



Enrolment & Orientation Policy (CPFC 2)

Policy Rationale

Cooks Hill Preschool believes in collaborative partnerships with families, and we encourage family engagement and respectful communication throughout our enrolment and orientation processes. We will aim to provide processes that 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, as we respect and acknowledge equality and diversity through our actions.

Strategies, Practices and Procedures

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 include consistent information around service operation and authorisations, promoting compliance and a safe and secure environment for children and families.

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Enrolment

- Enrolments will be accepted according to the Australian Government 'Priority of Access'.
- The enrolment form must be completed by each enrolling family. Where enrolling families are not fluent in English the enrolment meeting will, wherever possible be conducted in the families primary language.
- At enrolment, parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.
- The enrolment record will include the following information for each child:
 - ✓ Full name, date of birth and address of the child.
 - ✓ Name, address and contact details of each parent of the child; any emergency contacts; any person nominated by the parent to collect the child from the service; any person authorised to consent to medical treatment or to authorise administration of medication to the child; any person authorised to give approval for an educator to take the child out of the service.
 - ✓ Details of court orders, parenting orders or plans.
 - ✓ Details of court orders relating to the child's residence or contact with a parent or other person.
 - ✓ Gender of the child.
 - ✓ Language used in the child's home.
 - ✓ Cultural background of the child and child's parents.
 - ✓ Any special considerations for the child (e.g. cultural, religious or dietary requirements or additional need).
 - ✓ Authorisations for our service to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and transportation of the child by an ambulance service.
 - ✓ Authorisation for the service to take the child on regular outings.
 - ✓ Authorisation for the children to be relocated in the event of an emergency evacuation. Name, address and telephone number of the child's registered medical practitioner or medical service.
 - ✓ Child's Medicare number (if available).
 - ✓ Details of any specific healthcare needs of the child including any medical condition. Details of any allergies or anaphylaxis diagnosis.
 - ✓ Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.
 - ✓ Details of dietary restrictions for the child.

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- ✓ Immunisation status of the child
 - ✓ All information will be checked before enrolment is complete including the child's immunisation status.
 - ✓ Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct.
- A Privacy Statement will be provided with the enrolment form which details:
- ✓ the name and contact details of the service
 - ✓ the fact that enrolling parents/guardians are able to gain access to their information
 - ✓ why the information is collected
 - ✓ the organisations to which the information may be disclosed
 - ✓ any law that requires the particular information to be collected
 - ✓ the main consequences for not providing the required information.
- Custody Arrangements
- ✓ The Education and Care Services National Law requires our service to have details of all custodial and access arrangements.
 - ✓ Enrolling family members are responsible for informing the Nominated Supervisor of custody and access arrangements on enrolment, and must advise the Nominated Supervisor immediately of any subsequent alterations to these arrangements.
 - ✓ All relevant legal documentation is to be shown to the Nominated Supervisor and a copy will be maintained in the child's enrolment record.

Orientation

- The orientation and settling in period will consider and respect the needs of both families and children. Parents/guardians will be encouraged to remain with their child when delivering or collecting them for as long a period as the parent/guardian and/or educators feel may be necessary to ensure the child's wellbeing.
- We will always consider the feelings and time constraints that families may have in regard to participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service.

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- Cooks Hill Preschool will provide options for orientation to the education and care service for families which includes:
 - ✓ Inviting new families to visit the service with their child at times that suit them, to familiarise families with the service prior to the child's attendance.
 - ✓ Providing all new families with a conducted tour of the premises which will include introductions to other educators, children and families, and that highlights specific policies and procedures that families need to know about our service.
 - ✓ Ensuring each family has a copy of the Welcome Handbook and has an opportunity to have any questions answered.
 - ✓ The opportunity to stay with their child during the settling in process.
 - ✓ Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child at the service.

The Approved Provider & Nominated Supervisor will use best endeavours to;

- 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.
- Provide 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.
- Ensure that enrolment forms comply with the requirements of Regulations 160, 161, 162.
- Ensure that enrolment records 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).
- Ensure 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).
- Maintain a waiting list.
- Maintain an immunisation register.
- Offer places in line with this policy and criteria for priority access and provide relevant paperwork to families in accordance with this policy.

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- Provide a report at Management Committee meetings regarding the status of enrolments.
- Store completed enrolment application forms in a lockable file (refer to privacy and confidentiality policy) as soon as is practicable.

Early Childhood Educators will use best endeavours to;

- Act in accordance with the obligations outlined in this policy.
- Respond to enrolment enquiries on a day-to-day basis and refer people to the person responsible for the enrolment process, as required.
- Ensure that enrolment forms are completed prior to the child's commencement at the service.
- Ensure 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).
- Develop strategies to assist new families to:
 - » feel welcomed into the service;
 - » become familiar with service policies and procedures;
 - » to develop and maintain a routine for saying goodbye to their child.
- Provide comfort and reassurance to children who are showing signs of distress when separating from family members.
- Share information with parents/guardians regarding their child's progress with regard to settling in to the service.

Families will need to;

- Read and comply with this policy.

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

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In accordance with R. 172 of the Education and Care Services National Regulations , the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

Links to Legislation & National Quality Standards

- Children (Education and Care Services National Law Application) Act 2010
- Guide to the National Quality Standard ACECQA : 5.1, 5.2, 6.1 ,7.1
- Policy adapted from CELA 2019
- Education and Care Services National 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

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