

Enrolment and Orientation Policy

Quality Area 6: Collaborative partnerships with families and communities.

Standard 6.1: Respectful relationships with families are developed and maintained and families are supported in their parenting role.

Element 6.1.1: Families are supported from enrolment to be involved in the service and contribute to service decisions.

Standard 6.2: Collaborative partnerships enhance children's inclusion, learning and wellbeing.

Element 6.2.1: Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.

POLICY STATEMENT

The enrolment and orientation period can be an emotionally significant time for children, young people, and families, whether they plan to attend regularly or occasionally. Arabanoo approaches this phase with care, aiming to foster strong partnerships with families. These partnerships enable us to collaboratively work toward achieving consistent, high-quality outcomes for children and young people at Arabanoo.

Enrolment:

Enrolling children is a requirement under Family Assistance Law for all children who attend child care (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 child care service.

Child Care Provider Handbook (May 2023)

An enrolment form is mandatory for each child attending Arabanoo, reflecting the specific arrangement between Arabanoo and the family or individual. Enrolment procedures are designed to guarantee that Arabanoo maintains accurate and comprehensive information about the children under its care, in accordance with National Regulations 160, 161, and 162.

Orientation:

Orientation is a crucial process for gaining essential insights into the unique needs, interests, and strengths of individual children, young people, families, and educators.

The aim of Arabanoo's orientation process is to:

- enable educators/staff to meet and greet children and their families.
- Provide essential operational information.
- form the foundation for a successful and caring partnership between home and the service. support children and young people develop a sense of belonging at our Service.

Definitions

Authorised Nominee – A person who have been given permission by a parent or family member to collect the child from the education and care service (section 170 (5) of the Law).

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CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Service policies/documentation	Other
77, 78, 85, 86, 88, 90, 91, 92, 93, 96, 97, 99, 100, 101, 102, 102D, 157, 158, 160, 161, 162, 168, 173, 177, 181 183.	6.1, 6.1.1, 6.1.2, 6.1.3 6.2, 6.2.3 7.1.1	<ul style="list-style-type: none"> • Service Enrolment form • Fee Policy • Confidentiality Policy • Delivery and Collection and Missing Children Policy • Acceptance & Refusal of Authorisations Policy • Governance & Management Policy • Family Handbook 	<ul style="list-style-type: none"> • Network <i>Record Keeping</i> Factsheet • Child Care Service Handbook (DEEWR) • A New Tax System (Family Assistance) Act 1999 • Child Care Management System
Education and Care Services National Law			
S175			

ENDORSEMENT BY THE SERVICE:

Approval date: Sept 2024

Date for Review: Sept 2026

Policy History

Version 1.0

December 2005, May 2006, March 2007, May 2007, February 2009, August 2010, May 2011, March 2012.

Version 2.0

Overhaul of policies following regulatory changes in 2012. Drafted from the Network template and using the Current Arabanoo Policy Handbook by Sarah Evans. Reviewed by Natalie Slessor and Belinda Edmunds, May 2013.

Version	Date reviewed	Who by	Area changed	Changes made	Authorisation
3.0	12 August 2015	Melanie Murray and Leila Riffi	Various	Changed wording	Kerry Sinclair 12 February 2016
4.0	9 May 2016	Belinda Edmunds, Heather Bennett, Kerry Sinclair, Carey Morton	Paragraph inserted in part f	Allocation of spaces is child specific	Belinda Edmunds 16 May 2016
5.0	2 May 2019	Rowan Friend and Stuart Dodwell	Standards	Updated to the new NQS	Kate Sellick – 8 May 2019
6.0	September 2023	KW OSHC Consulting	Policy Statement	Refined to reflect the	Rowan Friend – 3 Sept 2024

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				sensitive nature of orientation and enrolment processes	
			Definitions / Purpose: Enrolment & Orientation	Updated to be clear about the difference and the aim of Arabanoo	

Enrolment and Orientation Procedure

PROCEDURES

Implementation:

Arabanoo, as required by the Education and Care National Regulations, ensures it has policies and procedures in place for enrolment and orientation (R.168) and takes reasonable steps to ensure those policies and procedures are followed (R.170).

At Arabanoo, enrolments will be accepted if the following conditions are met:

1. The daily attendance does not exceed Arabanoo's licensed capacity.
2. A vacancy is available for the required booking.
3. The educator-to-child ratio is maintained.
4. The child/ young person attends Balgowlah Heights Public School to attend before and after school care.
5. Must be enrolled for the current calendar year in either Primary or Secondary School to attend Vacation Care.
6. Must be in years Kindergarten – Year 7.

(a) Priority of Access Guidelines

Arabanoo aims to assist families in greater need and may prioritise filling vacancies for children and young people who fall into the following categories:

- Those at risk of serious abuse or neglect
- Children of sole parents who satisfy the activity test through paid employment or families where both parents satisfy the activity test through paid employment
- Children in Aboriginal and Torres Strait Islander families
- Children in families that include a disabled person.

(b) Inclusion of children with additional needs

We are committed to ensuring the inclusion and attendance of every child, including those with additional needs. We will apply for inclusion support funding, where necessary, to facilitate each child's inclusion in our program. The allocation of care will prioritise the individual requirements of each child, and our ability to meet these needs. The decision for ongoing arrangements will be collaboratively determined by the Nominated Supervisor, in consultation with the child's family and our educators.

(c) Waiting list

Where demand for care exceeds the service's number of approved places, families will be placed on the service's waiting list. When being entered on the waiting list families will be advised of Arabanoo's Priority of Access Guidelines, and date stamped.

(d) Enrolment

Enrolments will be created in line with the Priority of Access Guidelines and the Child Care Management System (CCMS). There are three enrolment types under the CCMS:

- Formal enrolments
- Informal enrolments
- AMEP/Other enrolments

New families are emailed the current enrolment requirements and complete the online enrolment form.

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Enrolments will not be accepted from families without full completion of the enrolment form. To secure the enrolment, parents/carers are required to become a member of the association and to pay the enrolment fee.

(e) Enrolment records

Families will be asked to provide the following information on the enrolment record:

- The full name, date of birth and address of the child / young person
- The full name/s of parent/s (or the person legally responsible for the care of the child/young person), residential address, and contact details.
- The full name, residential address, and contact telephone number of a person or persons authorised by the parent / guardian who may be contacted in case of an emergency concerning the child / young person if a parent / guardian is unable to be contacted (authorised nominee).
- The full name, residential address and contact telephone number of any person authorised by the parent/guardian to collect the child/young person from Arabanoo (authorised nominee).
- An authorisation indicating the name, address and contact details of any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child/ young person.
- An authorisation and signature by parent/ guardian 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
- An authorisation of any person who is authorised to authorise an educator to take the child / young person outside Arabanoo.
- An authorisation of any person who is authorised to authorise Arabanoo to transport the child / young person (example: excursions).
- Details of any court orders, parenting orders or parent plans regarding the child/ young person.
- The gender of the child / young person
- The language spoken by the child at home.
- The cultural background of the child / young person.
- Any special considerations of the family, including for example cultural or religious requirements.
- Any special considerations for a child with a disability or additional needs.
- Immunisation History Statement
- CRN for child and claimant

Accurate attendance records will be kept, which:

- Record the full name of each child attending the service
- Record the date and time each child arrives and departs
- Are signed on the child's arrival and departure by either:
 - the person who delivers or collects the child, or
 - the Nominated Supervisor or an educator (Regulation 158); and
- Meet the requirements of the Child Care Management System (CCMS)

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(f) Child's attendance once enrolled

The service's responsibility for the child begins when placed in the staff's care by parent or guardian, or when they arrive from school for the afternoon session. If a child is absent on a day they are booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences.

If a child who is enrolled with the service, but is not on the Roll for a particular day, arrives at the service, the Nominated Supervisor, or other relevant staff member will be contacted immediately to see if the child has been booked in for the day. If the child hasn't been booked in staff will contact the child's parent. The centre will care for the child until a parent arrives or alternative arrangements are confirmed.

If a child has not been enrolled they will not be taken into care. (i.e. if their family has not completed an enrolment form). In this case, Arabanoo will contact the school and/or child's parents (if possible) as soon as practicable. Failing this, social services or the police will be contacted.

If a family has more than one child enrolled at the service, they may not swap sessions from one child to another. I.e. if one child has a permanent position and the other does not, or is on the waitlist, the family cannot replace the permanent child with the non-permanent child in that session. This also applies to swapping places with other families. Allocation of spaces for children enrolled with Arabanoo is child specific.

(g) Cancellation of enrolment

Cancellation of an enrolment may be initiated in two different situations:

- A parent advises the service that no further care needs to be provided
- The service identifies that care is no longer required or being provided
(*CCMS Ending Enrolments*)

The family must give two weeks' notice if they wish to cancel a child's enrolment; failure to do so will mean that the security deposit will not be refunded. Refunds may be granted under exceptional circumstances after discussion with the Nominated Supervisor.

CCMS guidelines will be followed once an enrolment is cancelled.

Cancellation of enrolment will automatically terminate membership of the association.

(h) Confidentiality and storage of records

Enrolment information will be kept in strict confidence according to the services Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the period of time specified in the Regulations (Regulations 158, 159, 160, 183).

(i) Orientation

For families enrolling their child for the first time, we will send them the Arabanoo Family Handbook and key policies before the child's first day at the service. This gives families time to read the handbook, prepare for their child's first day, and complete any necessary forms. Additionally, the School organises an annual Kindy/New Child assembly, where Arabanoo will attend to discuss the

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service and answers any questions. Kindy and new families are encouraged to participate in a Service orientation session with their child before their first attendance, typically held in Term 1, Week 1.

During the first visit, new children and parents are guided through the sign-in/out process, ensured that all relevant forms and authorities are signed, given a tour of the Service, and provided with answers to any questions they may have. A staff member introduces the child to others and engages them in an experience, staying with the child until they are settled and comfortable in the new environment. New parents and carers receive a current list of term-time and vacation care enrolment requirements, forms, and links via email.

CONSIDERATIONS

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158, 159, 160, 161, 162, 168, 177, 183.	6.1, 7.2 7.1.1, 7.2.1	<ul style="list-style-type: none"> • Service Enrolment form • Fee Policy • Confidentiality Policy • Delivery and Collection of Children Policy • Acceptance & Refusal of Authorisations Policy • Governance & Management Policy 	<ul style="list-style-type: none"> • Network <i>Record Keeping</i> Factsheet • Child Care Service Handbook (DEEWR) • A New Tax System (Family Assistance) Act 1999 • Child Care Management System

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Procedure History

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		Kerry Sinclair, Carey Morton			
5.0	9 May 2017	Belinda Edmunds and Rowan Friend	Split Policy and procedure	Minor wording paragraph d, f and j	Belinda Edmunds 6 June 2017
6.0	1 Nov 2017	Jane Ellis and Rowan Friend	Eligibility	Changes to Sibling Priority	Belinda Edmunds 13 Nov 2017
7.0	2 May 2019	Rowan Friend and Stuart Dodwell	Standards	Updated to the new NQS	Kate Sellick – 8 May 2019
8.0	September 2023	KW OSHC Consulting	Definitions & Purpose Priority of Access Guidelines Enrolment Records	More clear and concise. Updated to no longer include outdated priority of access guidelines. Includes enrolment record requirements.	Rowan Friend – 3 Sept 2024