

Intereach Children's Services

Enrolment and Orientation Procedure



Applies to	Intereach Family Day Care (FDC) and Intereach Out of School Hours (OOSH)				
Policy	NQS six: Collaborative partnerships with families and communities policy				
Version	2.0	Date approved	07/06/2023	Next review date	07/06/2026

1. Objective

Intereach children's services aim to ensure that enrolment and orientation processes meet the unique needs of each child and family to ensure successful placement. The service aims to provide an efficient enrolment procedure that is clear and understandable to all in the local community.

We value respectful and supportive relationships with our families as the basis of a smooth transition and quality outcomes for children in the service. Our quality practice enrolment and orientation processes seek to promote these relationships.

We actively seek the input of all those associated with the service in our decision-making processes. For families, we ensure this begins at enrolment and orientation.

Our educational program accounts for each child's knowledge, strengths, ideas, culture, abilities and interests. We view enrolment and orientation as an important opportunity to begin to gather this information from the child and their family.

We are committed to good governance and quality management. Our systems and practices ensure that our record keeping meets regulatory requirements, including in relation to confidentiality and storage.

2. 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 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 applications to identify 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 support effective placements;
- provide language support when families are having difficulty in completing the form. An enrolment interview should be conducted and, if necessary, organised in the parent/guardian's first language; and,
- ensure records are kept confidentially.

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It is the responsibility of educators and staff to:

- be familiar with regulatory requirements in relation to the enrolment and orientation;
- 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;
 - share information about service policies and procedures;
 - communicate information about their family beliefs, values and culture;
 - share their understanding of their child's strengths, interests, abilities and needs; and
 - converse the values and expectations they hold in relation to their child's learning;
- 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;
- 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 staff or educators of any changes to their current details that are on enrolment forms and make changes accordingly;
- ensure all enrolment forms are kept confidential. Forms are kept confidential from all but 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 Children's Services *Enrolment and Orientation Procedure*;
- complete enrolment forms 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, by notifying the service of any changes as they occur.

3. Procedure

3.1. Enrolment Record

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

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

Children's records will be archived from the system after 12 months of no attendance at the service and records will remain accessible through the online system.

3.2. Enrolling

- Families can access online enrolments from the Intereach website or 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.
- Children Services 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.
- Educators and staff will not enrol children unless all documents and authorisations are provided by the parent or guardian of the child.
- Children Services staff will make regular contact with families on the waitlist (families are placed on the waitlist once an enrolment is looked for or submitted) to update them of their progress and keep detailed notes of any communication.

In addition, FDC will:

- where a vacancy exists 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.

In addition, OOSH will:

- if availability is determined, send out an email confirming enrolment with relevant forms attached. The forms must be completed and returned to the service prior to first attendance along with a face photo of your child. Parents/guardians will also be asked to confirm their enrolment within MyGov; and,
- invite parents/guardians to the Family Centre for an orientation prior to their first day and to spend some time in the environment together meeting the team of educators, other children and families whilst having the opportunity to follow up on any further enquiries or seek further information.

During the Interview:

- A warm friendly approach is used to welcome the parent/guardian.
- Interruptions are avoided where possible to ensure the children are engaged while speaking with the parent/guardian.
- Families are invited to discuss their family structure, lifestyle, child-rearing practices, beliefs, and values and how they expect the service to help their child.
- The service's philosophy, policy and procedures are discussed with the parent/guardian. Also, parent/guardian is informed of how their feedback is valued and inform them of the systems in place for collaborating with educators when making decisions for their children.
- The families are informed of activities and experiences for children and how these align with the Approved Learning Frameworks.
- Families are told about the orientation visits and how they will help their child ease into the service setting.

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- An opportunity is provided for the parent/guardian to ask questions and seek clarification.

In addition, in FDC, 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 for families to accept; and,
- generate pins for parents/ guardians and authorised contacts.

3.3. Priory of Access

There are no requirements for filling vacancies however Intereach will prioritise children who are:

1. at risk of serious abuse or neglect
2. a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

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.

In addition, Intereach will also consider:

- children of families already enrolled at the service; and,
- where possible, access is ensured for any child irrespective of cultural background, religion, sex, disability, parent/guardians' marital status, health status, residency status or income whilst meeting the specific needs of the local community depending on availability;

Intereach will provide families with 14 days' notice, when possible, if a placement needs to be changed to allow care for a child considered to be of high priority.

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

3.4. Orientation

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

During Orientation, the educators and staff 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;
- 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 the child's educator(s) at any time during the day; and,
- support the parent/guardian by maintaining open and consistent communication.

4. 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.

5. 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.
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

6. Context

6.1. Standards or other external requirements	<p>Australian Children's Education and Care Quality Authority (2017), <i>National Quality Standards</i></p> <p>Australian Children's Education and Care Quality Authority (2017), <i>Guide to the National Quality Framework</i></p> <p>Early Childhood Australia (2016). <i>Code of Ethics</i></p> <p>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</p> <p>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</p> <p>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</p>
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6.2. Legislation or other requirements	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
6.3. Internal Documentation	Acceptance and refusal of authorisations procedure Administration of Medication Procedure Dealing with medical conditions Procedure Inclusion and equity procedure Interaction with children Immunisation Procedure OOSH Waitlist Procedure Family Handbook OOSH All About Me FDC Family Child Information form OOSH Child Profile Template Medication Administration Form

7. 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