

ENROLMENT, ORIENTATION & BOOKINGS

POLICY STATEMENT

Our service accepts enrolments to the service 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.

CONSIDERATIONS

Education and Care Services National Regulations	155, 156, 157, 158, 160, 161, 162, 168, 172, 177, 183
National Quality Standard	QA 1.1, 2.1, 4.1, QA5, QA6, 7.1
Other Service Policies/Documentation	• Online Enrolment form • Fees 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 • Diversity & inclusion policy
Other	• Family Law Act 1975 • Laws related to Privacy • Network Record Keeping Factsheet • Child Care Service Handbook • A New Tax System (Family Assistance) Act 1999 • CCMS

PROCEDURE

a) Eligibility

- Access and eligibility will be determined by the Australian Government Department of Education guidelines (not legally obliged) to the Managing Childcare Places within the Child Care Service Handbook, these are:
 - a child at risk of serious abuse or neglect
 - a child of a single parent who satisfies, or of parents who both satisfy, the activity test through paid employment
- Within these main categories priority should also be given to the following children:
 - Children in Aboriginal and Torres Strait Islander families
 - Children in families which include a disabled person
 - Children in families from culturally and linguistically diverse backgrounds

- Children in socially isolated families
- Children of single parents.
- As well as the above, the service policy is that children must be enrolled in Primary school to be eligible to attend the service.
- Children of Preschool age will not be accepted into the program, except for the Summer 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 for the Summer Vacation Care period before commencement of high school.
- Remaining places will be made available to siblings of children already at the service. Then any other new enrolments.
- No one will be discriminated against on the basis of his or her cultural background, religion, gender, disability, marital status, sexuality, identity or income.

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 Nominated Supervisor in consultation with parents and educators.

c) Waiting list

- Where demand for care exceeds the service's number of approved places and/or to educator ratios, families will be placed on the service's waiting list. When completing waiting list details families will be advised of the managing of childcare places.
- Waiting lists will be developed and updated regularly which identifies the eligibility, date placed on list and required days of care.
- Families will be notified if a permanent date becomes available through email and will require families to confirm their enrolment/booking via written confirmation.
- If a casual place becomes available on the same day a text message will be sent as soon as possible.
- Families can access their status on the waiting list on request.

d) Enrolment

- Enrolments will be created in line with the Managing Childcare Places and the Child Care Management System (CCMS). There are 7 enrolment types under the CCMS:
 - Active enrolments
 - Inactive enrolments
 - Exited enrolments
 - Pendel enrolments
 - Received enrolment
 - Disputed enrolment
 - Pending enrolment

- Enrolments will not be accepted from families without full completion of the enrolment form. To secure the enrolment, parents are required to pay the membership fee. Information about fees is included in the Fees Policy.
- Enrolment details will include:
 - Letter which includes hyperlink for online enrolment details
- If a child is subject to an access order or agreement the service must have a copy on record plus any subsequent amendments registered by the court. Evidence of court orders or agreements will be considered part of the enrolment.
- 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.
- Annual Re-Enrolment Requirement:
The service requires families to complete a re-enrolment process each year. Bookings, attendance schedules, and enrolment details do not automatically carry over into the following year. Families must review and confirm their child's details annually and update any information that has changed.

This ensures the service holds the most current and accurate information regarding:

- Authorised nominees and emergency contacts
- Medical conditions and health management plans
- Court orders or custody arrangements
- Contact details and residential address
- Child Care Subsidy information
- Booking requirements for the upcoming year
- Failure to complete the annual re-enrolment process by the advised due date may result in the forfeiture of the child's place at 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 digitally 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 Management System (CCMS)
- 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 (bookings)

- The service's responsibility for the child begins when placed in the educator'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 or a non-notification fee of \$10 will apply. The rules for Allowable Absences under CCMS will be followed in relation to all absences.

- If a child who is enrolled with the service, but is not booked to attend on a particular day, arrives at the service, the Nominated Supervisor or Responsible Person will contact the child's family to confirm whether the attendance was intended. If a place is available, the child may be accepted into care and their attendance will be added to the Roll. Families will be reminded of their responsibility to book their child's attendance in advance where possible.
- If the service is at capacity and unable to accommodate a child who is enrolled but not booked to attend on a particular day, the Nominated Supervisor or Responsible Person will contact the child's family to advise that no places are available. The child will be directed to the school office to wait under the school's supervision until collected by their parent or authorised nominee. Where practicable, educators will monitor the child's movement from the service to the school office. Kindergarten children, or any child requiring additional support, will be accompanied by an educator where necessary.
- If a child has not been enrolled, they must not be taken into care under any circumstances. In this case, we will contact the school and/or child's parents (if possible) immediately.
- A separate booking form must be completed for each vacation care. Bookings can only be made via the online vacation care booking forms.
- Permanent bookings for before and after school care can be made using the enrolment forms upon original enrolment at the centre. Any changes or cancellations to permanent bookings must be emailed with at least one weeks' notice.
- It is not possible to swap days of permanent bookings during the week, however a casual booking may be made for any extra day of care required.
- Casual bookings can be made by phone, email or in person and a day's notice must be given. Casual bookings are subject to availability.
- For reasons of extended leave, such as holidays or visiting relatives, families may request a temporary cancellation of their permanent booking via email. This is only available for periods of leave greater than one week. Families will not be charged during the approved cancellation period. During this time, the vacant place may be offered to families on the waitlist until the child's scheduled return date.

g) Cancellation of enrolment

- Cancellation of an enrolment may be initiated in two different situations:
 - A parent advises the service that no further care needs to be provided
 - The service identifies that care is no longer required or being provided (CCMS Ending Enrolments)
- The family must give two weeks' notice if they wish to cancel a child's enrolment.
- CCMS guidelines will be followed once an enrolment is cancelled.

h) 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).

i) Orientation

- Families who are enrolling their child for the first time should familiarise themselves with our Family Information found on our website. Key policies and procedures are stored there for families to read prior to the child's first day at the service.

- Families should advise educators when they are greeted that it is their child's first day at the service and the educator will introduce themselves and guide them through the sign-in/out process and show them around the Centre.
- 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.