

# ENROLMENT AND ORIENTATION

## POLICY STATEMENT:

*Our service* accepts enrolments to the service without discrimination for primary school age children in accordance with funding priorities and guidelines. An orientation process is in place for children and their families. The purpose of this is to:

1. Enable educators / staff to meet and greet children and their families
2. Provide essential operational information
3. Form the foundation for a successful and caring partnership between home and the service
4. To help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them
  - a. ("My Time, Our Place", Outcome 1)

## PROCEDURES:

### (a) Eligibility

- Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR), these are:
  1. Priority 1 – a child at risk of serious abuse or neglect
  2. Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
  3. Priority 3 – any other child
- Within these main categories priority should also be given to the following children:
  1. Children in Aboriginal and Torres Strait Islander families
  2. Children in families which include a disabled person
  3. Children in families on low incomes
  4. Children in families from culturally and linguistically diverse backgrounds
  5. Children in socially isolated families
  6. Children of single parents.
- As well as the above, the service policy is that children must be enrolled in Primary school (at Belair or Kotara South Public School) in order to be eligible to attend the service and can only be enrolled in Vacation Care if using Before and After school care at Belair or Kotara South centre's. Children starting Kindergarten will not be accepted in Vacation Care until the April break after they have attended Primary School. Year 6 children moving onto year 7 high school the following year are eligible to use the January vacation care period of that year.

## **(b) Inclusion of children additional needs**

Provision of places for children with additional needs will be made wherever possible, with a regular review period. Access to care will focus on the needs of the child and the service's ability to meet these needs. Ongoing arrangements will be at the discretion of the Nominated Supervisor in consultation with management, parents and educators. Where children with additional needs have needs outside of the realm of daily service delivery, the service will seek the assistance from their local Inclusion Support facility to access funding, resources and advice if approved.

## **(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 completing waiting list details families will be advised of the Priority of Access Guidelines.

Waiting lists will be refreshed and reassessed annually. Once a before or after school care position becomes available an email sent or phone call will be followed through with a reply deadline. If the service does not receive a reply by email / mail or return phone call, families will be removed from the list, as it is presumed the family is no longer requiring care. It is the responsibility of the parents / guardians to keep contact details updated with the service.

## **(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:
  1. Formal enrolments
  2. Informal enrolments
  3. AMEP/Other enrolments
- Enrolments will not be accepted from families without full completion of the enrolment form. To secure the enrolment, parents are required to pay the enrolment fee decided by the service. Information about fees is included in the Fee Policy.
- Educators will use the enrolment process as a way to find out information about the child in regards to their likes, dislikes, strengths, interests, needs etc. The service will use this information to make the child feel safe and comfortable during their time in the service, particularly when they are new to the service.

## **(e) Attendance and enrolment records**

Accurate attendance records will be kept, which:

1. Records the full name of each child attending the service
2. Records the date and time each child arrives and departs
3. Is signed on the child's arrival and departure by either:
  - the person who delivers or collects the child
  - the Nominated Supervisor or an educator (Regulation 158); and
  - Meets the requirements of the Child Care Management System (CCMS)

An enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.

**(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 to be absent on a day they are normally 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 listed as attending for a particular day arrives at the service, the Nominated Supervisor or other relevant staff will be contacted immediately to see if the child has been booked in for the day and there has been a booking error.
- If a child has not been enrolled for a particular day, they must not be taken into care under any circumstances unless their booking is verified with their parent. In this case, please contact the school and/or child's parents (if possible) immediately.

**(g) Cancellation of enrolment**

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

1. A parent advises the service that no further required care needs to be provided.

The family must give two weeks notice if they wish to cancel a child's enrolment and normal fees are due for the period. A relinquishment form must be completed by the parent & signed by the Nominated or Certified supervisor.

OR

2. The service identifies that care is no longer required or being provided.

*(CCMS Ending Enrolments)*

In this case for example if a family advise staff verbally or in writing that they require care to be placed on hold with reasoning at the discretion of Nominated supervisor & fail to return to care at the centre within 1 school term or time frame decided by Nominated supervisor the placement will automatically be terminated & notification in writing will be sent to the family including any recovery of unpaid fee's.

- CCMS guidelines will be followed once an enrolment is cancelled.
- Should the need arise for a child's enrolment to be cancelled by the service due to extenuating circumstances such as behaviour management, the service will follow the Behaviour Guidance policy and procedures.

**(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**

- Families who are enrolling their child for the first time will be sent the Parent Handbook and directed to the OOSH website to view the key policies for families prior to the child's first day at the service. Families should read this handbook so that their child is prepared for their first day at the service and to give them time to complete all relevant forms.
- Parents should advise staff when they are greeted that it is their child's first day at the service and the educators will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the service. The parent will then meet with the Nominated Supervisor, who will answer any questions the parent may have. The staff member will introduce the child to the other children and engage them in an activity. The staff member will remain with the child until they are settled and comfortable in the new environment.
- Educators will introduce the child to other children and engage them in an activity. The educator will remain with the child until they are settled and comfortable in the new environment. Educators will carefully monitor the child whilst in the service to ensure they are settling in.

**CONSIDERATIONS:**

<b>Education and Care Services National Law &amp; Regulations</b>	<b>National Quality Standards &amp; Elements</b>	<b>Links to other Service Policies</b>	<b>Other Documentation/ Evidence</b>
S175  R155, 156, 157, 158, 160, 161, 162, 168, 177, 183.	Standards 1.1, 2.1, 4.1, 5.1, 5.2, 6.1  Elements 1.1.2, 2.1.1, 4.1.2, 5.1.1, 5.1.2, 5.2.1, 5.2.2, 6.1.1, 6.1.2	<ul style="list-style-type: none"><li>• Fee Policy</li><li>• Confidentiality Policy</li><li>• Delivery and Collection of Children Policy</li><li>• Acceptance &amp; Refusal of Authorisations Policy</li><li>• Governance &amp; Management Policy</li><li>• Communication with Families Policy</li><li>• Interactions with Children Policy</li></ul>	<ul style="list-style-type: none"><li>• Network Record Keeping Factsheet</li><li>• Child Care Service Handbook (DEEWR)</li><li>• Service Enrolment form</li><li>• Family Handbook</li></ul>

**ENDORSEMENT BY THE SERVICE:**

**Approval Date: April 2019**

**Date for Review: April 2022**