

POLICY: 9.1 Enrolment and Orientation

Procedure: 9.2 Enrolment and Orientation

The Service uses enrolment procedures to obtain all appropriate information about the specific needs of each child and to impart appropriate information to parents/guardians. An Enrolment Form will be kept for each child enrolled in the Service, which contains the information as required by the Education and Care Services National Regulations 2011 and the Family Assistance Law.

9.2.1 Linking to Policy

This procedural guidance should be read in conjunction with the Service's **9.1 Enrolment and Orientation Policy** and will assist the Approved Provider, management, staff (Nominated Supervisors, Coordinators and Administrative Staff members), Educators, Educator Assistants and parents to implement the policy. The procedure covers:

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9.2.2 Enrolment Process to be explained to Parents

The Service and/or Educator will ensure:

- The enrolment process commences with an initial meeting/discussion between parents/guardians and either the Service or Educator.
- all enrolment procedures are explained to parents as required and identifies their individual care requirements.

- The needs of each child will be sensitively identified by the Service in consultation with the parent. The parent will be encouraged to make known to the Service any additional needs, assistance or consideration that should be given to the child, to ensure recommendation of the most appropriate Family Day Care placement.

9.2.3 Selection of Educators to be Offered to Parents

The Service will:

- Provide parents with the name and contact details of an Educator who may be able to meet that family's needs
- Where possible, a choice of Educators will be offered. In some circumstances, the family will make initial contact with an Educator and a home visit may occur before enrolling.
- The Educator will contact the Service if the parent approaches them to enrol their child.

9.2.4 Parent-Educator Meeting

Parents and prospective Educator will organise an introductory meeting between themselves.

The parent and Educator will decide in relation to the suitability of the placement.

Any placement offered by the Service will only be kept open for 48 hours unless the Educator or Coordinator has been contacted and other arrangements made.

9.2.5 Information to be Collected and Signed at Enrolment

Enrolment Process

The Service will ensure the following information about each child is provided, before a child can be provided with education and care, ensuring the Service fulfils its duty of care obligations to children and complies with the legislative requirements.

- full name, address and contact details for the parent/guardian
- full name, date of birth, gender and address of the child
- Medicare number (if available) for child/ren being enrolled
- Centrelink reference numbers (for both the registered parent and the child/ren being enrolled) for Child Care Subsidy (CCS) funding
- at least one authorised nominee which is not a parent/guardian.
- name, address and telephone number of the child's registered medical practitioner or medical service
- any person who is authorised to consent to medical treatment or administration of medication

- Any person who is authorised to give permission to an educator to remove the child from the education and care service premises
- transporting permissions
- details of any Court Orders, Parenting Orders or Parenting Plans
- the language used in the child's home
- the cultural background of the child and parent/guardian
- any special considerations for the child, such as any cultural, religious or dietary requirements or additional needs
- authorisations for the Approved Provider, Nominated Supervisor or an Educator to seek medical treatment for the child and / or ambulance transportation
- permission to take a child on regular outings (kept on file on separate permission form)
- details of any specific healthcare needs of the child, including any medical condition, allergies or a diagnosis that the child is at risk of anaphylaxis
- any Medical Management Plans or Health Care Plans (e.g. anaphylaxis (ASCIA) plan and risk minimisation plan for the child)
- the immunisation status of the child
- relationship to the Educator (relative care arrangement)
- any other information as deemed necessary.

The parent/guardian must sign a child's enrolment form which specifies the terms and conditions of the care arrangement; and acts as an authority for specific permissions, including the mandatory permission for emergency medical, hospital and ambulance service and permission for the child to travel by car on regular outings for routine activities.

Specific forms for excursions, Educators coming together with other Educators and administration of medication must be signed by the parent when necessary.

The Service will orientate the parent:

Through discussion/explanation of the information in the Service Information Handbook.

The parent is informed on the Child Enrolment Agreement Form that the Service collects personal information to administer childcare. The information collected is confidential and will not be disclosed to third parties without parental consent, except to meet government, legal, and/or other regulatory authority requirements.

Arrangements will be made to communicate and assist families for whom literacy is an issue or for whom English is not their first language. E.G. an interpreter will be made available or staff will complete any necessary forms and validate the content with the family to ensure it is accurate.

9.2.6 Failure to Provide Information

The Service may refuse to provide its services to a child if the parent/guardian refuses to give any or all of the above information, as the Service will not be able to discharge its duty of care and other responsibilities to the child without this information.

9.2.7 Arrangement of Care Agreement

The Service must first enter into an agreement with the individual (parent) on the planned arrangements for the care of a child.

The agreement through which families can receive Child Care Subsidy is called a Complying Written Arrangement. A Complying Written Arrangement is an agreement to provide care in return for fees.

PLEASE NOTE: Complying Written Arrangements must have specific information (as set out in [Table 5 of the Child Care Handbook for Providers](#)). If the Complying Written Arrangement includes this information in writing, it can be made through the same enrolment form or process the provider uses to enrol a child. An arrangement must be recorded, either on paper or electronically and must be kept by the Provider. An agreement can cover more than one child if multiple children in a family will attend the same child care service (however each child must have their own enrolment).

9.2.8 Keeping of Records

All information obtained through the enrolment procedures will be kept in the strictest confidence and used only for the purposes for which it is obtained (*refer Procedure 10.3 Confidentiality, Records and Register Management Policy*).

9.2.9 Updating of Enrolment Forms

Enrolment forms will be prepared and regularly updated by the Service to seek all required information in accordance with these policies and procedures and current legislation.

9.2.10 Monitoring of Initial Placement

Within four weeks of the placement, the Service will liaise with the Educator and observe the child in the environment of the residence and/or at Service activities to ensure that the child is settling into care.

Contact with the parent by the Service will be made in writing within four weeks of the placement of the child.

The parent will be encouraged to attend Service activities wherever appropriate and will have the contact details of the Service so they can contact the Service, as desired. Through a variety of methods, the Service will liaise with families on an ongoing basis.

9.2.11 Redirection of the Child

The Service will make every effort to find alternate care if the child's Educator is unavailable, e.g. at short notice, is sick, takes a holiday or resigns from the Service.

Not all Family Day Care situations suit all children. After a reasonable time, if it seems that a child is not settling in, the Service will endeavour to help with further adjustments or redirection of the child.

If parents book a redirect to another Educator because their original Educator is not available, payment for that redirection whether care is used or not, is required.

Review

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	08/2017	Reviewed
Revision 03	11/2020	Reviewed and separated from Policy

Related Documents

Policies

9.1 Enrolment and Orientation Policy

Forms

Child Enrolment Form

Additional Child Details Form

Reference

Refer to 9.1 Enrolment and Orientation Policy