



## Enrolment and Orientation Policy

**Policy Number:** 14

**Date Updated:** 12/9/18

### **Rationale and Policy Considerations**

The education and care service supports equal opportunity principles and considers that where possible it has an obligation to promote equal access to the services it provides within Australian Government guidelines. The enrolment process takes into account all requirements of the Education and Care Services National Regulations, and the guidelines contained within the Australian Government Child Care Service Handbook. All records held at the service will be maintained in accordance with Confidentiality and Privacy Policy. The education and care service understands the importance of an orientation process that provides clear guidelines to families to help families and children to settle into the service successfully, and requires that educators sensitively implement the policy to ensure the well-being of the child.

### **Legislation and Government Requirements**

- Federal and State Equal Opportunity Legislation
- Priority of Access Guidelines (Child Care Service Handbook 2011 - 2012)
- Privacy Act 1988 (Cth.)
- Education and Care Services National Law (WA) Act 2012
- Education and Care Services National Regulations 2012

### **Needs**

#### **Children's**

Support and comfort to settle into the service and establish new friendships and relationships; advocacy for child's well-being and protection

#### **Families'**

Enrolment for their child and their siblings; assistance in separating from their child; confidentiality; confirmation that their child has settled; service support in the event of needing additional or emergency care for their child; priority of access if within Australian Government Guidelines.

#### **Educators**

Clearly explained enrolment process; time to get to know families before children start full time care; parent support in introducing children to the education and care service; time to develop close professional relationships with families; support from referral agencies; information about custodial issues.

#### **Management**

To provide a transparent enrolment process for all families; to obtain an equal balance between sound management practices and individual rights.

### **Scope**

All employees and families of Merino Court Childcare Centre

### **Policy Statement**

The enrolment process is open and equitable. Enrolments will be subject to Australian Government priority of access guidelines. In the interests of children's welfare and protection, access to children referred to the service by appropriate agencies will be accommodated wherever possible, whilst still ensuring the safety and care of every child at the service.

Families will be carefully oriented to the service before their children attend. The orientation process is a time for educators to share information with families about how the service operates and how the child is settling

within the service. It is also a time for families to share information about the child and their expectations of the service.

### Policy Principles

- Enrolments will be accepted according to the Australian Government 'Priority of Access'. Parents/guardians will be advised that families of children enrolled with third priority access may be required to alter their days or leave the service in order to provide a place for a higher priority child.
- An **Enrolment Form** and **Registration Agreement** must be completed by each enrolling family.
- **Enrolment Forms** will be updated annually or when a family's circumstances change, to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to this information is available only to the educator, nominated supervisor/coordinator, parent/guardian and authorised Government Officers. Refer also to Confidentiality and Privacy Policy.
- Exclusion of children from the service due to behaviour issues will only occur after all other avenues of communication and support have been exhausted

### Enrolment Process

- Staff will be given training in how to show families around, what information is important to relay and where to find the relevant forms.
- All new families will be shown around the premises with particular attention given to the room the child will be attending.
- Families will be directed to the website for any other question that they may have forgotten to ask.
- A parent pack which has forms to be completed as well as centre information will be handed out to interested families who have not already downloaded them from the website.
- New families will be invited to visit the service with their child at times that suit them, to familiarise families with the service prior to the child's attendance.
- School aged children will be encouraged to be involved in the enrolment of other school children by introducing them to their friends and showing them the routines.
- An enrolment checklist, will be completed for each new family.
- Each room will have a checklist to include new children into their room. Staff will be given the child's enrolment forms to read, to obtain important information relevant to that child's needs.
- Children will have consistent caregivers to develop positive relationships with.
- In consultation with families, children who have not been in care before, will attend for half days until the staff believe they are ready to stay for a full day. They will need to be collected before 12.00pm to avoid disrupting the children who are trying to rest.
- Parents will be encouraged to call and check on their child if they have any concerns.
- The centre policies will be available in the foyer and also on the website for families to read. The enrolment forms contain an acknowledgment that policies have been read. Enrolment will not be complete until this is signed.
- Children's portfolios will be set up digitally within two weeks and families will be shown how to access them (Via the KeptMe app).
- Door code will be issued after first fee payment.
- Families to use doorbell for first few visits to allow all staff to become familiar with them

### Related Documents

- **Education and Care Services National Law (WA) Act 2012** - Part 1 - Preliminary - 3 (3) (a) & (c); 175
- **Education and Care Services National Regulations:** 75; 102; 168(2)(k); 160 - 162, 170-172; 177,181.
- **National Quality Standard for Early Childhood Education and Care and School Age Care (Nov 2010)** - Element 4.2.1; Element 6.1.1; Element 7.3.1; Element 7.3.3;
- **Early Years Learning Framework for Australia** - Practice: Holistic approaches; Responsiveness to children - Outcomes: 1

- **Framework for School Age Care in Australia** - Practice: Holistic approaches; Collaboration with children - Outcomes: 1
- Enrolment forms
- Enrolment checklist for management
- Enrolment checklist for rooms
- Website [merinocourtchildcare.com.au](http://merinocourtchildcare.com.au)

#### Links to Other Policies

The following policies may be linked to this policy:

- Confidentiality and Privacy
- Delivery and Collection of Children
- Equal Opportunity
- Establishing a Protective Environment
- Grievances and Complaints Management
- Health, Hygiene and Infection Control
- Partnership and Communication with Parents
- Payment of Fees
- Records Management

#### Source

[www.pscalliance.org.au](http://www.pscalliance.org.au)

#### Further Sources

**DEEWR Child Care Service Handbook 2011 - 2012;** - Retrieved 9 May 2012, from [www.deewr.gov.au](http://www.deewr.gov.au)

*Section 4.9 Information Management*

*Section 5.5 Key obligations imposed on approved child care services under family assistance law*

*Section 6.3 Priority of access*

*Section 6.10 Reporting of vacancy (availability) data*

*Section 9 Reporting enrolment information*

**Privacy Law** - Retrieved 19 April 2011, from <http://www.oaic.gov.au/> and [www.privacy.gov.au/law](http://www.privacy.gov.au/law)

**UNICEF (n.d.). Fact sheet: A summary of the rights under the Convention on the Rights of the Child.**

Retrieved 19 April 2011, from [http://www.unicef.org/crc/files/Rights\\_overview.pdf](http://www.unicef.org/crc/files/Rights_overview.pdf)

**Early Childhood Australia (ECA). (2005). The Code of Ethics.** - Retrieved 19 April 2011, from [http://www.earlychildhoodaustralia.org.au/code\\_of\\_ethics/early\\_childhood\\_australias\\_code\\_of\\_ethics.html](http://www.earlychildhoodaustralia.org.au/code_of_ethics/early_childhood_australias_code_of_ethics.html)

#### Document History

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