



## Enrolment and Orientation Policy

**Policy Number:** 14

**Date Updated:** 29/6/18

### Rationale and Policy Considerations

The education and care service supports equal opportunity principles and considers that where possible it has an obligation to promote equal access to the services it provides within Australian Government guidelines. The enrolment process takes into account all requirements of the Education and Care Services National Regulations, and the guidelines contained within the Australian Government Child Care Service Handbook. All records held at the service will be maintained in accordance with Confidentiality and Privacy Policy. The education and care service understands the importance of an orientation process that provides clear guidelines to help families and children settle into the service successfully, and requires that educators sensitively implement the policy to ensure the well-being of the child.

### Legislation and Government Requirements

- Federal and State Equal Opportunity Legislation
- Priority of Access Guidelines (Child Care Service Handbook 2017 - 2018)
- Privacy Act 1988 (Cth.)
- Education and Care Services National Law (WA) Act 2012
- Education and Care Services National Regulations 2012

### Needs

#### Children's

Support and comfort to settle into the service and establish new friendships and relationships; advocacy for child's well-being and protection

#### Families'

Enrolment for their child and their siblings; assistance in separating from their child; confidentiality; confirmation that their child has settled; service support in the event of needing additional or emergency care for their child; priority of access if within Australian Government Guidelines.

#### Educators

Clearly explained enrolment process; time to get to know families before children start full time care; parent support in introducing children to the education and care service; time to develop close professional relationships with families; support from referral agencies; information about custodial issues.

#### Management

To provide a transparent enrolment process for all families; to obtain an equal balance between sound management practices and individual rights.

### Scope

All employees and families of Lifestreamers Childcare

### Policy Statement

The enrolment process is open and equitable. Enrolments will be subject to Australian Government priority of access guidelines. In the interests of children's welfare and protection, access to children referred to the service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child at the service.

Families will be carefully oriented to the service before their children attend. The orientation process is a time for educators to share information with families about how the service operates and how the child is settling within the service. It is also a time for families to share information about the child and their expectations of the service.

## Policy Principles

- Enrolments will be accepted according to the Australian Government 'Priority of Access'. Parents/guardians will be advised that families of children enrolled with third priority access may be required to alter their days or leave the service in order to provide a place for a higher priority child.
- Priority of access rules as per Department of Education and Training
  - First Priority: a child at risk of serious abuse or neglect
  - Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the '*A New Tax System (Family Assistance) Act 1999*'
  - Third Priority: any other child.
  - Within these main categories priority should also be given to the following children:
    - children in Aboriginal and Torres Strait Islander families
    - children in families which include a disabled person
    - children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold, or who or whose partner are on income support
    - children in families from a non-English speaking background
    - children in socially isolated families
    - children of single parents.
  - A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:
    - are notified when your child first entered care that your service follows this policy
    - are given at least 14 days notice of the need for your child to vacate.
- An **Enrolment Form** and **Registration Agreement** must be completed by each enrolling family.
- **Enrolment Forms** will be updated annually or when a family's circumstances change, to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to this information is available only to the educator, nominated supervisor/coordinator, parent/guardian and authorised Government Officers. Refer also to Confidentiality and Privacy Policy.
- Exclusion of children from the service due to behaviour issues will only occur after all other avenues of communication and support have been exhausted

## Enrolment Process

- Staff will be given training in how to show families around, what information is important to relay and where to find the relevant forms.
- All new families will be shown around the premises with particular attention given to the room the child will be attending.
- An enrolment form and new family information sheet will be handed out to families during centre tour.
- Two weeks of half paid days are available for families who feel their child may not settle easily.
- Families will be given a family pack which include family handbook upon enrolment.
- New families will be invited to visit the service with their child at times that suit them, to familiarise families with the service prior to the child's attendance.
- Before the child begins their first day at the centre, the service must have all required documentation for the child. The child will not be accepted into the service without this being completed.
- Families also need to contact the Department of Human Services 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 finalized.
- School aged children will be encouraged to be involved in the enrolment of other school children by introducing them to their friends and showing them the routines.
- Children will have consistent caregivers to develop positive relationships with.
- Parents will be encouraged to call and check on their child if they have any concerns.
- The centre policies will be available on the website for families to read. The enrolment forms contain an acknowledgment that policies have been read. Enrolment will not be complete until this is signed.

## Related Documents

- **Education and Care Services National Law (WA) Act 2012** - Part 1 - Preliminary - 3 (3) (a) & (c); 175
- **Education and Care Services National Regulations:** 75; 102; 168(2)(k); 160 - 162, 170-172; 177, 181.
- **National Quality Standard for Early Childhood Education and Care and School Age Care (Nov 2010)** - Element 6.1.1; Element 7.1.2
- **Early Years Learning Framework for Australia** - Practice: Holistic approaches; Responsiveness to children - Outcomes: 1
- **Framework for School Age Care in Australia** - Practice: Holistic approaches; Collaboration with children - Outcomes: 1
- Enrolment forms
- Enrolment checklist for rooms
- Website <http://www.lifestreamers.com.au>

## Links to Other Policies

The following policies may be linked to this policy:

- Confidentiality and Privacy
- Delivery and Collection of Children
- Equal Opportunity
- Establishing a Protective Environment
- Grievances and Complaints Management
- Health, Hygiene and Infection Control
- Partnership and Communication with Parents
- Payment of Fees
- Records Management

## Sources:

**DEEWR Child Care Service Handbook 2017 - 2018;** - Retrieved 9 May 2012, from <https://docs.education.gov.au>

*Section 4.9 Information Management*

*Section 5.5 Key obligations imposed on approved child care services under family assistance law*

*Section 6.3 Priority of access*

*Section 6.10 Reporting of vacancy (availability)*

*data Section 9 Reporting enrolment information*

**Privacy Law** - Retrieved 19 April 2011, from <http://www.oaic.gov.au/>

**UNICEF (n.d.). Fact sheet: A summary of the rights under the Convention on the Rights of the Child.**

Retrieved 19 April 2011, from [http://www.unicef.org/crc/files/Rights\\_overview.pdf](http://www.unicef.org/crc/files/Rights_overview.pdf)

**Early Childhood Australia (ECA). (2005). The Code of Ethics.** - Retrieved 26 June 2018, from <http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

## Document History

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