

Document Name	Document Version Number	Review Date
Enrolment and Orientation Policy	1.0.3	March 2021
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## Purpose

Our service will implement a process to ensure enrolment and orientation processes are planned and implemented to meet the needs of the child and family as well as ensuring all legislative requirements, including the Australian Government Priority of Access Guidelines are adhered to. We will ensure:

- Children are provided with support and comfort to settle into the service and establish new friendships and relationships;
- A thoughtful process is planned in consultation with families, to assist in separating from their child; Educators are provided with a clearly explained enrolment process; time to get to know families before children start; strategies to support families in introducing children to our service, time to develop close professional relationships with families; support from referral agencies; and information about custodial issues;
- Home language, cultural background and family priorities are considered at all times during the process.

## Scope

Approved Provider, Nominated supervisor, educators, casual staff and families

## RELATED GUIDELINES, STANDARDS, FRAMEWORKS

National Quality Standard, Quality Area 5: Relationships with Children - Standard 5.1, 5.2

National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities - Standard 6.1

National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1

**Definitions**  
Enrolment and orientation procedures form the foundation for strong relationships between families and education and care settings and promote a quality experience of education and care for children. Good procedures include consistent information around service operation and authorisations, promoting compliance and a safe and secure environment for children and families.

## Policy Content

Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children at all times.

Providing opportunities (in consultation with the Nominated Supervisor and staff) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program.

Ensuring that enrolment forms (refer to Definitions) comply with the requirements of Regulations 160, 161, 162.

Ensuring that enrolment records (refer to Definitions) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Regulation 183).

Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (Regulation 157)

Providing enrolment application forms.

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Maintaining a waiting list.  
Maintain an immunisation register.  
Collecting, receipting and banking enrolment fees.  
Offering places in line with this policy and criteria for priority access, and providing relevant paperwork to families in accordance with this policy.  
Providing a monthly report to the approved provider regarding the status of enrolments.  
Storing completed enrolment application forms in a lockable file (refer to privacy and confidentiality policy) as soon as is practicable.

### Links to Policy

Delivery and Collection of children  
Excursions  
Acceptance and refusal of authorisations  
Governance and management  
Privacy and Confidentiality

### Links to Procedure

Enrolment and Orientation

### Links to Forms

Registration form

### References

Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000, included in the Legislative Extracts – [www.humanservices.gov.au/customer/services/centrelink/childcare-benefit](http://www.humanservices.gov.au/customer/services/centrelink/childcare-benefit)  
Public Health Act 2010 No 127 [www.legislation.nsw.gov.au/#/view/act/2010/127/full](http://www.legislation.nsw.gov.au/#/view/act/2010/127/full)

### Responsibility

Nominated Supervisor

### Document Author

Nominated Supervisor

### Relevant Legislation

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations: Regulations 168(2) (k), 160, 161, 162, 177, 183  
Privacy Act 1988 (Cth)  
Public Health Act 2010 No 127: Part 5 Division 4, Section 87  
Health records and Information Privacy Act 2002 (NSW)  
Family Assistance Law [www.dss.gov.au](http://www.dss.gov.au)

### Associated Records

Nil