

ENROLMENT POLICY

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

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
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.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.

Quirindi Preschool Kindergarten Inc
 49 Allnutt Street Quirindi NSW 2343
 PO Box 157
 Quirindi
 P: 02 6746 1894
 E: admin@quirindipreschool.nsw.edu.au
 ABN: 30 019 580 932



S. 175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
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
102D	Authorisation for service to transport children
155	Interaction with children
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
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



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

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
Disability Discrimination Act 1992	A New Tax System (Family Assistance) Act 1999
Child Care Subsidy Minister's Rules 2017	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

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

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

ENROLMENT

According to the Child Care Provider Handbook (April 2025) '*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 Service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



IMPLEMENTATION

The *Education and Care Services National Regulations* require approved providers to ensure their Services have policies and procedures in place for enrolment and orientation (Reg. 168) and take reasonable steps to ensure those policies and procedures are followed (Reg. 170).

Quirindi Preschool Kindergarten accepts enrolments of children aged between 3-5 years of age.

Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity of the Service
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained in each room

PRIORITY OF ACCESS

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

ENROLMENT

To secure a child's position families are required to pay an enrolment fee of \$70 to secure the position.

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.

Quirindi Preschool Kindergarten will provide options for orientation to our preschool for families which includes:

- Inviting new families to visit the preschool 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 Quirindi Preschool Kindergarten.
- Ensuring each family has an enrolment pack and an opportunity to have any questions answered. ?
The opportunity to stay with their child during the settling in process.

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



- 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 Quirindi Preschool Kindergarten.
- Families will be invited to ask questions and seek any further information they may require
- Families will be provided with possible vacancies and start date
- 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
- It is a legal requirement that prior to the child starting at the Service we have all required documents including
 - the completed enrolment form
 - 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 Family Assistance Law that immunisation information held by the Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare subsidy
- Parents must notify the Service 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*
- Unborn children may be placed on the waiting list. If an unborn child is placed on the waiting list, the family must advise the Service of the expected birth date. 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

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



expected birth date. If this information is not provided, then the child and family details will be removed from the list

- National and state legislation in relation to immunisation for childcare
- To attend childcare, children must be fully immunised or on an approved vaccination catch-up program. If a child cannot be immunised due to a medical condition they may still be enrolled at the Service with supporting documentation (Medical Exemption Form). If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service. The child's immunisation history statement will indicate that the child is on a catch-up schedule. [read more [here](#)]
- It is the family's responsibility to keep the Service 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. 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)
3. The full name, address and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee)
4. Full name of the child
5. Child's date of birth
6. Child's birth certificate or passport
7. Child's residency status
8. Child's address
9. Gender of the child
10. Cultural background of the child
11. Provision of care – if care will be a routine and/or casual etc.
12. Session start and end times
13. Complying Written Agreement including fee information
14. Immunisation History Statement or details of exemption
15. Any court orders or parenting agreements regarding the child

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



16. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
17. Any special requirements of the family, including for example cultural or religious requirements
18. The individual needs of a child with a disability or with other additional needs
19. A statement/authorisation indicating the name and address and contact details of any person who is authorised to consent to the administration of medication to the child
20. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
 - medical treatment for the child from a registered practitioner, hospital or ambulance Service
 - transportation of the child by an ambulance Service
21. Child's Medicare number (if available)
22. Specific healthcare needs of the child, including allergies, such as at risk of anaphylaxis, and intolerances
23. Any medical management plan, risk minimisation plan and communication plan for a specific severe healthcare need, medical condition, or allergy, such as an ASCIA Action Plan
24. Details of any dietary restrictions for the child
25. The name, address and telephone number of the child's doctor
26. Authorisation for regular occurring transportation and regular outings/excursions
27. CRN for child and claimant
28. Child health record

ORIENTATION OF THE SERVICE

During the orientation of the Service, families will:

- be provided with the enrolment form to be completed or shown how to complete this through an online platform
- have Child Care Subsidy explained to families and assistance may be offered to assist with the application process
- be provided with an outline of the Service policies which will include key policies such as:
Payment of fees, Child Protection, Sun Safe, Incident, Injury, Trauma and Illness, Dealing with

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



Infectious Diseases, Administration of Medication and Safe Use of Online Digital Technologies and Online Environment Policies

- be shown the signing in/out process for attendance
- be advised of appropriate clothing for children to wear to the Service, including shoes, hats and sunscreen
- be informed about policies regarding children bringing in toys from home
- be introduced to their child's educators
- be taken on a tour around the Service
- be invited to visit the Service at different times during the day
- be provided with suggestions for developing and maintaining a routine for saying goodbye to their child
- be asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- be informed of the daily report and how parents can view this or informed about the online platform/App the Service may use
- be introduced to the room routine and Service program, including portfolios and the observation cycle
- be informed about Service communication strategies
- be given the opportunity to set goals for their child
- confirm preferred method of communication
- be provided with information and procedures about casual days
- be advised that it is their responsibility to notify the Service of any changes to their current details on enrolment forms (e.g.: new phone numbers).

ENROLMENT PACK

Once the enrolment fee has been paid, families will be provided with an enrolment pack which consists of:

- Family Handbook, which outlines the Service's operation and philosophy
- current fee structure and payment details
- Information about the online App or platform

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- ECA Code of Ethics brochure

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ MANAGEMENT WILL ENSURE:

- that obligations under the Education and Care Services National Law, National Regulations and Family Assistance Law are met
- educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
- families are aware of this *Enrolment Policy* and are advised on how and where the policy can be accessed
- the enrolment form is completed accurately and, in its entirety
- document evidence such as birth certificate or passport is sighted to verify that the child's enrolment details are true and correct
- the child's health record has been sighted and noted on their enrolment record
- authorisations are signed by both parents/guardians
- Quirindi Preschool Kindergarten complies with the *Disability Discrimination Act* and our enrolment policy and practices do not discriminate against children or others with disability
- barriers to access and participation for children with disability are identified and reasonable adjustments to the program and environment is made to allow access and participation in the Service
- a child with medical needs does not begin at the Service unless a medical management plan is received and medication is brought to the Service each day
- the child's medical management plan is recorded, and this information is shared/distributed to educators
- ASCIA Action Plans are completed in full (if relevant)
- *Administration of Medication* forms are completed (if relevant)
- the *Medical Conditions Policy* is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



- risk minimisation plans and communication plans are requested/completed with parents/guardians for children with medical needs before the child begins education and care at the Service
- the appropriate room leader is informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the observation cycle
- the enrolment is lodged through OWNA
- a file for the Child's information is created
- families are made aware that casual days may be offered at the discretion of management and dependent upon licensing requirements and ratios

FAMILIES WILL:

- complete all documentation required by the Service for enrolment
- provide required authorisations as indicated on enrolment form
- confirm enrolment notices and sign CWAs
- notify the Service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date
- ensure two (2) weeks' notice is provided when ending a child's enrolment
- ensure two (2) weeks' notice is provided when changing days of attendance
- be aware of and adhere to *Quirindi Preschool Kindergarten's Family Conduct Guidelines*

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 Service during the day to 'check' in on their child and request help with separation if this is a problem for their child.

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



On the first day, the child and their family will be welcomed by the nominated supervisor and shown where or how to sign their child in/out of the Service.

- 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 bag 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
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

ENDING AN ENROLMENT

- Families are required to provide management with two weeks written notice when withdrawing their child from the Service. The letter must state:
 - the date they are writing the withdrawal notice
 - the child's last day of attendance.
- Written withdrawal notification can be emailed or handed to management
- This letter will be placed into the child's file and archived once they have left the Service
- All records related to a child's enrolment must be kept securely until the end of 3 years after the last day of the child's attendance
- Management will add an end date into the Service software program to ensure compliance with the Family Assistance Law
- Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the Service during those two weeks
- A final account is to be processed by administration and noted on the withdrawal form. The final account is to be issued immediately to the family advising of the balance (payment is due or no payment due as applicable)
- A copy of the final account and withdrawal form is to be kept in child's file
- Families must ensure the account is paid prior to final attendance
- If payment has not been received, the debt recovery process is to start immediately
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



Service will immediately contact the parent/authorised person/s to discuss all options. This may include the termination of the child's position.

EMPLOYEES WITH CHILDREN AT THE SERVICE

Employees are welcome to enrol their child at the Service, however, if an employee is terminated from their position, the Service reserves the right to terminate the child's position due to conflict of interest.

WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE

- If a family has accepted the offer of a placement, then decides to withdraw from the Service before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks holding deposit is payable to the Service and is non-refundable.

CONTINUING ENROLMENT FOR THE NEW YEAR

- Prior to the end of each year, families will be provided with a letter to confirm their child's continuing enrolment for the New Year.
- Failure to return this letter may result in their child not being considered for a future position.
- Families with children going to school the following year will be required to complete the Re-enrolment form confirming that their child will be going to school the following year, adding an end date to their child's care

TERMINATION OF CHILD'S ENROLMENT

Quirindi Preschool Kindergarten has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached.

This may include:

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- if a parent knowingly brings their child ill to the Service
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*
- failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule).

Management or the nominated supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

- Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.
- Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Enrolment Policy* will be updated and reviewed annually, or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from

Quirindi Preschool Kindergarten Inc
49 Allnutt Street Quirindi NSW 2343
PO Box 157
Quirindi
P: 02 6746 1894
E: admin@quirindipreschool.nsw.edu.au
ABN: 30 019 580 932



children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

SOURCES

Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)
Australian Children's Education & Care Quality Authority. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.
Australian Children's Education & Care Quality Authority. (2022). The Disability Discrimination Act: [What do Children's Education and Care Services Need to Know?](#)
Australian Government Department of Education.(2025) [Child Care Provider handbook](#)
Australian Government Department of Education (2021). [Guide to Additional Child Care Subsidy \(child wellbeing\)](#)
Australian Government Services Australia. [How to get Immunisation history statements](#).
Department of Human Services (Centrelink). [Child Care Subsidy](#)
Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations](#). (Amended 2023).
National Centre for Immunisation Research and Surveillance. (2021). [No Jab No Play, No Jab No Pay](#)
NSW Government Health. (2019). [Questions and answers about vaccination requirements for child care](#)

REVIEW

POLICY REVIEWED BY	Kirstyn Sampson	Director/NS	10/7/26
POLICY REVIEWED	JULY 2026	NEXT REVIEW DATE	JULY 2027
VERSION NUMBER	VJULY26		
MODIFICATIONS			
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	