

Intereach Family Day Care Enrolment and Orientation Procedure



Applies to	Intereach Family Day Care (FDC)				
Policy	NQS six: Collaborative partnerships with families and communities' policy				
Version	1.0	Date approved	27/10/2025	Next review date	27/10/2028

Objective

Intereach Family Day Care is committed to ensuring that enrolment and orientation processes are tailored to meet the individual needs of each child and family, supporting a successful transition into the service. We strive to maintain a clear, efficient, and accessible enrolment procedure for all members of our local community.

We place great importance on fostering respectful and supportive relationships with families, recognizing these as essential to a smooth transition and positive outcomes for children.

We actively encourage the involvement of all stakeholders in our decision-making processes, beginning with enrolment and orientation.

Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to enrolment and orientation

Responsibilities

It is the responsibility of the Nominated Supervisor and Coordination Unit to:

- ensure that all obligations are met in relation to enrolment and orientation;
- implement the enrolment and orientation procedure;
- ensure the enrolment is fully completed, as per regulation 160, prior to the child commencing education and care
- ensure the enrolment record which contains all the prescribed information is retained for each child in accordance with the Intereach data security and retention policy;
- respond to enrolment enquiries.
- review enrolment to identify Intereach's priority of access;
- ensure families are aware of relevant policies and procedures at the time of enrolment, such as Acceptance and refusal of authorisations, Dealing with medical conditions, Incident, injury, trauma and illness and Inclusion and diversity procedure;
- support educators to develop smooth orientations and transition processes to foster effective placements;
- provide support when families are having difficulty in completing the enrolment. An enrolment interview should be conducted and, if necessary, organised in the parent/guardian's first language; and,
- ensure enrolment records are kept confidential.

It is the responsibility of educators to:

- be familiar with regulatory requirements in relation to the enrolment and orientation;
- Adhere to the enrolment and orientation procedure

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- ensure records of enrolment are kept for each child enrolled with the services for the required period of 3 years from the last date on which the child was educated and cared for by the service;
- develop strategies to assist new families to:
 - feel welcomed into the service;
- understand information about service policies and procedures;
 - communicate information about their family beliefs, values and culture; and,
 - share their understanding of their child's strengths, interests, abilities and needs.
- provide families with a copy of Dealing with Medical Conditions Procedure, if their child has a diagnosed or undiagnosed medical condition;
- familiarise themselves with information supplied by the family about the child and use this to support a successful transition into care;
- share information with families about the service to support the child's transition; including any regular outings that form part of the program
- Ensure all relevant documentation is completed collaboratively with families, including but not limited to safe sleep plans, medical risk minimisation plans, authorisations for regular outings
- discuss with the family their right to enter the service at any time their child is being educated and cared for
- support families' involvement and contribution to service decisions regarding the orientation of their child at the service;
- advise parent/guardian that it is their responsibility to notify of any changes to their current details through the parent portal and directly to their educator ensure all enrolments are kept secure. Enrolments are kept confidential apart from the approved persons who enrolled the child, relevant staff, management and Federal and/or State Department Officers.

It is the responsibility of parents/guardians to:

- read and comply with the Intereach FDC Enrolment and Orientation Procedure;
- complete enrolment prior to their child's commencement at the service along with other relevant documents including, Immunisation History Statement, court orders, parenting plans and medical management plans;
- notify the service upon enrolment of any specific health care needs of the child, including any medical conditions, allergies and medical management plans that need to be followed;
- register for Child Care Subsidy (CCS); using their MyGov account if they choose to do so;
- confirm Complying Written Agreement (CWA); and,
- update information, including immunisation history statements, through the parent portal

Priory of Access

Although there are no legislative requirements for filling vacancies, Intereach FDC will prioritise children who are: Intereach FDC will prioritise children who are:

- at risk of serious abuse or neglect
- Children of sole parents who satisfy the activity test through paid employment, or where both parents satisfy the activity test through paid employment, will be prioritised for placement.
- Within this priority group, Intereach staff members will receive additional priority.

- Any other child

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Additional considerations include:

- Children of families already enrolled at the service.
- Ensuring access for all children, irrespective of cultural background, religion, sex, disability, parent/guardian's marital status, health status, residency status, or income.
- Meeting the specific needs of the local community, subject to availability.

In situations where the service does not have any vacancies, the service will establish a wait list.

Procedure

Enrolment Record

The Nominated Supervisor will regularly review the content of enrolments in line with regulatory requirements

Any feedback provided by the regulatory authority on enrolment records will provide a basis for reviewing and updating enrolments, and any required information will be passed onto third party software providers.

Children's records will be archived from the system after 12 months of non-attendance at the service and records will remain accessible through the online system.

Enrolling

- Families can access online enrolments from the Intereach website or by contacting the service directly to receive an enrolment link.
- The Family Handbook is available online through the Intereach website, this provides information on enrolment. Where direct contact is made with the service, the family handbook will be emailed or provided in hardcopy.
- Coordination unit staff will receive an email once an enrolment has been submitted and take the time to review the information provided to ensure the form has been completed accurately. Any information that is missing will be followed up.
- Intereach Family Day Care will not enrol children unless all documents and authorisations are provided by the parent or guardian of the child.
- Coordination unit staff will make regular contact with families on the waitlist, to update them of their progress and keep detailed notes of any communication.
- Where a vacancy exists, coordination unit staff will, refer the families to a choice, where possible, of educators that may meet their needs. Families will organise an interview with the referred educator/s.

During the interview, educators will discuss and inform families of, but not limited to, the following

- the educators' fee schedule, ,
- Household members and information about the attendance of visitors
- The educational program including where this can be located and their ability to contribute
- where relevant, any regular outings, excursions and higher risk experiences that may be undertaken
- The environment including sleep spaces, play spaces, nappy changing areas

- How to provide feedback

Educators will offer an opportunity for the parent/guardian/ family to provide information, ask questions and seek clarification.

Where the family accepts the position offered, the Coordination Unit staff will;

- enrol the child with the educator of choice through the third-party software;
- create an enrolment confirmation agreement (CWA) and Child Care Subsidy (CCS) enrolment (where available) for families to accept; ,
- generate pins for parents/ guardians and authorised contacts.
- Generate direct debit forms
- Generate access to the parent portal

Orientation

Orientation visits are organised between the educator and families to spend time at the service before care commences which helps the child ease into the service setting,

During Orientation, the educators will:

- work with families to identify the individual education and care requirements of each child and their family. This will include tailoring the orientation/settling in process to meet the needs of individual children and families, to support the continuity of care between home and the service;
- Ensure families complete all relevant documentation including but not limited to individual sleep plans, authorisations, medical conditions risk minimisation plans
- encourage children and their family to visit at different times during the day to become familiar with the various routines;
- reassure the parent/guardian that they may stay with their child for as long as they choose during orientation;
- suggest goodbye routines or other strategies to help the child cope with separation;
- encourage the parent/guardian to call and speak to them at any time during the day, within reason as to not impact the quality of education and care being provided; and,
- support the parent/guardian by maintaining open and consistent communication.

Monitoring, evaluation, and review

This procedure will be reviewed every three years and incorporate feedback and suggestions from children, families, educators, coordinators, volunteers, and students or when legislation requires

National Quality Framework

Element	Concept	Description
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.
2.2	Safety	Each child is protected
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.

Element	Concept	Description
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	Parent views were respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.

Compliance and References

Legislation	Education and Care Services National Regulations Education and Care Services National Law Act 2010 Privacy and Personal Information Protection Act 1998 (NSW) Health Records and Information Privacy Act 2002 (NSW) Privacy and Data Protection Act 2014 (Vic) Freedom of Information Act 1982 (Vic) Child Safe Standards NSW Child Safe Standards VIC
Standards or other external requirements	Australian Children's Education and Care Quality Authority (2017), <i>National Quality Standards</i> Australian Children's Education and Care Quality Authority (2017), <i>Guide to the National Quality Framework</i> Early Childhood Australia (2016). <i>Code of Ethics</i> Australian Government, Department of Education, Child Care Provider Handbook May 2023 (Priority of access - prioritising vacancies), Accessed May 2023 from: https://www.education.gov.au/child-care-provider-handbook-managing-child-care-places NSW Privacy Laws, Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW). Accessed May 2023 from: https://www.ipc.nsw.gov.au/privacy Office of the Victorian Information Commissioner. Privacy and Data Protection Act 2014 (Vic) and Freedom of Information Act 1982 (Vic). Accessed May 2023 from: https://ovic.vic.gov.au/all-events/introduction-to-information

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Internal Documentation	Acceptance and refusal of authorisations procedure Administration of Medication Procedure Dealing with medical conditions Procedure Inclusion and equity procedure Incident, injury, trauma and illness procedure Relationships with Children procedure Immunisation and Vaccination Procedure Sleep and Rest Procedure Delivery and Collection of Children Procedure Supervision Procedure Dealing with Medical Conditions Procedure Family Handbook FDC Family Child Information form Medication Administration Form Individual sleep plan Medical risk minimisation plan Medical Communication plan (change name to include medical at the front) Attendance and absence of children Payment and collection of fees Enrolment and orientation interview checklist Excursions and transport procedure, authorisations and risk assessments
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Document control

Version	Date approved	Approved by	Next review date
1.0	02/03/2020	R. Phillips - Acting Senior Manager, Children and Family Services	02/03/2023
2.0	07/06/2023	M. Piffero – General Manager Operations	07/06/2026
1.0	27/10/2025	The Children's Services procedure separated to be a standalone procedure for FDC and approved by: Kerri-Anne Hyde – General Manager, Operations	27/10/2028