
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the Centre.
- 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 form informing management of their child's interests, strengths and individual needs.
- 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
- 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 myGov.
- It is a legal requirement that prior the child starting at the Centre we have all corresponding documents including enrolment form, medical plans, 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 to provide any immunisation updates to the Centre in order to continue receiving childcare benefits.
- Parents must notify the Centre if their child has not been immunised via the enrolment form. Parents must complete the 'Immunisation Exemption - Conscientious Objection Form' as part of the Australian Childhood Immunisation Register process.
- Unborn children may be placed on the waiting list 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 waiting list, then it is the responsibility of the parent to inform Management 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 Centre informed of any changes to the information recorded on the application form.

Families will be asked to provide the following information:

1. The full name, residential address, place of employment and contact telephone number of a parent
2. The full name, residential address, place of employment and contact telephone number of a person who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted. Parent must nominate who can be contact in the case of an emergency or for the collection of the child.
3. The full name, residential address, place of employment and contact telephone number of any person authorised to collect the child from the Centre. Parent must nominate who can be contacted for the collection of the child



4. The gender of the child
5. Any court orders or parenting agreements regarding the child
6. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
7. The cultural background of the child
8. Any special requirements notified by the family, including for example cultural or religious requirements
9. The needs of a child with a disability or with other additional needs
10. A statement indicating parental permission for any medications to be administered to the child whilst at the Centre. Only a parent on the enrolment form can authorise the administration of medication.
11. A statement indicating parental permission for any emergency medical hospital and ambulance centres
12. The name and address and telephone number of the child's doctor and the nearest public hospital
13. The child's Medicare number
14. Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis
15. 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
16. Details of any dietary restrictions for the child
17. The immunisation status of the child
18. CRN for child and claimant

Enrolment Pack

Families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details
- "Getting to your Child" Form
- Parent Handbook
- Relevant Information and permission forms
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework

Orientation of the Centre

During the orientation of the Centre, families will be:

- Given the Centre enrolment form to be completed
- Provided with an outline of the Centre policies which will include fees payment, sun safety, illness and accident and medical authorisation
- Spoken to about the enrolment fee and bond
- Shown the signing in/out process
- Spoken to about appropriate clothing worn to the Centre, including shoes
- Informed about children bring in toys from home
- Introduced to child's Educators
- Taken on a tour around the Centre
- Discuss medical management plan and allergies completed on file (if applicable)
- Advised about the daily report and how parents can view this
- Introduced to the room routine and Centre program. This included Educational Record and the Observation Cycle.
- Informed about Centre communication – meetings, newsletters, emails etc.
- About Hats and Sunscreen
- Able to set Family Goal's for their child
- Confirm preferred method of communication

Management will ensure:

- Enrolment form is completed accurately and in its entirety
- 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
- Add child to Observation cycle
- Add child to Centre's medical characteristics sheet and distribute (if necessary)
- File for Child's information created

Enrolment Record Keeping

Our Keeping and Retention of Records 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 for the first day.
- 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.
- The Nominated Supervisor and parents will ensure all details are finalised and completed

Other information about our centre's enrolment includes:

- We will try and accommodate families so that children from the same family can attend our centre. This will be carried out in line with our obligations under the Priority of Access Policy.
- We encourage all families to consider immunising their children. Please see our Immunisation Policy for further information.
- In accordance with the National Law and Regulations, our educators will support each child to manage their own behaviour, respond appropriately to the behaviour of other children and communicate effectively to resolve conflicts. We will also work with each child's family to support any children with diagnosed behaviour and social difficulties.

Waiting List

In order to objectively manage requests for childcare a waiting list has been established for new families. Interested families must pay a \$25 Non –Refundable Administration fee prior to joining the waiting list and this fee covers the ongoing maintenance of the waiting list. Acceptance to the waiting list is acknowledged by email which also requests the Crèche be informed of any change in care requirements or family contact details. Families are contacted by email/telephone on a regular basis to confirm their continued interest in the Crèche. Families who do not respond to this contact will be removed from the waiting list.

Unenrolled Children

To ensure that educators and the centre are only responsible for children who are enrolled at our centre to meet our legal requirements and child/educator ratios.

On occasion, children who are not enrolled at our centre may be present at the centre.

An example of this is when families come to pick up an enrolled child and they bring their other children with them.

At times like this, the children who are not enrolled at the centre are the responsibility of the adult that brought them to the centre.

We ask these adults to keep unenrolled children off any equipment at the centre, and for the child to be accompanied by the adult at all times.

Custody Arrangements

The Crèche must be notified of any custody orders. Custody orders must be sighted and recorded by the Coordinator and a copy kept in the child's confidential file. A copy of any restriction order must also be given to the Coordinator along with a photo. Where a court order exists to prevent a parent from having access to their child except in a supervised situation, the Crèche will not allow that visit to occur in its buildings or on its grounds.

Source: Public Health and Wellbeing Act 2008, The Child Health and Wellbeing Act 2005, Children, Youth and Families Act 2005, Occupational Health & Safety Act 2004, Education and Care Services National Regulations 2011, National Quality Standard, Family Assistance Legislation Amendment (Child Care) Act 2010.



Date Implemented: 16/04/2012
 Review Completed: 29/04/2019
 Schedule for Review: 29/04/2020

| National Quality Standard – NQS | | |
|---|--|---|
| Quality Area 6: Collaborative partnership with families and communities | | |
| 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 Service National Regulations | | |
| 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 | |

