

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.

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

## Enrolment

According to the Child Care Provider Handbook (June 2019) *'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy. An enrolment links the child, the individual claiming the subsidy and the childcare service.'* An enrolment notice is required for each child attending the centre. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

## Implementation

Our Centre accepts enrolments of children aged between 6 weeks- 5 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 for the booking required
- c) The adult to child ratio is maintained in each room

## 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.

## 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.

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

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 through disability and inclusion programs.

## Enrolment Process

When a family has indicated their interest in enrolling their child in our Centre:

- Families will be provided with a range of information about the Centre which may include:
  - The centre philosophy, inclusion, programming, fees, Child Care Subsidy, policies, procedures, SunSmart requirements, regulations 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 strategies.
- Families will be invited to ask questions and seek any further information they may require
- Any matters that are of a sensitive 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 documents required in relation to court orders, medical needs or plans.
- Families will 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 language/s the child speaks so that educators can learn these words. Educators may use visuals to assist the child's understanding and be able to communicate with others.
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- Information about gap fees and absences will be discussed.
- It is a legal requirement that prior to the child starting at the Centre we have all required documents including
  - The completed enrolment form and additional documentation provided upon enrolment.
  - Medical management plans (if relevant) completed by the child's general practitioner
  - a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age *and*
  - Details of any court orders, parenting orders or parenting plans
- It is a requirement of the Family Assistance Office that immunisation information held by the Centre is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Centre in order to continue receiving childcare subsidy.
- Parents must notify the Centre if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their *AIR immunisation History Statement*.
- Families are advised that since January 2018 children who have not been immunised due to parent's conscientious objection cannot be enrolled at an early childhood education and care service.
- If a child cannot be immunised due to a medical condition they may still be enrolled at the Centre with supporting documentation (Medical Exemption Form).
- If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Centre. The child's immunisation history statement will indicate that the child is on a catch-up schedule.
- 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. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number
2. Each parent's occupation,
3. The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee), minimum of two (2)
4. Full name of the child
5. Child's date of birth
6. Child's address
7. Gender of the child
8. Cultural background of the child
9. Complying Written Agreement including fee information
10. Immunisation History Statement
11. Any court orders or parenting agreements regarding the child
12. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
13. Any special requirements of the family, including for example cultural or religious requirements
14. The individual needs of a child with a disability or with other additional needs
15. 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.]
16. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
  17. Medical treatment for the child from a registered practitioner, hospital or ambulance service
  18. Transportation of the child by an ambulance service
  19. Child's Medicare number (if available)
  20. Specific healthcare needs of the child, including allergies and intolerances
  21. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
  22. Details of any dietary restrictions for the child
  23. The name, address and telephone number of the child's doctor
  24. Authorisation for regular occurring transportation and regular outings/excursions
  25. CRN for child and claimant
  26. Child Care Subsidy Assessment confirmation

## Orientation of the Centre

During the orientation of the Centre, families will:

- Be provided with an outline of the Centre policies which will include key policies such as: Payment of fees, Sun Safe, Incident, Injury, Trauma and Illness, Control of infectious diseases, and Administration of Medication
- Have Child Care Subsidy explained to families and assistance may be offered to assist with the application process, including the Complying Written Agreement (CWA)
- Shown how to setup up the Xplor App
- Shown the signing in/out process through the Xplor Platform
- Advised of appropriate clothing for children to wear to the Centre, including shoes, hats and sunscreen
- Introduced to their child's educators
- Taken on a tour around the Centre
- Provided with suggestions for developing a Settling In process for their child
- Asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- Informed of the daily report and how parents can view this or informed about the online Xplor App the Centre may use
- Introduced to the room routine and Centre program, including child's Individual Learning journal and the observation cycle



- Informed about Centre communication strategies including meetings, interviews, newsletters, emails, etc.
- Given the opportunity to set goals for their child
- Confirm preferred method of communication.

*Management will ensure:*

- The enrolment form is completed accurately through the Xplor Platform and all other documentations, including the Child's updated Immunisation Statement is provided.
- Authorisations are signed by both parents/guardians
- A child with medical needs does not begin at the centre unless a medical management plan is received and medication is brought to the centre each day
- The child's Medical Management Plan is recorded, and this information is shared/distributed to educators
- Action Plans are completed in full (if relevant)
- Administration of Medication forms are completed (if relevant)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs
- The appropriate Room leader is informed of the new child including any medical conditions, interests, developmental needs, and strengths.

### **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 about the online App or platform - Handbook
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework

### **Child Care Subsidy**

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years.

There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school
- Documentation may be required such as Australian driver licence, Australian passport, Foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate
- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Centre the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance.

### **Complying Written Agreement**

The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Agreement* (CWA) and is an agreement to provide care in return for fees.

- The CWA must be recorded, and the parent must confirm the terms of the agreement electronically and this must be kept by the provider.
- The CWA must include the following information:
  - The names and contact details of the provider and the individual(s)



- The date the arrangement starts
- The name and date of birth of the child (or children)
- If care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
- The usual start and end times for these sessions of care
- Whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- Details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Where there are certain changes (fees or booked days) to the individual Complying Written Agreement (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 by signing the updated CWA.
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.

### **Additional Childcare Subsidy Procedure**

Our centre will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect.
- Once a child has been identified as 'at risk' the centre will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing).
- If the centre deems the child is eligible for ACCS the centre will submit an initial ACCS Certificate for a 6 week period.
- The centre needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate.
- If further ACCS (Child Wellbeing) is required following the initial 6 week certificate the centre may apply for a Determination for a period of up to 13 weeks.
- Following an application for an ACCS 6 week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency
- Following an application for an ACCS 12 week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'.
- If the child continues to be 'at risk' after the initial 13-week determination then the provider needs to lodge a subsequent determination application

### **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:**

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the centre during the day to 'check' in on their child and request help with separation if this is a problem for their child.

On the first day, the child and their family will be welcomed by the Director or Nominated Supervisor and shown where or how to sign their child in/out of the centre

- They will be greeted by an educator and walked to their room
- The educator will discuss what is happening in the room, and show where the child's locker is located



- Information about collecting their child at the end of the day will be discussed
- Educators will ensure information about the child's first day is shared with parents (through online Xplor App and Daily Routine Sheet)
- The child and their family will be welcomed into their room for the first day.
- 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.

#### 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.

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**Source:** Australian Children's Education & Care Quality Authority. (2014). Australian Government Department of Education, Skills and Employment. (2019) Child Care Provider handbook <https://www.education.gov.au/child-care-provider-handbook-0> Australian Government Department of Education, Skills and Employment. (2019) Guide to Additional Child Care Subsidy (child wellbeing) [https://docs.education.gov.au/system/files/doc/other/2019-11-28\\_-\\_accs\\_guide\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/2019-11-28_-_accs_guide_0.pdf) Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement> Department of Human Services (Centrelink): <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy> Education and Care Services National Law Act 2010. (Amended 2018). [Education and Care Services National Regulations](#). (2011) Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020). Immunisation Requirements – Victoria <https://www.servicesaustralia.gov.au/individuals/topics/what-are-immunisation-requirements/35396> Department of Health – Immunisation <https://www.health.gov.au/health-topics/immunisation> Revised National Quality Standard. (2018). Victoria State Government. Requirements for all early childhood services. <https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>

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National Quality Standard – NQS

Quality Area 6: Collaborative partnership with families and communities



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
<b>Education and Care Service National Regulations</b>		
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	

