



Emmerick Street Community Pre-School

15 Emmerick Street, Lilyfield

Policy

Policy Name:	ENROLMENT AND ORIENTATION
Policy Number:	QA 6 001
Quality Area:	6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITY
Date Developed:	FEBRUARY 2012
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Review Date:	AS NEEDED

ENROLMENT AND ORIENTATION 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 Preschool. 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 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.

LEGISLATIVE REQUIREMENTS/EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
S175	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
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

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
Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

Children's Belongings Policy Control of Infectious Disease Policy Dealing with Complaints Policy Excursion/Incursion Policy Family Communication Policy Immunisation Policy	Incident, Injury, Trauma and Illness Policy Interactions with Children, Families and Staff Policy Medical Conditions Policy Payment of Fees Policy Privacy and Confidentiality Policy Safe Transportation Policy Sick Children Policy Sun Safe Policy
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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, Approved Provider, Nominated Supervisor, management, and visitors of the Preschool.

IMPLEMENTATION

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

Our Preschool 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 preschool
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained

ENROLMENT

To secure a child's position families are required to pay an administration fee and a bond.

When 4 weeks' term notice of withdrawal is given, the bond will be refunded if all accounts are up to date.

When a family has indicated their interest in enrolling their child in our Preschool, we will organise an enrolment meeting to share information and build relationships.

- Families will be provided with a range of information about the Preschool which may include:
 - the service philosophy, inclusion, programming methods, incursions, excursions, fees, policies, procedures, SunSmart requirements, regulations and the licensing and assessment process for NSW, Early Years Learning Framework, the National Quality Framework, signing in and out procedure, routines, educator qualifications, introduction of educators, the management committee, and educator and parent communication strategies.
- 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
- Families will be invited to bring their child into the Preschool at a time that is mutually convenient to familiarise themselves with the environment and educators as part of the Orientation process
- 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.
- If the child attends two preschools that family can only claim any funding for one nominated preschool.
- 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
 - birth certificate or passport
 - Health Care Card specific to the child if applicable
 - 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 Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Preschool.
- Parents must notify the Preschool 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*.
- National and state legislation in relation to immunisation for childcare
- (NSW) To attend childcare/preschool, 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.
- Children may be placed on the waiting list from two years old only. It is the responsibility of the parent to inform Management of any changes to a waitlist application after it has been submitted. If up to date information is not provided, then the child and family details will be removed from the list.

- It is the family's responsibility to keep the Preschool 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, work hours and educational qualifications
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)
4. The full name, address and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee)
5. Full name of the child
6. Child's date of birth
7. Child's birth certificate or passport [to be sighted to verify child's enrolment and a copy placed on file]
8. Child's residency status
9. Child's address
10. Gender of the child
11. Cultural background of the child
12. Provision of care – if care will be a routine and/or casual etc.
13. Session start and end times
14. Complying Written Agreement including fee information
15. Immunisation History Statement
16. Any court orders or parenting agreements regarding the child
17. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
18. Any special requirements of the family, including for example cultural or religious requirements
19. The individual needs of a child with a disability or with other additional needs
20. 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
21. 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

22. Child's Medicare number (if available)
23. Specific healthcare needs of the child, including allergies and intolerances
24. 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.
25. Details of any dietary restrictions for the child
26. The name, address and telephone number of the child's doctor
27. Authorisation for regular occurring transportation and regular outings/excursions
28. Form to nominate a preschool to receive funding (only one can be claimed from)

ORIENTATION OF THE SERVICE

During the orientation of the Service, families will:

- be provided with the enrolment form to be completed
- be provided with an outline of the Service policies which will include key policies such as: *Payment of fees, Sun Safe, Incident, Injury, Trauma and Illness, Control of infectious diseases, Sick Child and Administration of Medication*
- shown the signing in/out process for attendance
- advised of appropriate clothing for children to wear to the Preschool, including shoes, hats and sunscreen
- informed about policies regarding children bringing in toys from home
- introduced to their child's educators
- taken on a tour around the Preschool
- invited to visit the service at different times during the day
- provided with suggestions for developing and maintaining a routine for saying goodbye to their child
- asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- informed of the portal Storypark an online platform/App the Service may use to track information about their child in regards to overall developmental observations.
- introduced to the routine and program, including Storypark and the observation cycle
- informed about Preschool communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals for their child

MANAGEMENT WILL ENSURE:

- 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
- authorisations are signed by both parents/guardians if applicable

- 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 Preschool
- 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
- 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
- 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 Preschool
- the team 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
- a file for the Child's information is created

FAMILIES WILL:

- complete all documentation required by the Preschool for enrolment and notify of any changes to the child's enrolment at any time.
- provide required authorisations as indicated on enrolment form
- 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.

ENROLMENT RECORD KEEPING

Our *Record Keeping and Retention 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 and the team will devise a plan of orientation in the best interests of the child. This plan will be modified and altered according to the child is settling in. There will be open lines of communication throughout the early days of settling a child in. The family will be reassured they can speak

to their child's educator at any time; contact the preschool 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 preschool team and shown where or how to sign their child in/out of the preschool.

- They will be greeted by an educator and walked through the preschool.
- Educators will ensure information about the child's first day is shared with parents at pick up time.
- Management will ensure the family has been effectively orientated and check this alongside the orientation checklist to ensure all required documents and information has been received from families.

Waiting list

Children must be at least 2 years old to be placed on the waiting list

Waiting List Application Procedure

1. Families take an application by:
 - Printing the form from the service website; or
 - Collecting a hard copy from the Preschool office.
2. New Families as well as existing families with siblings, **MUST** return the completed 'Waitlist' application form with the wait list application fee (See Service Fee Policy). The wait list application will then be processed and the child will be placed on the waitlist.

Enrolment

After the availability of a position and consideration of order of priority by the Director, the child/ren may be offered a position at the Preschool.

Enrolment Procedure –

Enrolment will be offered to children in line with the following order of priority of access:

- **PRIORITIES FOR FILLING PLACES- PRIORITY AND ACCESS GUIDELINES**

From the Department of Education:

- Children who are at least 4 years old on or before the 31 July in that preschool year and not enrolled or registered at a school
- Children who are at least 3 years old on or before 31 July in that preschool year and are:
 - Children from low-income families
 - Children with an Aboriginal and Torres Strait Islander background
 - Children with disability or additional needs.
- Children who are at least 3 years old on or before 31 July in that preschool year with English language needs
- Children who are at risk of significant harm (from a child protection perspective).

There is no order of priority assigned to the list of points above. Priority must be given to the groups outlined above before any other groups, including 3-year-olds not eligible for equity loading.

Emmerick Street Preschool Guidelines:

The preschool offers a 'Two Year' program and priority will be given to children who are enrolled from the beginning of any given year to complete 2 years.

Families who decide on additional time (after the full 2 calendar year program) may not be able to secure a position for their child in the new calendar year. All efforts will be made to accommodate where possible.

- **For the 4–5-year-olds Monday to Wednesday:**
 - Children turning 5 take priority over children turning 4;
 - Children must be at minimum turning 4 years old that year; but
 - Children turning 4 by 31st of July that year take priority over children turning 4 later in the year.
 - If your child is offered a position in the Monday to Wednesday group and a family decides to request an additional year, this position can not be guaranteed for the following year (priority will be given as per priority of access guidelines).

- **For the 3–4-year-olds Thursday to Friday:**
 - Children must turn 3 or 4 during the year of enrolment;
 - A priority of placement will be given to children who are 3 years of age or closest to 3 years of age before the 30th April.
 - Any child turning 3 up until April 30th will not be able to start until they are 3 years of age.
 - Any child turning 3 up until April 30th will be subject to payment of full term fees and levies up until the commencement of their first day of preschool.
 - Children enrolled in the Thursday/Friday group will be given priority to attend in the Mon-Wed group for the following year.

- The date in which children's names have been placed on the waiting list, starting from the earliest date.
- Children can only be offered a position if we have obtained a waitlist and receipt of fee paid from the family, this includes siblings.
- Siblings of enrolled or past students who turn 3 years old prior to the 30th of April may get priority for a position. The age of the child will be considered as well as the needs of the preschool.
- When siblings of Emmerick Street children turn two years of age, they can be placed on the waitlist. It is the responsibility of the family to return the paperwork and payment before being considered for any positions.
- The chronological order in which children's names have been placed on the waiting list may also be applied.

- Children's gender may only be used as selection criteria to ensure there is not a large majority of one gender.
- Any position that has been accepted for a child but the child is not starting until a later date will incur the current term fees and levies, unless other arrangements have been made with the Director.
- The Director will have the final discretion of the overall placements according to the needs and capacity of the preschool at any time.

Enrolment Procedure

1. The family will be contacted via email and asked to accept the offer of the position, with the need for their child to be toilet trained brought to their attention.
2. The position will be held for ONE week for the family to accept the offer of the position.
3. Families have 24 hours to respond to the phone call. Failing to do this will result in the position being offered to the next child on the list.
4. If the family does not accept the position they may choose to leave their child on the waiting list and the next child on the list will be offered a place.
5. Following the acceptance of an offer the Director or Administrator will email an enrolment package. The Director or Administrator will advise the family of the enrolment fee and bond needed to secure their child's enrolment and that the position will be held for 2 weeks to allow the placement holding fee to be paid and enrolment form with supporting documents to be returned.
6. The placement in both groups will be secured with payment of the placement enrolment fee. Failure to do so may result in a loss of the enrolment.
7. New families will be offered to attend an orientation meeting for parents and children in term 4 of the year before their child will be enrolled.
8. Child orientations for the 3 – 4 year old group will occur over the first few weeks in Term One. The children will attend for shorter days as specified in each year's orientation plan.
9. Children starting throughout the year will have an orientation with a plan for each individual family, for example, shorter days. Families will receive orientation information and will meet with a team member to go over important information.

The enrolment pack for new families will include:

- An enrolment form that includes authorisations;
- Family Handbook, which outlines the Service's operation and philosophy
- Information about the online App or platform (if applicable)
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- Social Story about the preschool
- Lunchbox and Snack ideas

- Current Service fee policy and payment details;
- BCA membership application;
- Nomination to the committee of BCA application;
- Parent Service Agreement
- Policies including, but not limited to, those required under Regulation 168;
- Information on National Quality Framework, National Quality Standards, and the EYLF or Link
- ECA Code of Ethics brochure/Link
- Enrolment checklist.

The information in the enrolment package is retained by the family for future reference.

Prior to conducting the orientation meetings the Director should consider the language and cultural needs of each family. If needed, a translator and/or an alternative time and/or venue for the orientation will be provided.

Families must provide the following, prior to the agreed start date for the child:

- An enrolment fee and all other related fees as set out in the service fee policy;
- A completed enrolment form including authorisations;
- A current Australian Immunisation History Statement (AIR). For more information

<https://www.humanservices.gov.au/individuals/enablers/immunisation-history-statements/40556>

- Birth Certificate, Passport or other identification;
- Current contact information for parents and emergency contacts; and
- Information on children's additional needs (including medical conditions, health and developmental concerns).

This information will be kept at the Preschool in accordance with policies and the Education and Care Services National Regulations 2011.

Prior to formally commencing at the Preschool:

1. Educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required; sign risk minimisation Plan if required.
2. The Director will organise 2 groups to visit the Preschool. Parents and children orientations in Term 4 for all new parent/carers and their children starting in term 1 the following year (see below for details);

Family/Child Orientations

A family/child orientation will be held in term 4 for parents of children in the year before their child/ren will be starting preschool. During these orientations, the team will provide

the visiting family with a tour of the Preschool environment and information that may include:

- Service philosophy and curriculum;
- Relevant policies;
- Approaches to documentation, curriculum and planning;
- Introduction to educators and staff;
- The physical environment;
- Toilet training;
- Daily routines;
- Administrative matters, cost, and fee payment methods; and
- How to provide feedback.

Orientation Preschool Schedule

To help children settle into Preschool our education and care service carefully plans an 'Orientation Schedule' to support your child over a 4/5 week period. This plan is in the best interests of your child to help them develop trusting relationships with team members at the preschool.

Orientations sessions are structured as follows:

- Orientation sessions run from the first Thursday of term 1;
- The Orientation Plan will be sent to families outlining the times;
- The 3–4-year-old class of children will be divided into two groups to attend one of the orientation sessions;
- Children will have time during the orientation to explore the preschool at their own pace with a parent;
- Teachers will take this time to talk to parents and children. The team may write notes to learn about your child and family;
- Children in the 3- 4-year-old group will then start their first Preschool day as specified by the Director and families will follow the 'Orientation Schedule' (that will be sent to all families).

Withdrawal from Enrolment

If a family decides to withdraw their child during the end of year school holidays, they will lose their holding fee. Final decision, however, lies with the Director. The Director will advise families of this before they pay the placement holding fee. If families decide to withdraw their child during term time they must follow the guidelines as specified in the Preschool fees policy: 4.12 Withdrawal from Preschool.

Toilet Training

As we do not have access to nappy changing facilities, children **must** be toilet trained before they start at Emmerick Street Community Preschool.

Being toilet trained is defined as a child not needing pull ups or nappies, having the understanding to identify when they need to pass urine and/or faeces and the skills to do this independently. We understand that accidents do happen and staff may help with wiping children's bottoms and limited undressing/dressing but are not expected to change nappies

or pull ups. It is expected that children can manage their toileting independently from their start date at Preschool.

The Nominated Supervisor will:

- Inform families, during the enrolment procedure and orientation process, of the requirement for their child/ren to be toilet trained before they commence Preschool.
- Inform families that their child's start date may need to be delayed depending on the progress of toilet training, however full-term fees will need to be paid as per our fees policy.

Families will:

- Ensure their child is toilet trained before their start date.
- Contact the Preschool, if their child needs to reschedule his or her start date due to delays in toilet training.
- Required to pay term fees if their child's start date has been delayed due to the need for toilet training.

SOURCES

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REVIEW

POLICY REVIEWED BY	Simone Delagarde	Teaching Director	July 2023
POLICY REVIEWED	July 2023	NEXT REVIEW DATE	When Needed
VERSION NUMBER	V2		
MODIFICATIONS	<ul style="list-style-type: none"> Additional statement added to role of AP and Management re: children with disability and compliance with Disability Discrimination Act 1992 Added that evidence such as birth certificate/passport will be sighted and a copy kept on file 		
OCTOBER 2020	Family Law inclusions Additional section related to CWA and ACCS	SEPTEMBER 2021	
SEPTEMBER 2020	<ul style="list-style-type: none"> Activity test requirements valid until 4 October 2020 minor editing changes sources checked for currency included further information regarding CWAs 	SEPTEMBER 2021	
JULY 2020	<ul style="list-style-type: none"> additional information included about enrolment, CCS application process, Activity Test, Complying Written Arrangement (CWA), and immunisation requirements rewording of some content deleted sections that were repetitive order changed for some items required for the enrolment of the child 	SEPTEMBER 2020	
SEPTEMBER 2019	<ul style="list-style-type: none"> Priority Access Guidelines removed -new information added Grammar, punctuation and spelling edited. Additional information added Points re-ordered for better flow Sources/references corrected, updated, and alphabetised References to 'conscientious objection' updated New reference/source added Related policies alphabetised 	SEPTEMBER 2020	
SEPTEMBER 2018	<ul style="list-style-type: none"> Included a statement referring to CCS Written Arrangement updates/changes on page 5. 	SEPTEMBER 2019	
MAY 2018	<ul style="list-style-type: none"> Updated to comply with Child Care Subsidy changes. 	SEPTEMBER 2018	
OCTOBER 2017	<ul style="list-style-type: none"> Updated the references to comply with the revised National Quality Standard 	SEPTEMBER 2018	
AUGUST 2017	<ul style="list-style-type: none"> Changes made to comply with Department of Human Services. Included information about benefits for families 	SEPTEMBER 2018	