

Enrolment and Orientation

NQS 6.1.1 Families are supported from enrolment to be involved in the service and contribute to service decisions.

NQS 6.1.3 Current information is available about the service and relevant community services and resources to support parents and family wellbeing.

NQS 6.2.1 Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.

NQS 7.1.1 A statement of philosophy guides all aspects of the service's operations

NQS 7.1.2 Systems are in place to manage risk and enable the effective management and operation of a quality service.

Introduction

Enrolment and orientation procedures form the foundation for strong relationships between families and early education and care settings and promote a quality experience of education and care for children.

Good procedures at the Glenaeon Rudolf Steiner Preschool include consistent information around service operation and authorisations promoting compliance and a safe and secure environment for children and families.

Aims

- Enrolment and orientation processes are planned and implemented.
- Due consideration is given to culture and language in undertaking processes.
- Documentation, including authorisations, is completed during the enrolment and orientation process.
- A thoughtful process is planned in consultation with families, to orient a child and family to the education and care service.

Procedures

Pre-enrolment orientation

Our education and care service welcomes visits from prospective families and children. The Director, Nominated Supervisor or Administrator may provide the visiting family with an initial tour of the service environment and information that may include:

- centre philosophy and approaches to documentation, curriculum and planning;
- daily rhythm
- introduction to educators and staff;
- the physical environment;
- administrative matters, cost, and fee payment methods;
- how to provide feedback.

Priority of access

The Australian Government's Priority of Access Guidelines sets out three levels of priority, which we must follow when filling vacant places when the demand for childcare exceeds supply:

- Priority one - a child at risk of serious abuse or neglect.

- Priority two - a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Legislation (Child Care) Act 2010
- Priority three - any other child.

Within these main categories, priority should also be given to the following children:

- Children from Aboriginal and Torres Strait Islander families.
- Children from families that include a disabled person.
- Children from families that include an individual whose adjusted taxable income does not exceed the lower income threshold or whose partner is on income support.
- Children from families with a non-English-speaking background.
- Children from socially isolated families
- Children of single parents.

Under the Priority of Access Guidelines, if there are no vacant places and we are providing care for a child who is a priority 3, the service may require that child to vacate the place in order to provide a place for a child in priority one or two.

Next steps

Following a pre-enrolment orientation a family may wish to place their child's name on the waiting list. After an interview and consideration of access guidelines and availability of a position by the Director/Nominated Supervisor, the child/ren may be offered a position at the centre.

The family will be asked to accept the offer of the position by way of completion of enrolment records and payment of a bond.

Enrolment

The Nominated Supervisor will conduct an enrolment process following the acceptance of an offer. An enrolment package will be given to the family and will include access to basic information including :

- Enrolment forms-that includes authorisations;
- Current fee structure and payment details;
- A Parent Handbook on Glenside Rudolf Steiner Preschool;
- Policies including, but not limited to, those required under Regulation 168;
- Information on National Quality Framework, National Quality Standards, and the EYLF;
- Information on Child Care Subsidy

The information in the enrolment package is retained by the family for future reference.

Prior to conducting the enrolment interview the Director/Nominated Supervisor should consider the language and cultural needs of the family. A translator may be required along with an alternative venue for the enrolment visit.

During the enrolment interview a process of orientation will be planned in collaboration with families to provide the best possible start for the child at the service. This will include a short play visit and the implementation of the Settling In Procedure.

Families will provide the following, prior to the agreed start date for the child:

- A completed enrolment form including authorisations;
- A bond payment as outlined in service fee policy;
- Current and up-to-date Immunisation records which include:
 - an AIR Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations or
 - an AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only) or
 - an AIR Immunisation Medical Exemption Form which has been certified by a GP.

No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book).

- Birth Certificate, Passport or other approved identification;
- Current contact information for parents and emergency contacts;
- Information on children's additional needs (including medical conditions, health and developmental concerns).
- Relevant Court Orders
- Consent forms including, but not limited to: Routine Excursion Consent Form, Authority to Share Contact details, Photography and Video consent; Parent Questionnaire etc

This information will be kept at the service premises in accordance with service policies and the *Education and Care Services National Regulations 2011*.

Prior to formally commencing at the service:

- Prior to the child's first day educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.
- The Administrator will inform the educators and staff of the intended time for any pre-commencement orientation visits.
- A family member will remain on the premises of the service during these orientation visits. The family must sign the visitors book/register on arrival and when they leave. The child cannot be left at the service until they have formally commenced at the service and are therefore not included in the ratios.
- During the orientation process educators and staff will interact with the child and actively encourage them to engage in the service program and activities. They will also be available to the family to answer any questions they may have, whilst ensuring they are not compromising the supervision of other children or required ratios.

Upon commencement

On the child's first day of attendance educators and staff will welcome the family and the child, ensuring that there is a space ready for the child's belongings. Educators will reassure the family and assist with separation if required. Throughout the day, educators will be

available for contact with the family and will let them know if their child is having difficulty settling.

The Administrator will undertake a final check of enrolment details, authorisations and information updates prior to the family departing the service.

Change of Details

It is the responsibility of parents to keep all enrolment information up to date. Please advise the Administration Office in writing of any changes of details eg phone, email, address, medical information, consents, court orders and immunisation status.

Withdrawal

Four weeks' notice in writing must be given (the 4 weeks must all occur during term time) of the withdrawal of a child from the preschool. In lieu of this notice, four weeks fees will be charged. Parents may be asked to complete an exit survey to help review our centre policies and practices.

Statutory Legislation & Considerations

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011
- NSW Ministry of Health – http://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

Sources

- Department of Education and Training – www.education.gov.au
- Childcare Centre Desktop - www.childcarecentredesktop.com.au

Evaluation

Successful orientation and enrolment procedures promote smooth transitions between home and service. Information sharing and the completion of relevant enrolment documentation ensure a safe and secure environment for the child.

Review

Date Reviewed	Modifications	Next Policy Review Date Due
Nov 2013 Oct 2014 Nov 2015 Dec 2016	Documents added to those supplied to parents	
Nov 2017	<ul style="list-style-type: none"> • Add Priority of Access Guidelines • Update immunization record requirements • Update consent forms • Update change of details to inform parents of their responsibility 	November 2018

	<ul style="list-style-type: none"> • Add withdrawal of enrolment information 	
Nov 2018	<ul style="list-style-type: none"> • Change reference to CCB and CCR to the Child Care Subsidy. • Include that parents are required to provide copies of relevant Court Orders relating to the child. 	Nov 2019