

Early Childhood Services & Outside School Hours Care

Policy Document

Enrolment and Orientation			
Policy Hierarchy link	Education and Care Services National Law Act 2010: Education and Care Services National Regulations 2011: Regulations – 157 Access for parents 160 Child enrolment records 161 Authorisations to be kept in enrolment record 162 Health information to be kept in enrolment record 168(2) (k) Enrolment and orientation 177 Prescribed records 183 Storage of records and other documents National Quality Standard: Quality Area 4: Relationships with Children-Standard 4.2 Quality Area 6: Collaborative Partnerships with Families and Communities-Standard 6.1 Quality Area 7: Leadership and Service Management-Standard 7.3 Privacy Act 1988 Health Records and Information Privacy Act 2002 Family Assistance Law		
	Version	Authorised by	Effective Date
	4	SCECS Management	August 2026
			August 2029

1. BACKGROUND

Enrolment and orientation procedures form the foundation for strong relationships between families and early education and care settings and promote a quality experience of education and care for children. Good procedures include consistent information around service operation and authorisations promoting compliance and a safe and secure environment for children and families.

2. POLICY STATEMENT

SCECS will implement a process to ensure enrolment and orientation processes are planned and implemented in to meet the needs of the child and family as well as ensuring all legislative requirements. We will ensure:

- Children are provided with support and comfort to settle into the service and establish new friendships and relationships;
- A thoughtful process is planned in consultation with families, to assistance in separating from their child;
- Educators are provided with clearly explained enrolment processes; time to get to know families before children start; strategies to support families in introducing children to our service, time to develop close professional relationships with families; support from referral agencies; and information about custodial issues;
- Due consideration is given to culture and language in undertaking processes;

3. HOW THE POLICY WILL BE IMPLEMENTED

3.1 Enrolment Form

Each enrolling family must complete the enrolment form. Where enrolling families are not fluent in English the enrolment meeting will, wherever possible be conducted in the families primary language. At enrolment, parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.

The enrolment record will include the following information for each child:

- Full name, date of birth and address of the child.
- Name, address and contact details of each parent of the child; any emergency contacts; any person nominated by the parent to collect the child from the service; any person authorised to consent to medical treatment or to authorise administration of medication to the child; any person authorised to give approval for an educator to take the child out of the service; any person who is authorised to authorise the service to transport the child or arrange transportation of the child.
- Details of court orders, parenting orders or plans relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.
- Details of court orders relating to the child's residence or contact with a parent or person.
- Gender of the child.
- Language used in the child's home.
- Cultural background of the child and child's parents.
- Any special considerations for the child (e.g. cultural, religious or dietary requirements or additional need).
- Authorisations for our service to seek medical treatment for the child from a

registered medical practitioner, hospital or ambulance service, and transportation of the child by an ambulance service.

- Authorisation for the service to take the child on regular outings.
- Name, address and telephone number of the child's registered medical practitioner or medical service.
- Child's Medicare number (if available).
- Details of any specific healthcare needs of the child including any medical condition.
- Details of any allergies or anaphylaxis diagnosis.
- Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.
- Details of dietary restrictions for the child.
- Immunisation status of the child.
- Noted sighting of health record for the child by approved provider or educator/staff.

A Privacy Statement attached to the enrolment form which details:

- The name and contact details of the service;
- The fact that enrolling parents/guardians are able to gain access to their information;
- Why the information is collected;
- The organisations to which the information may be disclosed;
- Any law that requires the particular information to be collected;
- The main consequences for not providing the required information.

Enrolment Forms will be updated annually or when a family's circumstances change, to ensure information is current and correct.

3.2 Custody Arrangements

The Education and Care Services National Law requires our service to have details of all custodial and access arrangements.

- Enrolling family members are responsible for informing the Coordinator/Director of custody and access arrangements on enrolment, and must advise the Coordinator/Director immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the Coordinator/Director and a copy will be maintained in the child's enrolment record.

3.3 Orientation

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.

Our service will provide options for orientation to the education and care service for families, which includes:

- Inviting new families to visit the service with their child at times that suit them, to familiarize families with the service prior to the child's attendance.
- Providing all new families with a conducted tour of the premises, which include introductions to other educators, children and families, and that highlights specific policies and procedures that families need to know about our service.
- Ensuring each family has a copy of the Family Handbook and an opportunity to have any questions answered.
- Supporting family members, the opportunity to stay with their child during the settling in process.
- 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 the service.

4. ROLES AND RESPONSIBILITIES

Role	Authority/ responsible for
Approved Provider	• Ensure the service operates in line with Education and Care services National Law and National Regulations 2011 with regard to the delivery and collection of children at all times. • Providing opportunities (in consultation with the Nominated Supervisor and staff) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program. • Ensuring that enrolment records (refer to Definitions) comply with the requirements of Regulations 160,161,162. • Ensuring that the enrolment records (refer to Definitions) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Regulation 183). • Ensuring that parents/guardians of a child attending the service can enter the service premises any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (Regulation 157).
Nominated Supervisor/ Responsible Person	• Providing enrolment application forms. • Maintaining a waiting list. • Collecting, receipting and banking enrolment fees. • Offering places in line with this policy and providing relevant paperwork to families in accordance with this policy. • Providing a monthly report to the approved provider regarding the status of enrolments. • Storing completed enrolment application forms (refer to privacy and confidentiality policy).

Role	Authority/ responsible for
All educators	• Acting in accordance with the obligations outlined in this policy • Responding to enrolment enquires on a day-to-day basis and referring people to the person responsible for the enrolment process as required. • Ensuring that enrolment forms are completed prior to the child's commencement at the service. • Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (Regulation 157) • Developing strategies to assist new families to: -feel welcome into the service; -become familiar with service policies and procedures; -to develop and maintain a routine for saying goodbye to the child • Providing comfort and reassurance to children who are showing signs of distress when separating from family members • Sharing information with parents/guardians regarding their child's progress with regard to settling into the service.
Families	• Reading and complying with this policy.

5. RESOURCES/REFERENCES

Australian Children's Education and Care Quality Authority (ACECQA) – www.acecqa.gov.au

6. MONITORING, EVALUATION AND REVIEW

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of gaps, the service will review this policy every three years.

In accordance with R. 172 of the *Education and Care Services National Regulations*, the service will ensure that families of children enrolled in the service are notified at least 14 days before making any change to a policy or procedure

that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

The authorisation and amendment history for this document must be listed in the following table:

Version	Authorised by	Approval date	Sections modified
2	SCECS Management	Mar 2022	Scheduled review
3	SCECS Management	Apr 2025	Authorisations better defined
4	SCECS Management	Aug 2026	Federal Government priority of access references removed.