

# Enrolment & Orientation Policy and Procedure



<b>Policy Relevant to:</b>	All staff, Educators & families
<b>Last Reviewed:</b>	June 2021
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<b>NQF:</b>	77-80, 88, 90, 92, 93, 97, 99-102, 157, 160-162, 168, 173, 177, 181, 183
<b>NQS:</b>	6.1, 6.1.1, 6.1.2, 6.1.3, 6.2, 6.2.3
<b>National Law:</b>	Child Care Subsidy Secretary's Rules 2017 A New Tax System (Family Assistance) Act 1999 Family Law Act 1975 See all related legislation for Child Care Provider Handbook in Appendix 1 <a href="https://www.education.gov.au/child-care-provider-handbook-0">https://www.education.gov.au/child-care-provider-handbook-0</a>

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 Adventure Patch services. Such partnerships enable our services and families to work toward the common goal of promoting consistent quality outcomes for individual children and Adventure Patch services.

## 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 Adventure Patch services to promote positive outcomes for children whilst adhering to legislative requirements.

## Enrolment

In line with the Child Care Provider Handbook (June 2019) 'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (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 childcare service.' An enrolment notice is required for each child attending the service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

## Implementation

Our services accept enrolments of children of the following ages:

Service Type	Age Range	Other Notes
Long Day Care	Six weeks to six years of age	Where a child commences kindergarten, they will be accepted at LDC on days that they are not attending school and during school holiday periods up until the end of Term 1 in the year they commence Kindergarten.



Before School Care and After School Care	Four to twelve years of age	Children who attend Kindergarten to Grade 6 at a Tasmanian Primary School
Vacation Care	Four to twelve years of age	Where a child is in kindergarten, they will not be accepted at Vacation Care until they have completed one full Term of kindergarten and may commence vacation care from the end of Term 1 that year
Family Day Care	Six weeks to twelve years of age	A child may attend until they reach the age at which they finish Primary School.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the licensed capacity of the Service
- A vacancy is available for the booking required
- The adult to child ratio is maintained
- Priority of access guidelines are adhered to

As part of the enrolment process, families must participate in an orientation process. The orientation process is an opportunity to build relationships and share relevant information regarding the needs and interests of each child.

## Implementation

### Priority of Access

Where there is a wait list or where a number of parents are applying for a limited number of vacant places at the service, the Australian Government 'Priority of Access Guidelines' ([www.education.gov.au](http://www.education.gov.au)) will be used. Parents will be notified of the Australian Government 'Priority of Access Guidelines' on enrolment of their child at the service.

### Priority of Access Guidelines

Our service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

*First Priority:* a child at risk of serious abuse or neglect.

*Second Priority:* a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

## Enrolment procedure:

When a family has indicated their interest in enrolling their child in our services, the enrolment team makes contact with the family to establish a relationship and determine how our services can provide the care needed for their child:

- Families will be emailed an application to enrol to provide details about the care requirements they have for their child. The family will also be sent links to our website to view information about the services we provide.
- Families will be invited to ask questions and seek any further information they may require.



- When the application to enrol has been received, families will be provided with possible vacancies and start date if the service required has availability that meets their needs. If the service does not have available space for the care needs of the family, the child will be added to the waiting list. The family will be emailed a confirmation that their child has been added to the waiting list and informed that the service will contact them when space becomes available.
- Families will be emailed the link to complete an enrolment form if space is available at the service that meets their care needs.

### **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 [delete if not required in your state/territory]
3. The full name, 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 residency status
8. Child's address
9. Gender of the child
10. Cultural background of the child
11. Provision of care – if care will be a routine and/or casual etc.
12. Session start and end times
13. Complying Written Agreement on fee information
14. Immunisation History Statement
15. Any court orders or parenting agreements regarding the child
16. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
17. Any special requirements of the family, including for example cultural or religious requirements
18. The individual needs of a child with a disability or with other additional needs
19. A statement indicating parental permission for any medications to be administered to the child whilst at the Service. [Only a parent on the enrolment form can authorise the administration of medication.]
20. 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
21. Child's Medicare number (if available)
22. Specific healthcare needs of the child, including allergies and intolerances
23. 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.



24. Details of any dietary restrictions for the child
25. The name, address and telephone number of the child's doctor
26. Authorisation for regular occurring outings/excursions
27. CRN for child and claimant
28. Child Care Subsidy Assessment confirmation

- Upon receipt of the completed enrolment form the Enrolment Team will review all relevant information. It is a legal requirement that prior to the child starting at our service we have all required documents including:
  - the completed enrolment form
  - medical management plans (if relevant) completed by the child's general practitioner
  - a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age
  - details of any court orders, parenting orders or parenting plans
- The Enrolment Team will review the information provided to determine if Additional CCS is required or if the child/ren will access WT Funding.
- If Additional CCS is required a Letter of Supporting is obtained from the Support Service (E.g. Child Safety Department) by the Enrolment Team.
- The Enrolment Team set up PRODA. Supporting evidence uploaded to gain Determination for Additional CCS.
- The Enrolment Team will contact the relevant service and confirm the requested booking/s.
- The Enrolment Team will create the CCS enrolment to generate Complying Written Agreement (CWA) in Xplor.
- The Welcome email is sent to the parent/caregiver including the following information:
  - service enrolled in, session times, days, room (If Applicable) & fees.
  - Information on accessing Xplor (Child Care Management System)
  - Information on accessing CCS and the approval of the CWA and enrolment through MyGov (Children enrolled under WT Funding do not need a CWA)
  - Instructions on how to set up payment information in Xplor for direct debit.
- The Assistant Director/Coordinator will arrange an appropriate time for the parent(s) and child/ren to commence the orientation process, once all the required enrolment information has been received. Orientation will not commence until all enrolment forms and relevant documentation have been received (e.g. appropriate medical plans) and all enrolment requirements have been completed including providing payment information and completing the acceptance of the CWA and the enrolment through MyGov.
- Follow up emails will be sent to parents/caregivers if all tasks have not been completed.
- It is the family's responsibility to keep Adventure Patch informed of any changes to the information recorded on the enrolment form.



## Immunisation

- It is a requirement of the Family Assistance Office that immunisation information held by our services is kept current. Parents are reminded throughout the year to provide any immunisation updates to the service in order to continue receiving childcare subsidy.
- Parents must notify our service 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*.
- Families are advised that since January 2018 children who have not been immunised due to parent's conscientious objection cannot be enrolled at an early childhood education and care service.
- 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.

## Our Services & Orientation Process:

**Long Day Care** -the orientation process will be tailored to the individual needs of the parent/caregiver and child, in consultation with the Director/Coordinator and educators at each service.

An initial orientation visit of 30 minutes is required with the time and duration of ongoing visits to be determined in conjunction with the service's Director/Coordinator. All visits take into account the needs of the individual child.

**At all times throughout the orientation process, the responsibility for the child remains with the parent. Therefore, the parent must remain on the service premises.**

**Outside School Hours Care** - the orientation process will require families to visit the site and meet educators before commencing care. It is strongly recommended that children have some time at the service (with the parent/care giver) before commencement however, this can be negotiated between the families and the Coordinator.

**Family Day Care** – Individual educators will arrange orientation with families, which will be tailored to the individual needs and that of the educator's premises. Duration will depend on the educator's requirements.

### **During the orientation of the Service, families will be:**

- provided with an outline of the Service policies which will include key policies such as: Payment of fees, Sun Safe, Incident, Illness, Injury and Trauma, Control of infectious diseases, Sick child policy and Administration of Medication
- shown the signing in/out process
- advised of appropriate clothing for children to wear to the Service, 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 Service
- 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 daily report and how parents can view this or informed about the online platform/App the Service may use
- introduced to the room routine and Service program, including portfolios and the observation cycle
- informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.
- given the opportunity to set goals for their child
- confirm preferred method of communication.

### Child Care Subsidy

Child Care Subsidy (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS.

These are:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

#### Child Care Package – Information for families

- Documentation may be required such as Australian driver licence, Australian passport, Foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate.
- Families are provided with a Customer Reference Number (CRN).
- CCS is paid directly to providers to be passed on to families as a fee reduction.
- Families will contribute to their child care fees and pay Adventure Patch the difference between the fee charged and the subsidy amount- generally called the 'gap fee'.
- Families may also be eligible for Additional Child Care Subsidy depending upon their circumstance.

### Complying Written Arrangement and additional child care subsidy (ACCS)(Child Wellbeing Procedures.

The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement* (CWA) and is an agreement to provide care in return for fees.

- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider.
- The CWA must include the following information:
  - the names and contact details of the provider and the individual(s)
  - the date the arrangement starts
  - the name and date of birth of the child (or children)
  - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
  - the usual start and end times for these sessions of care



- whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA.
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.
- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect.
- Our service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

### **Ceasing enrolments:**

An enrolment is taken to have ceased for CCS purposes if the child does not attend a session of care for fourteen continuous weeks. If care is going to continue, but the child will not be returning to care for eight weeks or more, a new Complying Written Agreement will be required.

### **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 will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the service 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 Assistant Director and shown where or how to sign their child in/out of the service

- They will be greeted by an educator and walked to their room
- The educator will discuss what is happening in the room, and show where the child's locker is located
- Information about collecting their child at the end of the day will be discussed
- Educators will ensure information about the child's first day is shared with parents through Xplor/Playground

### **Making Booking Changes (Permanent Bookings Only)**

- When a family advises that a change to their current bookings is required, a Change Booking Form will need to be completed by the primary carer to advise of what changes are needed.



- An email is sent to family with the link to complete the Change Booking Form. The family is informed there is a two week notice requirement when changing bookings within services. The email contains information about the notice period and also advises about cancelling all bookings/ending care on an absence as per the Government Policy for Child Care Subsidy. The Change Booking Form is completed by the family.
- The Change Book Form is reviewed in JotForm.
- Xplor is reviewed and the service is contacted if additional days have been requested to determine availability.
- If availability is confirmed in Xplor and with the service, the bookings are implemented and the CWA is updated to reflect the new booking schedule.
- The family is sent a confirmation email with instructions to review and approve the updated CWA in Xplor.
- If the additional bookings are not currently available, the child is added to the waiting list. The family is sent an email to inform them that their child has been added to the waiting list for the days requested and will be contacted by the service when the days become available.
- The completed Change Booking form is downloaded from JotForm and saved in the child's profile.

### Termination of Care

- When a family advises that they would like to terminate their child's care at our services a Termination of Care Form must be completed by the primary carer.
- An email is sent to family with the link to complete the Termination of Care Form. The family is informed there is a two (2) week notice requirement when terminating care within services. The email also contains information about the notice period and, also advises about ending care on an absence as per the Government Policy for Child Care Subsidy.
- The Termination of Care Form is completed by the family.
- The Termination of Care Form is reviewed in JotForm
- The child's bookings are cancelled in Xplor as per the Termination of Care form and after the two (2) weeks notice period has been completed.
- The child's profile remains active until the enrolment has ceased and the financial requirements have been finalised. The child's profile is not made inactive until all fees have been paid and the balance is \$0.00. If the child's enrolment ended on an absence, the child's profile is left active until CCS has been revoked by Centrelink and the outstanding balance is paid by the family.
- The family is sent an email to confirm their child's enrolment has been terminated.
- The family is advised the date of their child's final day of enrolment at the service.
- Information about the Government Policy for ending care on an absence is sent to the family. The family is asked to advise if their child will attend their final days of their enrolment or if their bookings will need to be marked absent. If the family advises that their child will be absent, the bookings are updated in Xplor. The family is sent a confirmation email that their child's bookings have been marked absent and informed again about the Government Policy for ending care on an absence.
- The completed Termination of Care form is downloaded from JotForm and saved in the child's profile.



**Sources:**

Australian Children's Education & Care Quality Authority. (2014).

Australian Government Department of Education, Skills and Employment. (2019) *Child Care Provider handbook*

<https://www.education.gov.au/child-care-provider-handbook-0>

Australian Government Department of Education, Skills and Employment. (2019) *Guide to Additional Child Care Subsidy (child wellbeing)*

[https://docs.education.gov.au/system/files/doc/other/2019-11-28\\_-\\_accs\\_guide\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/2019-11-28_-_accs_guide_0.pdf)

Australian Government Services Australia

<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

Department of Human Services (Centrelink):

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Education and Care Services National Law Act 2010. (Amended 2018).

[Education and Care Services National Regulations](#). (2011)

*Guide to the Education and Care Services National Law and the Education and Care Services National Regulations*. (2020).

*Revised National Quality Standard*. (2018).

