

Enrolment and Orientation Policy



Document Title	NQS6.40 Enrolment and Orientation Policy	Version	3a
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Warning - Ensure you are using the latest version of this policy.			
DCC Network/All Organisation Information/DCC Policies/Quality Area 6 – Collaborative Partnerships with Families and Communities			

1. Policy Statement

To ensure each family's initial association with the service is managed sensitively and supportively while building the foundations for an ongoing partnership.

To ensure the service collects all the information necessary to be able to provide quality care and education for all children.

To ensure the service obtains all the information required to meet our legal requirements for licensing, insurance and for government funding.

2. Rationale

To provide all staff, educators and families with a clear procedure for the enrolment and attendance of children in care. The service values the need to establish relationships between the home environment and the service. The service will ensure families are informed of service's policies, the enrolment procedures and the responsibilities of the Approved Provider, the service, educators, staff and families during the orientation process.

3. Definitions

Nil

4. Guidelines

Children will not be enrolled or commence care until all required paperwork has been submitted and completed. This will be the responsibility of the Administration staff to ensure paperwork is complete in its entirety. It is the Nominated Supervisor's role to have read and checked the enrolment forms prior to commencement and that all educators are aware of this information.

a) Length of Enrolment

Childcare and Mobile service - All permanent places will continue for the period your child is in care. If you wish to alter days, or request additional days fill out the *6.40A1 Application form* for the desired days. (another enrolment form is not required).

Please note enrolments do not cease at the end of the year, permanent positions will continue into the New Year

b) Membership

The enrolment form includes an application for membership of River Region Early Education Limited. This entitles you to vote at general meetings and nominate to be a board member (for

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non employee members). Membership is voluntary. A membership fee of \$1 per year is added to your fees should you wish to become a member.

c) Priority of access

The River Region Early Education reserves the right to place children according to the Priority of Access guidelines and according to the age and stage of the child in consultation with families.

Priority of access – Childcare places (Deniliquin Childcare Service, Barham Early Learning DragonFly room and Mobile Service 0-2 years)

Enrolments are offered by date of application together with the priority of access guidelines.

River Region Early Education prioritises the enrolment of children who are:

- the children of educators who require a place for work purposes
- at risk of serious abuse or neglect

Within these main Priority categories, priority should also be given to children in:

- children with an existing enrolment
- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- low income families (see DESE website for definition of low income in terms of annual income)
- families from a non-English speaking background
- socially isolated families
- children residing in the vicinity of the venue before any other child that resides outside the local Government area

Priority of Access - Preschool places (Deniliquin Preschool, Barham Preschool & Mobile Preschool)

Under the NSW Government Start Strong Funding Guidelines River Region Early Education gives equal priority of access to:

- Year before school - 4/5 -must have turned 4 by the 1st of February the year they are due to commence preschool.
- Young 4's- must turn 4 between the 1st of February and the 31st July of the year they are commencing preschool.
- 3's- must have turned 3 between the 1st of August the year prior to attending preschool and the 31st January the year of commencing preschool.
- children from low income and Aboriginal families.
- children with English Language needs.
- children with disability and additional needs.
- children who are at risk of significant harm (from a child protection perspective).

Children in the year before school will have priority over other age groups for Preschool places for a minimum of two days with highest priority given to children closest to school entry by age. Each child in this age group will receive a minimum of two days preschool before consideration of additional days. Younger children will then be offered a place.

In addition, priority of access for the Mobile service is given to children residing in the vicinity of the venue before any other child that resides outside the Government area.

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d) Tours

Families may wish to visit a service to determine if it is a service of their choice. A tour of any service may be arranged at a mutually convenient time and be conducted by the Nominated Supervisor (this may be in Open day or group tour format or 1:1). The Parent/s and child/ren will be given a tour of the whole service/ venue.

In particular they will be shown:

- The indoor environment
- Sleeping facilities
- Toileting/nappy change facilities
- Outdoor environment

(Refer 6.40 A9 Tour of service checklist)

e) Cancellation of Enrolment

Parents/ guardians are asked to inform the Nominated Supervisor or administration team if a child is to be withdrawn from the service. We require at least 2 weeks written notice, in advance, otherwise full fees will be charged. For services for which Child Care Subsidy applies (Childcare and Mobile services) children must attend on their last day for CCS to apply.

The Nominated Supervisor/administration staff are to ask parents the reason for the child's withdrawal and if required a 7.52A1 feedback or 7.52 A2 Complaint form (7.52 A1 is to be completed (refer 7.52 Feedback & Complaint. Handling Policy)

f) Additional Child Care Subsidy (ACCCS)

Additional Child Care Subsidy (ACCCS) is available for children in the childcare or mobile childcare services who are at risk of harm or neglect, whose primary carers are grandparents, whose families are experiencing temporary financial hardship, whose parent/ guardian is transitioning to work. Applications for ACCS should be made directly through Servicelink. Refer 7.53 Fee Policy.

g) Casual bookings

Existing permanent users and children of staff at River Region Early Education, have the opportunity to book extra casual days of care at the Childcare service or Mobile service e.g. if a family is away on holidays, another family can request to increase their normal days of care during this period.

This includes children utilising places at other services for example a child with a permanent booking at Preschool may book a casual place at the Mobile service.

The permanent child has priority of the booking e.g. if the family returns early from holiday they have the right to request their permanent position resulting in the casual user vacating the position. In this case, families must notify the Service that they require their permanent place at least 24 hours in advance. The service will give 24 hours' notice if we require you to vacate the casual position. The service requires 24 hours' notice of any cancellation of casual booked places or full fees will be charged. If 24 hours notice is provided a discount will be applied to childcare (refer to Fees policy).

To utilise a casual day the family must have a permanent booking at a River Region Early Education service, have had an orientation at the service and have all enrolment and medical information up to date.

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Normal Daily fees will apply for extra days of care utilised and **child care subsidy will not apply** if it is at a different service than the one they have a permanent booking at.

Application for a casual booking can be made using the Xplor app.

5. Enrolment procedure

a) Preschool

- Preschool enrolments are for one year. Enrolments open mid year and are open for 3 weeks. They are advertised to the community and to existing families.
- Additional days for the current year can be applied for by completing an 6.40A1 Application form. Priority of access guidelines will apply.
- After Preschool Care- is offered on a permanent and casual basis to families utilising the preschool service. Priority is given to permanent bookings. No fee subsidy is available for this service. Use 6.40A1 Application form to apply for After Preschool Care

Preschool – midyear enrolments

Step 1 – Enrolment pack

New children: Families wishing to enrol their children to preschool (new children) will be provided an enrolment pack which includes:

- 6.40 A12 Preschool enrolment pack letter- outlining return date of forms
- A Deniliquin Preschool place for 2023 form for 3-4 year old group and/ or 4-5 year old group – to be completed by the parent/ guardian of the child, including information about their family situation, preferred days, date for commencement, and any other required services.
- a Family Information booklet,
- an Enrolment form to complete
- Management of a Medical Condition form if applicable
- Individual Diet Form if applicable
- Additional Needs form if applicable

Existing children: Children who already any service and are already enrolled will be provided:

- 6.40 A12 Preschool enrolment pack letter- outlining return date of forms
- A Deniliquin Preschool place for 2023 form for 3-4 year old group and/ or 4-5 year old group – to be completed by the parent/ guardian of the child, including information about their family situation, preferred days, date for commencement, and any other required services.

Step 2 - Acceptance of a Place of Enrolment

Once all the required paperwork has been received (including Birth Certificate and Immunisation Certificate) the Preschool Nominated Supervisor and Administration work on enrolments and filling places according to priority of access.

Administration will email a letter to families (insert letter) confirming the enrolment will be sent which includes:

- date for commencement of education/ care
- the time and date of the orientation session with Nominated Supervisor (usually done as a group in November).

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- information about applying for Child Care Subsidy (for Childcare services)
- complying Written Agreement (for Childcare services)
- a deadline for acceptance of the place
- (refer 6.40 A13 & A14 confirmation of enrolment letters)

** For any preschool enrolments outside this enrolment period, the families are provided:

- An application form – to be completed by the parent/ guardian of the child, including information about their family situation, preferred days, date for commencement, and any other required services.
- Enrolments received after the enrolment period will be placed on a waitlist if no vacancies exist and will be enrolled as per priority of access guidelines. Applications for Preschool enrolment for the current year can be made at any time but may only be filled where a place becomes available.

b) Childcare and mobile enrolments

Step 1 – Enrolment pack

New children: Families wishing to enrol their children to childcare or mobile (new children) are provided the following information

- An application form – to be completed by the parent/ guardian of the child, including information about their family situation, preferred days, date for commencement, and any other required services
- Family handbook PDF – to be emailed to the family

Upon receipt of the application form, Administration process the application form in accordance to priority of access and also wait list.

Step 2 - Verbal offer:

When a place becomes available (depending on the service and availability of a place), the family will be contacted by phone and a place will be offered.

Step 3 - Distribute Enrolment pack for childcare and mobile:

- Once verbal confirmation of the place is received, Administration will send an enrolment pack to the family to complete. The pack includes:
- 6.40 A123 Childcare and mobile confirmation of enrolment pack letter- outlining return date of forms
- a Family Information booklet,
- an Enrolment form to complete
- Management of a Medical Condition form if applicable
- Individual Diet Form if applicable
- Additional Needs form if applicable
- Family profile of the child

Step 4 - Process enrolment

Once all the required paperwork has been received (including Birth Certificate and Immunisation Certificate) Administration will process the enrolment, ensure all paperwork has been completed and returned in its entirety. The *NQS 6.40 A 15 Enrolment checklist* provides a guide to what is required.

c) Step 5: Updating of Enrolment information

- Families will be reminded regularly in newsletters and emails to update enrolment information.
- Annual update of enrolment forms is a requirement.
- Annual updates of enrolments will be sent out to all families via email / or hard copy by administration in March each year, and also a mid year update in September. The update seeks updated information, including emergency contact details, management of medical conditions, individual diets, emergency contact, authority to collect and court orders. This information will be updated on the database, and copies distributed to all services the child is enrolled in. (refer 6.40 A5 Enrolment update form) .
- Immunisation updates- families are reminded that as a condition of enrolment, their child's immunisation status must be up to date. Copies of updated immunisation status must be provided to the office as they are received by the family Administration monitor these on a monthly basis and provides reminders to families. (Refer 2.7 Disease Prevention & Immunisation Policy).

6. Orientation procedure

Rationale- an orientation is organised to begin to build relationships between the child and family and the educators. They can also become familiar with the environment, and the routine prior to beginning education and care.

The Nominated Supervisor will organise a time for an Orientation for the family /child. This may be one on one, or for the Preschool, an Orientation evening for families. Families are asked to read through the information booklet prior to their orientation The Nominated Supervisor can answer questions the family may have and discusses the following:

- Welcome to the service/ room booklet is provided.
- Overview of the service (including Philosophy, Opening times, licensed places, and educator: child ratios and the service's rating and its plans for continuing improvement).
- Important policies (Fee Policy, Feedback and Complaints Policy, Disease Prevention and Immunisation Policy, Incident, Injury & Illness Policy, Medication Policy, Safe Sleep Policy, Nutrition Policy).
- Documentation of children's learning including Storypark particularly children's learning and community announcements.
- The Educational program in each room- how it is designed, how families can access it
- Specific information relevant to each room: e.g. daily routines, communication methods, what to bring.
- Storage of children's belongings.
- Signing in/out procedure including using Kiosk.
- Contact details for the service including pin code.
- Accident and illness procedures including time frames for collection, emergency contacts, incident forms.
- Communication with families- including fee statements emailed, all other communication through Storypark, ways Families can be involved. Details of family information sessions.

(Refer 6.40 A10 Orientation of service checklist)

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a) Children's Individual needs

Families will be given the Family profile of the child to bring with the child on their first day. This is used to help educators to design the program around each child's interests and the goals that families have for their child.

It is the responsibility of the family to complete the Management of a Medical Condition Form, Additional Needs Form or Individual Diet Form as required. The Nominated Supervisor will refer to the Enrolment form, and these other forms if applicable to develop plans specific to the child's needs such as a Medical Management Plan, Intolerance /diet modification plan or Individual Learning Plan.

A meeting will be arranged by the Nominated Supervisor to develop these plans with families. The child is unable to begin in the service until the plans are complete and signed by all parties. (refer to 2.12 Medical Conditions Policy)

These plans will need to be signed by the parent/ guardian and the child's doctor (Medical management Plan). Plans will be updated annually and kept on the premises in a lockable cabinet. Any changes to the child's health or needs, will trigger the relevant form to be updated / completed. The Lead educator will be responsible for ensuring the form is distributed for completion. Upon completion the Nominated Supervisor is responsible for updated plans.

The Nominated Supervisor will introduce the parent/s and child/ren to the educators who will be working with the child/ren. Confirmation of the child's start date and time will be emailed to families and/or sent in Storypark (Refer 6.40A12 Orientation letter to families)

b) Step 3: Evaluation

To ensure ongoing high quality care, the Nominated Supervisor will phone each family to discuss their feelings regarding enrolment and orientation, after commencement of care. This conversation will be recorded on the Evaluation of Orientation Form. Families can also choose to fill out this form in person and return it to the Nominated Supervisor.

Families will be asked to evaluate the orientation at the end of the session. This will help us to better meet the needs of families.

(Refer 6.40A2 Evaluation of orientation)

c) Step 4 Settling In

The Nominated Supervisor will recognise and cater for the varying needs and perspectives of families and explain that the child's needs during settling in will depend on their previous experience with early childhood education and care, the child's age and any specific needs the child has.

The Nominated Supervisor will encourage the family to visit and become familiar with the service before the child/ren start. They are also invited to consider staying with their child or leaving their child for short stays initially.

7. Sources

- Child Care Provider Handbook 2018
- Start Strong program guidelines for community preschools

8. Relevant Legislation, Regulations and Standards

Legislation	
Education and Care Services National Regulation	
158	Children’s attendance record to be kept by approved provider
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
National Quality Standards	
6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child’s learning and wellbeing.
6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
Child Safe Standards	
3	Families and communities are informed and involved
Early Years Learning Framework Learning Outcomes	
Early Years Learning Framework Principles	
	Partnerships
Early Years Learning Framework Practices	
	Holistic, integrated, and interconnected approaches

9. Related Documents

Doc #	Attachments
NQS6.40 A1	Application Form
NQS6.40 A2	Evaluation of Orientation
NQS6.40 A4	Enrolment Form
NQS6.40 A5	Enrolment Update Form
NQS6.40 A6	Authorisation to Collect Form
NQS6.40 A7	Emergency Contact and Authorisation Form

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NQS6.40 A9	Tour of Service Checklist
NQS6.40 A10	Orientation of Service Checklist
NQS6.40 A11	Photography Permission Form
NQS6.40 A12	Orientation Letter to Families
NQS6.40 A13	Childcare and Mobile Confirmation of Enrolment Letter
NQS6.40 A14	Preschool Confirmation of Enrolment Letter
NQS6.40 A15	Annual Childcare or Mobile Enrolment Requirements Form
NQS6.40 A16	Enrolment Checklist

Doc #	Intersections with other key documents
NQS1.1 A1	Family Profile of the Child
NQS5.38 A1	Inclusion and Support Form
NQS2.12 A8	Management of a Medical Condition Form
NQS2.14 A1	Individual Diet Form

10. Document Control

Doc #	Doc Title	Version	Approved	Next Review
NQS6.40	Enrolment and Orientation Policy	1	September 2018	September 2020
NQS6.40	Enrolment and Orientation Policy	2	June 2020	June 2022
NQS6.40	Enrolment and Orientation Policy	3	July 2022	July 2025
NQS6.40	Enrolment and Orientation Policy (minor changes due name change and new policy document format)	3a	January 2024	July 2025