



Enrolment and Orientation

POLICY STATEMENT

Abbotsford Community Centre accepts enrolments to the service for primary school-age children in accordance with funding priorities and guidelines.

We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of information provided to us through the practice of secure recording and filing procedures.

An orientation process is in place for children and their families. The purpose of this 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 Centre.
- To help children develop a sense of belonging, feel accepted, develop attachments and trust those who care for them (“My Time, Our Place”, Outcome 1).

PROCEDURE

Eligibility

- Access and eligibility will be subject to the Priority of Access Guidelines for Child Care Services set down by the Department of Education, Skills and Employment, these are:
 - Priority 1 – a child at risk of serious abuse or neglect
 - Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test.
 - Priority 3 – any other child
- This is to support the safety and wellbeing of children at risk in accordance with the Department of Social Services’ Framework for Protecting Australia’s children 2009-2020
- As well as the above, the Centre policy is that children must be enrolled in primary school in order to be eligible to attend the service. Children of preschool age will not be accepted into the program. Children who have



completed Year 6 may be eligible to attend the service at the discretion of the Director.

Inclusion of children with 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 Centre's ability to meet these needs. Ongoing arrangements will be at the discretion of the Director in consultation with the Management Committee, 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.

Enrolment

- An enrolment form must be completed for each child before the child can attend the service.
- The enrolment record must contain all details outlined in Regulations 160, 161 and 162 which includes but is not limited to personal, medical, and custodial details for each child, parent/guardian and emergency contacts along with any special requirements relating to that child. This includes the child's up to date immunisation record.
 - If a child is subject to a court order, parenting order or parenting plan, the service must have a copy on record plus any subsequent alteration registered by the court prior to the child first attending the centre. This evidence of court orders or agreements must be provided upon enrolment in order to minimise the likelihood of distressing situations occurring in the future and must include any additional information relating to powers, duties, responsibilities and authorities of any person in relation to either the child or access to the child.
 - If a child has any specific health care requirements, for example, diagnosis of being at risk of anaphylaxis, a copy of the Action Plan as set by the child's medical practitioner, must be received upon enrolment (or as soon as the child is diagnosed) and kept on record with the child's enrolment details. Where a child has such a specific health care requirement on enrolment, the paperwork and any associated medication must be received prior to the child first attending the centre. A Risk Minimisation Communication Plan must also be completed by the Centre and parent, identifying strategies to minimise risk factors of the medical condition. This must be received prior to the enrolment being approved, and the child first attending the service.



- Direct Debit forms must be completed. The appropriate Association Membership Fees, as set by the Management Committee, will be invoiced on finalisation of the online family Enrolment Form. This is payable by all families before the child/ren can attend the Centre. Information about fees is included in the Fee Policy.
- Enrolments submitted by families will be processed in line with the Priority of Access Guidelines.
- If the family is eligible, they may elect to receive Child Care Subsidy (CCS). To receive this entitlement, parents/carers must:
 - Apply via Centrelink/MyGov to assess whether the family is eligible for CCS. To ensure a smooth enrolment process, complete this prior to enrolment.
 - Provide their own and their children's Centrelink Reference Number (CRN) to ACC.
 - Must sign a Complying Written Arrangement (CWA) with the Centre.
 - To ensure that rebates are received correctly, guardians need to confirm that their child is attending ACC via 'My Gov'
- The Director, or authorised representative, will check the enrolment form has been completed correctly and requests further details from the parent if necessary. If an individual is having difficulties filling out the enrolment form an enrolment interview should be conducted. If required, this can be organised in the family's first language. Once all information has been received, the enrolment will be approved, and the Parent will receive an email advising of such.
- The Director will share updated information about enrolment during the school's Kindergarten Information Sessions, and via email.
- Enrolment details are to be updated annually and when there are changes to a family's circumstances. Families are advised that it is their responsibility to notify staff of any changes to current details on their enrolment form at the time of enrolment and through the Parent Handbook.
- Depending on availability of care, children may be enrolled at any time throughout the year - Parents may also place their child on the waiting list for the current or upcoming year if they do not require care immediately. Care will be determined by availability and priority of access guidelines.
- Enrolments will not be accepted from families without full completion of the enrolment form. 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.



Waiting List

- Where demand for care exceeds the Centre's number of approved places, families will be placed on the Centre's waiting list.
- Waiting lists are managed by the Director. When vacancies arise, places are first allocated to children who fall in "priority 1" of the Government's access guidelines then those who fall in "priorities 2 and 3" based on the Government's access guidelines, then based on the order in which enrolment forms are received with siblings of existing children given priority.
- Parents or guardians on the waiting list will be notified as soon as practicable when a vacancy has become available for their child.
- Waiting lists will be refreshed and reassessed annually. A request for updating family details and contact numbers will be sent to each family on the waiting list. If the Centre does not receive an updated reply, families will be removed from the list, as it is presumed the family no longer requires care.

Re-enrolment for Existing Families

- To confirm re-enrolment for the following year, and to cater for any changes to care required, current families will need to complete re-enrolment and selection of required bookings during Term 4 in preparation for the commencement of the following year.
- Information will be communicated to families as enrolment and re-enrolment commences in Term 4. Re-enrolling families (including the addition of a sibling to an already enrolled family) are given a priority period within which to re-enrol, prior to enrolment of new families commencing.
- A closing date will be set and advised to all families for when online enrolment and re-enrolment must be completed.

Attendance and Enrolment Records

- Accurate attendance records will be kept, which:
 - Records the full name of each child attending the service
 - Records the date and time each child arrives and departs
 - Is completed on the child's arrival and departure by either:
 - The person who delivers or collects the child
 - The Nominated Supervisor, Staff and Operations Manager, or an educator (Regulation 158); and
 - Meet the requirements of the Child Care Subsidy System
- An enrolment record for each child will be kept at the service which includes all details outlined in Regulations 160, 161 and 162.



- Enrolment information will be kept in strict confidence according to the services Confidentiality Policy. All enrolment and attendance records will be kept for the period of time specified in the Regulations 158, 159, 160, 183.

Child's Attendance Once Enrolled

- The Centre's responsibility for the child begins when signed into the Centre's care by parent/guardian, or when they are signed in 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 CCS 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 Director or Responsible Person, or other relevant staff member will be contacted immediately to see if the child has been booked in for the day.
- If a child has not been enrolled for the day, and there is no one available to take custody of the child, the Centre will add them to the daily roll as a casual booking and accept them into the Centre. Once this is done, the child's family will be contacted.
- If a child has not been enrolled with the Centre, and there is no one available to take custody of the child, the Centre must accept them into care. This child will not be permitted to participate in the program, and will remain in the office with the Director, Assistant Director, or Staff and Operations Manager until a parent/carer can collect them. Centre staff will attempt to contact families immediately in this situation.
- If a child will be absent on a day, they are normally booked, the family must notify ACC as soon as possible and mark their absence on My Family Lounge app.

Cancellation of Enrolment

- The family may terminate care with notice of two (2) weeks if care is no longer required however notice must be provided via email or written notification to the Centre. CCS guidelines will be followed once an enrolment is cancelled.
- Cancellation of an enrolment may be initiated in two different situations:
 - A parent/guardian advises the service that no further care needs to be provided
 - The service identifies that care is no longer required or being provided (*CCS Ending Enrolments*)



- 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.

Orientation

- Families who are enrolling their child for the first time will be informed how to access the Parent Handbook and the key policies for families via the ACC website, prior to the child's first day at the service. If the child has a medical condition, then an additional medical conditions policy will be provided to the family. 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.
- Families (including the child to be enrolled) are offered the ability to visit the Centre prior to attending the service to provide opportunity to:
 - Go through the child's enrolment information addressing any allergies or medical conditions (see Enrolment policy above)
 - Discuss any individual needs of the child, particularly in relation to behaviour and personality
 - Learn about the child and family, including any relevant background information pertaining to the care of the child
 - Outline the daily routines of the centre to assist in informing the child as to what they can expect from a normal session of care
 - Understand the layout of the centre to assist in making the child familiar and comfortable with their surroundings
 - Meet some of the Educators and other children attending the service
- Parents should advise educators when they are greeted that it is their child's first day at the service and the educator's 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.
- 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.
- For children commencing school in the following year, Kindergarten Orientation Days are attended by Centre Educators and/or the Director. The Director will provide a brief overview of the Centre's fees and routines and encourage families to come and visit the Centre at a later date.
- All families will be encouraged to attend the Management Committee meetings for further involvement in their child's attendance at the Centre. The meeting times and dates will be displayed on the Centre website.



- Families will be provided with information on how to pay their fees through both verbal instructions, emailed statements, website and via the Parent Handbook.
- Centre Policies and Procedures are available to all families on the centre website

CONSIDERATIONS

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other Service Policies	Other Documentation/ Evidence
S175 R91, 155, 156, 157, 158, 160, 161, 162, 168, 177, 181, 183.	Standards 1.1, 4.2, 5.1, 6.1, 6.2, 7.1 Elements 1.1.2,1.2.3,1.3.3, 4.2.2,5.1.1, 5.1.2, 6.1.1, 6.1.2,6.1.3, 6.2.1, 6.2.2,6.2.3, 7.1.2	<ul style="list-style-type: none"> • Fee Policy • Confidentiality Policy • Delivery and Collection of Children Policy • Acceptance & Refusal of Authorisations Policy • Governance & Management Policy • Communication with Families Policy • Interactions with Children Policy • Confidentiality 	<ul style="list-style-type: none"> • Child Care Service Handbook • Service Enrolment form • Family Handbook • Parent Handbook • Child care provider handbook

Endorsement by the service:

Approval date: **May 2022** _____

Date for Review: **August 2023** _____