ENROLMENT AND ORIENTATION

Policy Statement

To ensure each family's initial association with the centre is managed sensitively and supportively while building the foundations for an ongoing partnership.

To ensure the service collects all the information necessary to be able to provide quality care and education for all children.

To ensure the service obtains all the information required to meet our legal requirements for licensing, insurance and for government funding.

Rationale

To provide all staff, educators and families with a clear procedure for the enrolment and attendance of children in care. The service values the need to establish relationships between the home environment and the service. The service will ensure families are informed of service’s policies, the enrolment procedures and the responsibilities of the Approved Provider, the service, educators, staff and families during the orientation process.

Procedure

Children will not be enrolled or commence care until all required paperwork has been submitted and completed. This will be the responsibility of the Administration staff to ensure paperwork is complete. It is the nominated supervisor's role to have read and checked the enrolment forms prior to commencement and that all educators are aware of this information.

Step 1 Application

An application form is completed by the parent/guardian of the child, including information about their family situation, preferred days, date for commencement, and any other required services (After preschool care)

Families will be provided

- a Family Information booklet,
- enrolment form to complete,
- Management of a Medical Condition form if applicable
- Additional Needs form if applicable
- Child profile mind map

A tour of the service will be offered to be conducted by the Nominated Supervisor (this may be in Open day or group tour format). The Parent/s and child/ren will be given a tour of the whole centre/venue.

In particular they will be shown:

- The indoor environment
- Sleeping facilities
- Toileting/nappy change facilities
- Outdoor environment

The completed Enrolment form, together with Birth Certificate and Immunisation Certificate is required at application.

Reviewed by: Approved Provider, General Manager & Educators

Document location in network: \10.0.0.90\Denilguin_Childrens_Centre\DCC Policies\Quality Area 6 Collaborative Partnerships
Applications for Preschool enrolment for the following year are open in August for 3 weeks. Enrolments received after the enrolment fortnight will be placed on a waitlist if no vacancies exist and will be enrolled as per priority of access guidelines. Applications for Preschool enrolment for the current year can be made at any time, but may only be filled where a place becomes available.

**Step 2: Acceptance of a Place of Enrolment**

Families will be contacted by Administration staff to offer a place. A letter confirming the enrolment will be sent which includes:

- date for commencement of education/care
- the time and date of the orientation session with Nominated Supervisor
- information about applying for Child Care Subsidy (for Childcare services)
- complying Written Agreement (for Childcare services)
- an invoice for the first two weeks of fees which must be paid in advance
- a deadline for acceptance of the place

**PRIORITY OF ACCESS**

*Priority of access – Childcare places (Mobile 0-3 years and Childcare)*

As a non-profit organization which receives childcare benefit from the Commonwealth Government, we abide by the priority of access guidelines set by the Department of Education and Training for the provision of Child Care Subsidy under Family Assistance Law:

The Deniliquin Children’s Centre prioritises the enrolment of children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

*Priority of Access for Preschool places* (Preschool & Mobile 4 and 5 year olds and equity 3 year olds)

Under the NSW Government Start Strong Funding Guidelines the Deniliquin Children’s Centre gives equal priority of access to:

- Year before school - 4/5 - must have turned 4 by the 1st of February the year they are due to commence preschool
- Young 4’s- must turn 4 between the 1st of February and the 31st July of the year they are commencing preschool.
- 3’s- must have turned 3 between the 1st of August the year prior to attending preschool and the 31st January the year of commencing preschool and from low income and Aboriginal families
- children with English Language needs
- children with disability and additional needs
- children who are at risk of significant harm (from a child protection perspective).

Children in the year before school will have priority over other age groups for Preschool places for a minimum of two days with highest priority given to children closest to school entry by age. Each child in this age group will receive a minimum of two days preschool before consideration of additional days. Younger children will then be offered a place.

In addition, priority of access for the Mobile service is given to children residing in the vicinity of the venue before any other child that resides outside the Government area.

*Enrolment will be given as a priority to the children of educators of the Deniliquin Children’s Centre to support their attendance at work.*
Step 3: Orientation

The Nominated Supervisor will organise a time for an Orientation for the family. This may be one on one, or for the Preschool, an Orientation evening held in December. The aim of this orientation is for the Nominated Supervisor to answer questions the family may have and discusses the following:

- Overview of the centre (including Philosophy, Opening times, licensed places, and educator: child ratios and the centre’s rating and its plans for continuing improvement).
- Important policies (Fee Policy, Complaints procedure, Illness and exclusion policy, medication policy, safe sleep policy)
- Documentation of children’s learning
- The Educational program in each room
- Specific information relevant to each room: e.g. daily routines, communication methods, what to bring
- Storage of children’s belongings
- Signing in/out procedure
- Accident and illness procedures
- Administration of medication procedures
- Excursion and Evacuation procedures
- Ways Families can be involved

Parents are asked to read through the information booklet prior to their orientation

The Nominated Supervisor will refer to the Enrolment form and the Management of a Medical Condition form, to develop a Medical Management Plan (including risk minimisation and communication strategies) with the family These forms will need to be signed by the parent/guardian and the child’s doctor. Forms will be updated annually and kept on the premises in a lockable cabinet.

The Nominated Supervisor will introduce the parent/s and child/ren to the educators who will be working with the child/ren. Preschool families will be notified of their start time on the first day of Preschool, as well as the date and time for the Information session which is held for parents/carers with the teachers of the preschool classes in the first few weeks of the new year. This is designed to give parents information about the program, Learning Journals, and Transition to school statements.

Step 3 Settling In

The Nominated Supervisor will encourage the family to visit and become familiar with the centre before the child/ren start. They are also invited to consider staying with their child or leaving their child for short stays initially.

The Nominated Supervisor will recognise and cater for the varying needs and perspectives of families and explain that the child’s needs during settling in will depend on their previous experience with child care, the child’s age and any specific needs the child has.

Step 4: Evaluation

To ensure ongoing high quality care, the Nominated Supervisor will phone each family to discuss their feelings regarding enrolment and orientation, after commencement of care. This conversation will be recorded on the Evaluation of Orientation Form. Families can also choose to fill out this form in person and return it to the Nominated Supervisor.

Step 5: Updating of Enrolment information

- Families will be reminded regularly in newsletters and emails to update enrolment information.
- Annual update of enrolment forms will be sent out to all families by administration at the start of each calendar year requesting updated information, including emergency contact details, management of medical conditions emergency contact, authority to collect and
court orders. This information will be updated on the database, and copies distributed to all services the child is enrolled in.

- Immunisation updates- families are reminded that as a condition of enrolment, their child’s immunisation status must be up to date. Copies of updated immunisation status must be provided to the office as they are received by the family.

Cancellation of Enrolment

Parents/ guardians are asked to inform the Nominated Supervisor or administration team if a child is to be withdrawn from the service. We require at least 2 weeks written notice, in advance, otherwise full fees will be charged.

The Nominated Supervisor/administration staff are to ask parents the reason for the child’s withdrawal and if required a “complaints” form is too be completed.

Length of Enrolment

Childcare and Mobile service- All permanent places will continue for the period your child is in care unless you wish to alter days which can be done by filling out another Application form for these days (another enrolment form is not required). Please note enrolments do not cease at the end of the year, permanent positions will continue into the New Year.

Preschool service- Enrolments are for one year. Applications for the following year will be provided to existing families and advertised to the community in August. Additional days for the current year can be applied for by completing an application form.

After Preschool Care- is offered on a permanent and casual basis to families utilising the preschool service. Priority is given to permanent bookings. No fee subsidy is available for this service. Applications for After Preschool Care are

Additional Child Care Subsidy- is available for children at risk of harm or neglect, children whose primary carers are grandparents, children whose families are experiencing temporary financial hardship, children whose parent/ guardian is transitioning to work. Application should be made directly through Centrelink.

Casual bookings

Existing Permanent users and children of staff at the Deniliquin Children’s Centre, have the opportunity to book extra casual days of care e.g., if a family is away on holidays, another family can request to increase their normal days of care during this period. This includes children utilising places at other services for example a child with a permanent booking at Preschool may book a casual place at Mobile.

The permanent child has priority of the booking e.g. if the family returns early from holiday they have the right to request their permanent position resulting in the casual user vacating the position. In this case, families must notify the Centre that they require their permanent place at least 24 hours in advance. The centre will give 24 hours’ notice if we require you to vacate the casual position. The centre requires 24 hours’ notice of any cancellation of casual booked places or full fees will be charged.

To utilise a casual day the family must have had an orientation at the service and have all enrolment and medical information up to date.

Normal Daily fees will apply for extra days of care utilised and child care subsidy will not apply if it is at a. different service than the one they have a permanent booking at.

Application for a casual booking can be made using the Casual Booking form

LEGISLATIVE REQUIREMENTS

This policy relates to the following National Law and National Quality Standards

NQS6.40- Enrolment and Orientation policy-
<table>
<thead>
<tr>
<th>Standard/ element</th>
<th>National Law (section) and National Regulations (regulations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 6.1.1 Engagement with the service</td>
<td>Families are supported from enrolment to be involved in the service and contribute to service decisions.</td>
</tr>
<tr>
<td>Standard 6.2.1 Transitions</td>
<td>Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities</td>
</tr>
<tr>
<td>Standard 6.1.2 Parent views are respected</td>
<td>The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child’s learning and wellbeing.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Standard/ element</th>
<th>National Law (section) and National Regulations (regulations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub division 1- Attendance &amp; Enrolment records</td>
<td>158 Children’s attendance record to be kept by approved provider</td>
</tr>
<tr>
<td></td>
<td>160 Child enrolment records to be kept by approved provider and family day care educator</td>
</tr>
<tr>
<td></td>
<td>161- Authorisations to be kept in enrolment record</td>
</tr>
<tr>
<td></td>
<td>162- Health information to be kept in enrolment record</td>
</tr>
<tr>
<td></td>
<td>Children (Education and Care Services) Supplementary Provisions Regulation 2012</td>
</tr>
<tr>
<td></td>
<td>78- Obtaining information about child</td>
</tr>
<tr>
<td></td>
<td>92 Records in relation to children</td>
</tr>
</tbody>
</table>

**SOURCES**
Child Care Provider Handbook 2018
Start Strong program guidelines for community preschools

**Attachments**

<table>
<thead>
<tr>
<th>Attachment Name</th>
<th>Attachment Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NQA 6 Evaluation of Orientation</td>
<td>NQS6.40A2</td>
</tr>
<tr>
<td>NQA6 Application Form</td>
<td>NQS 6.40A1</td>
</tr>
<tr>
<td>NQS 6 Casual booking form</td>
<td>NQS6.40A3</td>
</tr>
</tbody>
</table>
NQS6.40 A1 Deniliquin Children’s Centre
Application Form

1. Child’s Details

<table>
<thead>
<tr>
<th>FIRST NAME:</th>
<th>SURNAME:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>DOB/ expected DOB</th>
<th>GENDER:</th>
<th>Male □</th>
<th>Female □</th>
<th>Unknown (child not yet born) □</th>
</tr>
</thead>
</table>

Has your child been diagnosed as having allergies/intolerances? Yes □ No □ If yes, please specify:

2. Parent/Guardian Details

<table>
<thead>
<tr>
<th>Parent/Guardian 1</th>
<th>Parent/Guardian 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name</td>
<td></td>
</tr>
<tr>
<td>Relationship to child:</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Contact phone</td>
<td>H:</td>
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<td></td>
<td>W:</td>
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<td></td>
<td>M:</td>
</tr>
<tr>
<td>Email</td>
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</tbody>
</table>

3. Preschool Age Group for 2019

- □ 4/5s (turn 4 by 1/2/2019)
- □ Young 4s (turn 4 between 1/2/19 & 31/7/19)
- □ 3 year old (turn 4 between 1/8/15 & 31/1/16) (Please tick)

4. Service Required (please tick)

- □ Preschool
- □ Childcare
- □ Mobile

5. Days required

**Preschool**

- □ 4/5s Monday Wednesday
- □ 4/5’s Tuesday/ Thursday
- □ 4/5’s Friday

- □ Young 4’s Monday/ Wednesday
- □ Young 4’s Friday
- □ 3 yrs Friday

**Childcare/ Mobile**

- □ Monday
- □ Tuesday
- □ Wednesday
- □ Thursday
- □ Friday

Total number of days required? ______ Are these days Flexible? Yes □ No □

- □ Permanent
- □ Casual please give details __________________________

6. From what date is care required? ___/___/____ Please note: It may not be possible for your child to commence on this date

7. Has your child been in an early education & care setting before? Yes □ No □

8. How did you find out about our service?

- □ Word of mouth
- □ Telephone Directory
- □ Pamphlet
- □ Agency Referral
- □ Facebook
- □ Website
- □ Other __________________________

9. Please indicate which best describe your situation or leave blank if this doesn’t apply

NQS6.40- Enrolment and Orientation policy-
- Child at risk of harm or neglect
- Child of a sole parent who satisfies, or parents who both satisfy the activity test through paid employment (more than 8 hours)
- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which have a health care card (please provide a copy)
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families, please clarify

10. Declaration
If my circumstances change, I will notify the Nominated Supervisor or Administration officers in writing which may include but not limited to, change of address, contact numbers, family situation. I declare the above information is true and correct. I understand that the information I have supplied will be stored at the Deniliquin Children’s Centre whilst my child is attending care. This information will then be stored electronically and in archives for up to 7 years. The intended recipient of this information is the Deniliquin Children’s Centre, its authorised officers, educators and relevant government authorities.

You have the right to access and alter personal information concerning yourself or your child in accordance with the Privacy Act 1988 and the service’s Confidentiality Policy.

I understand that by completing this form together with the Enrolment form my child is entered into a priority system and there is no guarantee of placement in the Centre by my required date

Name: ____________________________ Signature: _______________________
Date:_________________
NQS 6.40 A3 Casual Booking Form

This form is a request form only. The Nominated Supervisor will advise you of availability of booking.

Existing Permanent users and children of staff at the Deniliquin Children’s Centre have the opportunity to book extra casual days of care if available e.g., if a family is away on holidays, another family can request to increase their normal days of care during this period. OR if there is a vacancy at the service.

The permanent child has priority of the booking E.g. if the family returns early from holiday they have the right to request their permanent position resulting in the casual user vacating the position. The centre will give 24 hours’ notice if we require you to vacate the casual position. The centre requires 24 hours’ notice of any cancellation of casual booked places or full fees will be charged.

Prior to making a booking, the family must have an orientation at the service and all enrolment and medical information must be up to date.

Normal Daily fees will apply for extra days of care utilised, and Child Care Subsidy won’t apply if the booking is at a different service from the permanent booking.

<table>
<thead>
<tr>
<th>Today’s Date:</th>
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<tbody>
<tr>
<td>Parent Name:</td>
</tr>
</tbody>
</table>

Permanent Service booking  □ Preschool  □ Childcare  □ Mobile

Age of child:

<table>
<thead>
<tr>
<th>Date booking required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>Tuesday</td>
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<tr>
<td>Wednesday</td>
</tr>
<tr>
<td>Thursday</td>
</tr>
<tr>
<td>Friday</td>
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</tbody>
</table>

I understand all requirements of accepting this position.

Parent Signature: ________________________________ Date: ___________
NQA 6.40 A 2- Evaluation of Orientation –Deniliquin Children’s Services

Child’s Name: 

Date Care Commenced:

Parents Name: 

Date of Interview:

Primary Caregiver:

This is a short survey/interview to evaluate the very important process of orientation to our service. Please take a few minutes to reflect on your feelings and thoughts during enrolment and settling in.

1. Did you receive enough information about the service during the various stages (ie. tour, interview and settling in?)

2. Did you find the Information Booklet useful and comprehensive? YES NO
If No, what information needs to be included?

3. Identify the most useful information you received during enrolment and orientation.

4. Did you and your child feel well supported during the settling in process?

5. Did you receive well-informed feedback from your caregivers?

6. Could you identify any weaknesses in the enrolment/orientation process?

7. Are there any suggestions you could make to improve the quality of our practices during orientation and enrolment?

8. Do you have any questions for us or require any further information?

Thank you for taking time to complete this survey/interview.