Enrolment and Orientation Policy

Quality Area 6 – Collaborative partnerships with families and communities

Policy Statement

Ambrose Services will ensure enrolment and orientation processes are inclusive, planned, and implemented to meet the needs of the child/ren and family as well as ensuring all legislative requirements are adhered to.

Goals

Enrolment and orientation procedures form the foundation for strong relationships between parents/guardians and Ambrose services. Good procedures include consistent information around service operations and authorisations, promoting compliance, and a safe and secure environment for children and families.

Strategies- How will it be done?

Enrolment Eligibility and Selection

Ambrose services must operate within any limits as per the service approval which includes:

- the age of children who are eligible to enrol
- adhering to the licensed approved numbers
- licensing waivers

Each enrolment is considered through an application process overseen by the Service Nominated Supervisor. Each enrolment will be accepted according to the guidelines set by the Family Assistance Law and/or Early Childhood Education.

All services will refer to the Ambrose Waitlist Policy for offering vacant positions.

Enrolment in an Early Learning Service does not guarantee enrolment in Kindergarten at a Catholic Primary School. Parents/Guardians are required to go through a separate enrolment process with their chosen Catholic Primary School.

Early Learning Services have a minimum requirement of two-day enrolment however the service may temporarily offer a one-day enrolment whilst waiting for a second day to become available. Early Learning service fees adhere to the Start Strong affordable Preschool Program guidelines.

Early Learning Extended Hours services may have set attendance patterns.

Offers of enrolment

When filling vacant positions, the service will provide written notice to the parent/guardian of when to respond and accept an offer of enrolment. The vacant position will then be offered to the next family on the list if not accepted within the timeframe. Positions will

not be held for families and fees are payable from when the vacant position becomes available. All applicable funding guidelines and priority of access will be adhered to when offering vacant positions. Further information can be found in the Ambrose Waitlist Policy.

Re-enrolment/Continuation of care

Priority will be given to children currently enrolled at the service to continue care next year, provided that all required re-enrolment/continuation of care paperwork is submitted by the due date and fees are up to date.

Children currently attending an Early Learning service and commencing Kindergarten the following year may be eligible to attend during the month prior to starting Kindergarten (January). Regular enrolments will conclude at the end of the year, or earlier if notified by the parent or guardian. Attendance in January will depend on availability, with casual days offered if vacancies exist. Families will be informed of any available days once enrolment offers for the following year have been finalised.

Children commencing Kindergarten are eligible to enrol in an Ambrose Before and After School Care service from January of their Kindergarten year and may attend the January Vacation Care program (excluding January excursions).

Attendance Patterns (Early Learning Extended Hours St Luke's and Santa Sophia)

To support the maximum attendance of families as well as continuity of attendance for the children, enrolment at the Early Learning extended hours services St Luke's and Santa Sophia are to adhere to the following set attendance patterns:

- 2 days - Monday and Tuesday OR Thursday and Friday
- 3 days - Monday, Tuesday, and Wednesday OR Wednesday, Thursday, and Friday
- 5 days - Monday, Tuesday, Wednesday, Thursday, and Friday

Enrolment Form

The enrolment form must be completed by each enrolling parent/guardian for each child and will form part of the enrolment record. Supporting documentation e.g. Medical Management plans must be submitted a minimum of two weeks prior to the requested commencement date. At enrolment, parents/guardians are required to provide information about their child that will support continuity of care between home and the service. No child can commence care until the parent/guardian has provided all required documentation and enrolment information.

The enrolment record (as per regulation 160) must include the following information for each child:

a) the full name, date of birth and address of the child;
b) the name, address and contact details of—
   i. each known parent of the child; and
   ii. any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and
   iii. any person who is an authorised nominee; and

iv. any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and
v. any person who is authorised to authorise an educator to take the child outside the education and care service premises; and
vi. any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child;

c) details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
d) details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;
e) the gender of the child;
f) the language used in the child's home;
g) the cultural background of the child and, if applicable, the child's parents;
h) any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
i) the relevant authorisations set out in regulation 161;
j) the relevant health information set out in regulation 162.

Education and Care Services National Regulation (2011)

Documentation to be provided on and throughout enrolment includes but not limited to:

- Birth Certificate and/or passport (interpreted to English)
- Australian Immunisation Records (AIR)
- Full copies of court orders, parenting orders, or plans.
- Full copies of court orders relating to the child's residence or contact with a parent/guardian or other person.
- Medical Management Plans
- Where relevant, Allied health professional documentation. i.e. Speech/Occupational therapist reports, letters of diagnosis.
- Relevant authorisations such as regular outings/excursions and administration of medication.

Authorisation for Ambrose 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 Ambrose service to take the child on regular outings and excursions.
- 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 applicable).
- Details of any specific healthcare needs of the child including any medical condition including any allergies or anaphylaxis diagnosis.
- In date and completed in full ASCIA medical management/action plans (in colour) for any diagnosis of anaphylaxis, allergy, eczema, food protein-induced enterocolitis syndrome (FPIES), immunodeficiency, allergic rhinitis, hereditary angioedema (HAE), or subcutaneous immunotherapy (SCIT).
- In date and completed in full diabetes management/action plan (in colour)

- In date and completed in full asthma management/action/care plan (in colour or black and white)
- All medical management/action plans must have been completed by a doctor with the doctor's signature and/or either the doctor's stamp or medical centre stamp affixed.
- In date, completed and signed long-term Ambrose medication forms, if relevant.
- In date, completed and signed Ambrose medical communication form, if relevant.
- In date, completed and signed Ambrose Risk Minimisation plans, if relevant
- Details of dietary restrictions for the child, if relevant.
- The immunisation status of the child as required under sections 87(1), (2), and (3) of the Public Health Act 2010 of New South Wales (interpreted to English).
    - fully immunised for their age, OR
    - are on a catch-up schedule, OR
    - have a medical reason not to be immunised (An AIR Immunisation Medical exemption form is required)
- For Early Learning Services up to date, New South Wales immunisation schedule is a requirement of enrolment under the Public Health Act 2010 (Interpreted to English).
- For Early Learning services a completed Start Strong fee relief declaration form.

Standard Collection Notice, code of conduct, declarations, and privacy statements are part of the enrolment form which details:

- 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.

It is the parent/guardians responsibility to provide the service in writing any changes to their child's enrolment record (e.g. contact details, custody arrangements, emergency contacts allergies, medical conditions) throughout the enrolment.

Casual Bookings

Casual booking requests in writing or via the Xplor Home App (where license capacity and/or ratio allows) can only be accommodated with a minimum of 24 hours' notice in a work week (Monday – Friday).

Casual bookings require a current active enrolment and the requirements as listed in this Enrolment and Orientation policy.

Cancellation of casual bookings must be in writing a minimum of 24 hours prior to the start of the casual booking session. Failure to notify within this period will result in a marked absence and fees payable.

Casual bookings in Early Learning Traditional services will be payable at full fees when allocated Start Strong funding has been exhausted.

Change of Care or Cancelling Care

Early Learning Traditional Hours Services

A request for changes to permanent bookings must be submitted in writing to the service at least four (4) weeks prior to:

- The requested implementation date (first day of change) for the reduction of days that the child attends; or
- The effective date to cancel the child's place at the service.

Failure to request and obtain approval for change arrangements will result in the payment of the full fees for the relevant period.

Early Learning Extended Hours Services

Between 1st February and 31st October a request for changes to permanent bookings must be submitted in writing to the service at least four (4) weeks prior to:

- The requested implementation date (first day of change) for the reduction of days that the child attends; or
- The effective date to cancel the child's place at the service.

Between 1st November and 31st January a request for changes to permanent bookings must be submitted in writing to the service email at least six (6) weeks prior to:

- The requested implementation date (first day of change) for the reduction of days that the child attends; or
- The effective date to cancel the child's place at the service.

Failure to request and obtain approval for change arrangements will result in the payment of fees for the relevant notice period. Failure to adhere to the child care subsidy (CCS) rules in relation to absences and last day of care of a CCS enrolment will result in full fees payable when deemed not eligible to receive CCS by Services Australia.

School Age Care/Activities Services

A request for changes to bookings must be submitted via the Notice of Change to Care Arrangement Form at least two (2) weeks prior to the requested date of the change.

A request to cancel the child's place at the service must be submitted via the Cancellation of Care Form at least two (2) weeks prior to the effective date to cancel the child's place at the service.

Failure to request and obtain approval for change of arrangements or cancellation of care will result in the payment of fees for the relevant notice period. Failure to adhere to the child care subsidy (CCS) rules in relation to absences and last day of care of a CCS enrolment will result in full fees payable when deemed not eligible to receive CCS by Services Australia.

The notice period will commence from the date the parent/guardian completes and returns the appropriate form. Failure to complete and return the form will result in the change of care/cancellation not being actioned with fees payable.

January Vacation Care — Kindergarten children

Ambrose provides the opportunity for children commencing Kindergarten to attend the January vacation care program (in the same calendar year they will commence school). As a safety precaution, Kindergarten children will not be able to attend excursions during the January vacation care program. This is to support your child while they become familiar with the new environment and also provides educators time to get to know your child. Kindergarten starters are welcome to attend in-centre and workshop days during the January vacation care program. If your child requires care on a day when an excursion is planned, Ambrose is able to offer care at an alternative service operating an in-centre or workshop on that day.

Custody Arrangements

The Education and Care Services National Law 2011 requires Ambrose services to have details of all custodial and access arrangements.

Parents/Guardians 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.

In the event that a custodial and/or access arrangement exists which relates to a child enrolled at the service, the service will organise a meeting with the child's parent/guardian to seek clarification regarding the custodial or access arrangements for:

- Communication
- Fee statements/accounts
- Child's attendance and participation at the service
- Other Information as relevant

CDPSL/Community Ventures/Ambrose employees' children

It is preferred that employees do not work in the same service as their child, however, service operations, employee skills, qualifications, and experience will also be considered when determining the placement of employees. This is at the discretion of the Nominated Supervisor and Senior Manager/Approved Provider.

Upon enrolment, the wellbeing of all children and team members will be continually reviewed. If the arrangement does not meet the needs of the service, the child, or the employee, the enrolment may be reviewed and/or discontinued. All team members will conduct themselves in a professional manner and observe the requirements of confidentiality in regard to an employee's child at the service.

Orientation

The orientation and settling-in period will consider and respect the needs of both families, children, and the service. Parents/guardians will be encouraged to remain with their child/ren when delivering or collecting them for as long a period as the parent/guardian and/or educators feel may be necessary. We will always consider the feelings and time

constraints that families may have regarding participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service.

Roles and Responsibilities

Role	Authority / Responsibility For
Approved Provider/ Delegates	• Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011. • Provide opportunities (in consultation with the Nominated Supervisor and educators/support 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 177, 183).
Nominated Supervisor/ Responsible Person	• Provide enrolment information including a handbook with reference to related policies and procedures, orientation process, and any relevant paperwork to be completed by parent/guardian. • Ensure relevant policies and procedures are provided to parent/guardians. i.e. Medical Conditions Policy; Administration of First Aid. • Ensure all enrolment forms are completed prior to the child's commencement at the service including all regulatory requirements and any additional documentation. • Ensure each child has all the required documentation and medication (if applicable) and these are at the service prior to the commencement of enrolment. • 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 as per regulation 157. • Each child's enrolment will be considered based on this policy, service needs, children's needs, and ability to cater to the child's needs and interests. • Provide opportunities 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 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 as per regulation 183.

	• Complete a risk minimisation plan and medical communication record in consultation with the parents/guardians (if applicable). • Maintain a waiting list (if applicable). • Communicate with external stakeholders as necessary. • Ensure a re-enrolment process is conducted in preparation of continued enrolment for the following year including requesting any relevant changes from parents/guardians and requested days of attendance to be accommodated subject to availability. • Ensure 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.
Educators	• Act in accordance with the obligations outlined in this policy. • Refer people to the nominated supervisor/responsible person for the enrolment process. • Develop strategies to assist new families. • Engage with and build relationships with new families and children. • Maintain existing relationships with families and children.
Families	• Read and comply with this policy. • Complete all required enrolment processes and provide all required documentation a minimum of two weeks prior to the requested start date (and medication if applicable) under relevant regulatory and legislative frameworks. No child can commence until all documentation and medication (if applicable) are provided. • Provide birth certificate and/or passport interpreted to English. • Provide Australian immunisation register (AIR) history statement and/or status upon enrolment and when requested by the service (Interpreted to English). • The immunisation status of the child as required under section 87(1), (2), and (3) of the Public Health Act 2010 of New South Wales (interpreted to English) • For Early Learning Services up to date, New South Wales immunisation schedule is a requirement of enrolment under the Public Health Act 2010. (Interpreted to English). • Provide any medication to the service, complying with Ambrose Medical Conditions Policy. • Provide all relevant authorisations relating to authorised Nominees as per Regulation 160. • Provide at least two authorised nominees (other than parent/guardian listed as Parent 1 and Parent 2) on the enrolment form. • Complete any requirements under Family Assistance Law for Child Care Subsidy purposes (if eligible and applicable, including

	signing a Complying Written Arrangement and confirming enrolment in MyGov). • Pay any bonds as per the Ambrose Fees policy. • For Early Learning Services - will be required to pay a non-refundable enrolment fee per child on initial enrolment. This fee is a one-off fee and is not charged annually. • All fees are to be paid in accordance with Ambrose Fees policy. • Parents/Guardians are required to set up direct debit upon enrolment and ensure their direct debit details are always valid. • Provide 24 hours' notice to the Ambrose service for casual bookings requests and/or casual booking cancellations. • Advise the Nominated Supervisor/Responsible Person of any changes in relation to the enrolment record. • Provide an up to date medical management/action plans annually, upon expiry or when requested by the service. • Complete any long-term medication forms, if relevant, annually, upon expiry of medication and when a new or updated medical management/action plan is issued or when requested by the service. • Complete any 're-enrolment/continuation of care' forms and requested documentation in preparation for continued enrolment for the following year. Fees are to be paid in full by the end of the calendar year in order for the enrolment to continue into the new year. • Complete any required permission forms/authorisations including but not limited to excursions/workshops and regular outings. • Complete any required documentation/enrolment process for vacation care (if applicable). • Complete a risk minimisation plan in consultation with the Nominated Supervisor/Responsible Person (if applicable). • Attend orientation visits, remain onsite and supervise own child and any siblings not attending the Ambrose service during orientation. • Ensure any changes to their child's enrolment record (e.g. contact details, custody arrangements, emergency contacts allergies, medical conditions) throughout the enrolment are provided in writing to the service as soon as possible.
Students and Volunteers	• Adhere to this policy • Engage with children and families. • Refer parents/guardians to the Nominated supervisor/Responsible person for the enrolment process.
Support Office	• Adhere to this policy • Support parents/guardians to understand the policy. • Support Nominated Supervisors or Administration team members in answering to and adhering to this policy.

Monitoring, Evaluation, and Review

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 as per the policy schedule and/or as required.

To provide Feedback scan the QR code or click here

RELATED LEGISLATION

Education and Care Services National Law Act 2010

Education and Care Services National Regulations: Regulations 168(2) (k), 160, 161, 162, 177, 181, 183.

Privacy Act 1988 (Commonwealth)

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

RELATED GUIDELINES, STANDARDS, FRAMEWORKS

National Quality Standard, Quality Area 5: Relationships with Children - Standard 5.1, 5.2

National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities - Standard 6.1

National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1

SOURCES/ USEFUL RESOURCES

Start Strong Funding - https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/grants-and-funded-programs/start-strong-funding

Child Care Provider Handbook https://www.education.gov.au/child-care-provider-handbook

Public Health Act 2010 No 127 www.legislation.nsw.gov.au/#/view/act/2010/127/full

National Asthma Council Australia https://www.nationalasthma.org.au/health-professionals/asthma-action-plans

Australasian Society of Clinical Immunology and Allergy ASCIA https://www.allergy.org.au/hp/ascia-plans-action-and-treatment

Definitions

Medical Management/Action Plan	A plan is written on a standardised template obtained from a medical practitioner.
Diagnosed allergies	Allergies are those that are diagnosed by a medical practitioner with supporting documentation.
Authorised nominee	A person who has been given permission by a parent/guardian to collect the child from the education and care service.

Eligible	A person has met specific required conditions that relate to a specific service. To apply and to be considered for a place, eligibility criteria must be met. To have access to CDPSL services, children and/or families must be eligible. This means satisfying the specific conditions that apply to each service type.
Priority of Access	The order in which eligible applicants for places are offered in CDPSL services.
Immunisation Status	New South Wales Vaccination certificate or exemption or evidence of catch-up schedule by a medical practitioner
Early Learning Traditional services	Early Learning preschool services that operate during school terms only and 7.5 hours per day. They are not approved for childcare subsidy.
Early Learning Extended Hours services	Early Learning services that operate extended hours (e.g. 6:30 am-6pm) and are approved for child care subsidy.

Breaches

The **approved provider** of an education and care service must ensure that the service has in place policies and procedures in relation to matters set out in regulation 168 (2) (k).	Penalty: $1100
The **approved provider** of an education and care service must take reasonable steps to ensure the documents referred to in regulation 177 (1) are accurate.	Penalty: $2200
The **approved provider** of an education and care service must ensure that documents referred to in regulation 177 (1) in relation to a child enrolled at the service are made available to a parent/guardian of the child on request.	Penalty: $2200
The **approved provider** of an education and care service must ensure that information kept in a record under these Regulations is not divulged or communicated, directly or indirectly, to another person other than. Regulation 181.	Penalty: $2200