



Enrolment & Orientation

POLICY STATEMENT

Our service accepts enrolments to the service without discrimination for primary school age children in accordance with funding priorities and guidelines. 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 service.
- 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).

PROCEDURES

A. Eligibility

- Access and eligibility will be subject to the Priority of Access Guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR), 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 activity test through paid employment.
 - Priority 3 – any other child
- This is to support the safety and wellbeing of children at risk in accordance with the Framework for Protecting Australia's children 2009-2020
- As well as the above, the service 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, except for the January Vacation care period immediately prior to them commencing Primary school – this enrolment will be accepted upon proof that the child is enrolled to commence Primary school. Children who have completed Year 6 may be eligible to attend the service at the discretion of the Nominated Supervisor.

B. Inclusion of children 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 service’s ability to meet these needs. Ongoing arrangements will be at the discretion of



the Coordinator/Nominated Supervisor in consultation with management, 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.

C. Waiting list

- Where demand for care exceeds the service's number of approved places, families will be placed on the service's waiting list.
- 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 service does not receive an updated reply, families will be removed from the list, as it is presumed the family is no longer requiring care.

D. Enrolment

ENROLLING INTO THE SERVICE

When a position is available the family will be contacted and an offer of care will be sent to the family.

Before a child can attend care:

1. An enrolment record must be completed for each child/ren.
2. 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.
3. All forms and documentation relating to the child's care for e.g. 'Risk Management Plans' must be completed.
4. Registration must be paid. (delete if not required, change what's different at your service)

The Coordinator will go through the enrolment process with families prior to starting care to ensure all details are completed and understood. If an individual is having difficulties filling out the enrolment form an enrolment interview can be requested. If required, this can be organised in the families first language.

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.

CCS



It is a requirement under Family Assistance Law for all children who attend child care to have an enrolment notice lodged with the Department regardless of their Child Care Subsidy eligibility status.

There are four steps to enrol a child into the Child Care Subsidy system

1. The parent or guardian makes a claim for Child Care Subsidy with Centrelink

Families need to create or access their Centrelink online account via www.my.gov.au to lodge a Child Care Subsidy Claim for their child. Where possible parents or guardians should start the claim process before enrolling their child into the service. Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy.

2. The provider (insert service name) and individual (family) agree on arrangement for care of a child

The only type of arrangement that can enable families to receive Child Care Subsidy is called a 'Complying Written Arrangement'. A Complying Written Arrangement is an agreement to provide care in return for fees. An agreement of the sessions and fees that your child is booked into care must be signed by a parent/guardian and recorded, in either hardcopy (paper) or electronic form and kept by (insert service name)

3. The provider (Insert Service name) submits an enrolment notice

Once the provider (Insert service name) has arranged with an individual (family), a new enrolment notice is created with the Department

4. The individual (family) confirms the enrolment

After the provider (Insert service name) submits an enrolment notice for a child, the individual (family) will be notified and asked to review and check the enrolment notice details. This will occur through their Centrelink online account (or Express Plus mobile app), accessed via myGov at www.my.gov.au. Where an individual cannot access myGov, they can confirm their enrolment over the phone with Centrelink, or by visiting a Centrelink office. (Insert service name) will be notified through our software when the enrolment has been confirmed.

Shared care / Separated families

If a child's parents are separated, and either individuals (or their new partners) are liable for part of the cost of the child's child care fees, each individual will need to enroll their child into the centre and make their own claim for Child Care Subsidy to Centrelink.

Each parent will;

- need to agree their own 'Complying Written Arrangement' with (insert service name).
- be assessed separately for their entitlement to Child Care Subsidy, based on their income and activity levels, and
- be billed and invoiced individually for their share of care.



In all circumstances, including shared care arrangements, the allocation of 42 absences per financial year in which Child Care Subsidy can be paid relates to each child, not to each individual claimant.

Where families have separated after commencement of the Complying Written Arrangement, the parent who is the Child Care Subsidy claimant must notify Centrelink of this change in their circumstances.

Where the other parent who was not the Child Care Subsidy claimant wishes to receive Child Care Subsidy payments, they will be required to make their own claim, based on their individual income and activity levels.

If parents separate while care is being provided for their child under a single arrangement, they should advise (insert service name) (as well as Centrelink) of the separation as soon as possible. (insert service name) will create a new enrolment notice for the parent who was not previously the Child Care Subsidy claimant for the child, if that parent is taking on liability for the cost of some of the child care fees. Once parents have separated and have been separately assessed for Child Care Subsidy by Centrelink, entitlements will be calculated individually.

It is the responsibility of (insert service name) to ensure that each child's attendances are submitted under the enrolment for the parent with whom they have an arrangement and who is liable for paying the fees for those sessions of care.

If parents do not inform (insert service name) of their changed circumstances, then it is the parents' responsibility to resolve any disputes they may have regarding Child Care Subsidy payments and fees.

- Enrolments will not be accepted from families without full completion of the enrolment form. To secure the enrolment, parents are required to pay the enrolment fee and security deposit where necessary. 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.

E. 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 signed on the child's arrival and departure by either:
 - The person who delivers or collects the child
 - The Nominated Supervisor 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.



F. Child's attendance once enrolled

- The service's responsibility for the child begins when placed in the staff's care by parent or guardian, or when they arrive 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 CCSS will be followed in relation to all absences.

The family may terminate care with notice of (insert cancellation period) if care is no longer required however notice must be provided via email or written notification. CCS guidelines will be followed once an enrolment is cancelled.

Cancellation of an enrolment may be initiated in two different situations:

1. A parent/guardian advises the service that no further care needs to be provided
 2. 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.

G. Confidentiality and storage of records

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

H. Orientation

- Families who are enrolling their child for the first time will be sent the Parent Handbook and the key policies for families prior to the child's first day at the service. If it is flagged that your child has a medical condition, then additional medical conditions policy will be provided to the family.(r91) 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.
- 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.



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

VERSION CONTROL AND ENDORSEMENT

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2	19.5.20	3.6.20	3.6.21