

Enrolment and orientation are an exciting and sometimes an emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Family Day Care Service and engaged Family Day Care educators. Such partnerships enable the Family Day Care Service, FDC educators and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Family Day Care Service.

SCOPE

This policy applies to the Approved Provider, Coordinators, Administrative staff, Educators, Educator Assistants, children, families, and visitors of the Family Day Care Service.

ENROLMENT PROCESS/PROCEDURES

Enrolments will be accepted providing:

- the maximum daily attendance does not exceed the licensed capacity for each family day care educator engaged
- a vacancy is available for the booking required
- the adult to child ratio is maintained
- fees are paid
- requested documentation is supplied to the service.

Clarence Family Day Care Service recognises the educator as an agent for the Service in relation to the enrolment of children into the Service as permitted by National Education and Care Services Regulations and provide an efficient enrolment procedure that is clear and unambiguous to Family Day Care educators and families.

ENROLMENT

When a family has indicated their interest in enrolling their child in our Family Day Care Service:

- Families will be provided with a range of information about our Family Day Care Service
- Enrolment interviews may be conducted by the coordination team or directly with the FDC educator.
- Families shall be offered the choice of more than one educator should there be multiple vacancies that match the family's request available.
- Families will arrange a mutually convenient time, with the FDC educator, to visit the FDC residence for an enrolment interview.
- Consideration is given to the parents/guardians' request for days and hours of care and are matched to educator(s) in their area that have vacancies that match the parent/guardian's request.
- If there are vacancies in the area, families may be encouraged to meet with several educators in their area who have current vacancies.
- If applicable, families are required to give to the Service any documents required in relation to court orders, parenting plans, parenting orders and medical needs or plans.
- Families will complete the enrolment form and All About Me form informing the Service of their child's interests, strengths and individual needs
- Families are invited to ask questions and seek any further information they require.
- If a family or child uses English as a second language or speak another language at home, we request that at this time families provide us with some key words in the language/s the child speaks so that the FDC educator can learn the words.
- Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- It is a requirement of the Family Assistance Office that immunisation information held by the FDC Service is kept current. Parents are reminded as required to provide any immunisation updates to the Service.

- Children must meet the immunisation requirements to be eligible for Family Tax Benefit (FTB) Part A and Child Care Subsidy (CCS). Some exemptions apply; however, families are advised that vaccination conscientious objection is not a valid exemption. This is a requirement of Services Australia (Centrelink), and they can be contacted for further information regarding this requirement.
- Parents must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their AIR immunisation history statement
- In NSW, to attend childcare, children must be fully immunised or on an approved vaccination catch-up program. If a child cannot be immunised due to a medical condition, they may still be enrolled at the service with supporting documentation (Medical Exemption Form). If a child is on a 'catch-up' schedule for immunisations, they may still be enrolled at the Service. The child's immunisation history statement will indicate that the child is on a catch-up schedule. This is a requirement of NSW Health, and they can be contacted for further information regarding this requirement.
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

It is a legal requirement that prior to the child starting at the FDC Service we have all required documents including

- the completed enrolment form
- medical management plans (if relevant) completed by the child's general practitioner
- a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age and
- details of any court orders, parenting orders or parenting plans
- written agreement

WAITLIST

- Where education and care vacancies within the service are limited, or are not available, parents/guardians are able to request that they are placed on the Services' waitlist.
- In those circumstances that no referrals can be given at the time of enquiry the Parents details will be documented on the enquiry register and followed up in a timely manner.
- Educators maybe emailed the request to ask if they can help with the required care and the request will be advertised on the CFDC educator Facebook page.
- The service keeps accurate records of current education and care use, including families waiting for placement, to enable the Service to:
 - identify trends in the need for education and care in the community
 - recommend future directions for service provision to the Approved Provider
- Educators may maintain their own waitlist and fill their vacancies from their own waitlist.
- Educators need to have vacancies in their education and care service filled as soon as possible to ensure consistency of income.
- Educators need to inform the service as soon as possible of their vacancies so that referrals can be made to them
- Unborn children may be placed on the waiting list. If an unborn child is placed on the waiting list, the family must advise the Service of the expected birth date. It is the responsibility of the parent to inform the coordination team of the name and date of birth of the child within three months after the expected birth date. If this information is not provided, then the child and family details will be removed from the list.

ENROLMENT PACK

Families will be provided with access to an enrolment pack which may consist of:

- Family Handbook which outlines the FDC Service's operation and philosophy
- current fee structure and payment details
- Child Care Subsidy information

- Information on the National Quality Framework, National Quality Standard and the approved frameworks- Early Years Learning Framework and My Time, Our Place
- ECA Code of Ethics brochure
- Lunchbox and Snack ideas

FAMILIES ARE REQUIRED TO PROVIDE THE FOLLOWING INFORMATION FOR ENROLMENT OF THEIR CHILD:

1. Full name/s of parent/s (or the person legally responsible for the care of the child) residential address and contact telephone number
2. Each parent's occupation, work hours and educational qualifications
3. The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
4. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the FDC educator's residence (authorised nominee). An email address needs to be supplied so that their PIN to sign in and out of Harmony can be set up.
5. Full name of the child
6. Child's date of birth
7. Child's residency status
8. Child's address
9. Gender of the child
10. Cultural background of the child
11. Provision of care – if care will be a routine and/or casual etc.
12. Session start and end times
13. Written Agreement
14. Immunisation History Statement
15. Any court orders or parenting agreements regarding the child
16. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
17. Any special requirements of the family, including for example cultural or religious requirements
18. The individual needs of a child with a disability or with other additional needs
19. Parental permission for any medications to be administered to the child whilst at the Service.
20. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or FDC educator to seek:
 - medical treatment for the child from a registered practitioner, hospital or ambulance service
 - transportation of the child by an ambulance service
21. Child's Medicare number (if available)
22. Health Care Card number (if applicable)
23. Private Health Fund details (if applicable)
24. Specific healthcare needs of the child, including allergies and intolerances
25. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
26. Details of any dietary restrictions for the child
27. The name, address and telephone number of the child's doctor
28. Authorisation for regular occurring transportation and regular outings/excursions
29. CRN for child and claimant
30. Child Care Subsidy Assessment confirmation
31. Payment of fees form

32. Any payment of required fees

FINAL CHECKS BY COORDINATION TEAM WILL ENSURE:

- enrolment form is completed accurately and, in its entirety
- authorisations are signed by both parents/guardians
- a child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service each day
- the child's Medical Management Plan is recorded, and this information is shared/distributed to the FDC educator
- Medical Action Plans are completed in full (if relevant)
- Administration of Medication forms are completed (if relevant)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs
- FDC educator/educator Assistants are aware of the new child including any medical conditions, interests, developmental needs, and strengths
- immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the Observation cycle
- the enrolment is lodged through HarmonyWeb or PEP with Department of Education, Skills and Employment (DESE)
- a file for the Child's information is created
- contact is made with families to share details on how the child is settling to care during the first few weeks
- families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process.
- Payment of fees form completed
- Payment of fees has been received.

FAMILY DAY CARE EDUCATORS WILL:

- ensure an enrolment record is kept for each child which contains all the information set out in regulation 160 including all required authorisations relating to medical treatment, regular outings and transportation and health information
- keep prescribed enrolment and other documents including medication record and children's attendance records
- keep all records confidential
- not accept children into care until the office has confirmed that the child can start care

FAMILIES WILL:

- complete all documentation required by the FDC Service for enrolment
- provide required authorisations as indicated on enrolment form
- notify the FDC Service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date
- pay fees in the required timeframe

CHILD CARE SUBSIDY

Child Care Subsidy (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- Combined annual family income

- Activity test – the activity level of both parents
- Service type – type of childcare service and whether the child attends school
- Documentation may be required such as driver licence, passport, birth certificate, marriage certificate, Australian citizenship certificate
- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for Additional Child Care Subsidy depending upon their circumstance

WRITTEN AGREEMENT (CA)

The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Written Agreement (WA)* and is an agreement to provide care in return for fees.

- The WA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider.
- The WA must include the following information:
 - the names and contact details of the provider and the individual(s)
 - the date the arrangement starts
 - the name and date of birth of the child (or children)
 - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
 - the usual start and end times for these sessions of care
 - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
 - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Where there are certain changes (fees or booked days) to the individual *Written Agreement (WA)* for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated WA.
- An enrolment notice must be submitted within 7 days following the signed WA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.
- This Written Agreement maybe in the form of a Complying Written Arrangement (CWA), Relevant Arrangement (RA) or Arrangement with an organisation

ADDITIONAL CHILDCARE SUBSIDY PROCEDURE

Our Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly.
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect.
- Once a child has been identified as 'at risk' the FDC service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing).
- If the FDC Service deems the child is eligible for ACCS the FDC Service will submit an initial ACCS Certificate for a 6-week period.
- The FDC Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate.
- If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the service may apply for a Determination for a period of up to 13 weeks.

- Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency.
- Following an application for an ACCS 12-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'.
- If the child continues to be 'at risk; after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.

ORIENTATION PROCESS/PROCEDURES

Orientation is an important process for children, families, educators/educator assistants and the Family Day Care Service to gain vital information about the individual child's needs, interests, and strengths. To enable children to feel safe and secure, and to set the foundations for a trusting partnership, we feel that it is necessary for the family to attend an orientation visit. This visit or visits assist the child to adjust to a new setting and helps to make the transition from home to the Family Day Care residence/or venue a smooth and positive experience.

ORIENTATION OF THE SERVICE

During parent interviews and orientation of the Family Day Care residence with their FDC Educator, families may:

- be shown the signing in/out process at the FDC residence
- be advised of appropriate clothing for children to wear each day, including shoes, hats and sunscreen
- be informed about policies regarding children bringing in toys from home
- be introduced to the FDC educator assistant (if applicable)
- be taken on a tour around the residence or venue
- be asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- be informed of the daily report and how parents can view this or informed about the online platform/App the FDC service may use
- be introduced to the routine and educational program, including portfolios and the observation cycle
- be informed about communication strategies including meetings, interviews, newsletters, emails, etc.
- be given the opportunity to set goals for their child
- be informed of the preferred method of communication
- be advised that it is their responsibility to notify the FDC educator of any changes to their current details on enrolment forms (e.g.: new phone numbers)

THE COORDINATION OFFICE WILL:

- provide information about suitable FDC educators for their child to parents/family (if applicable)
- work with the FDC educator to create a welcoming environment and interact positively with the child and family
- respect the child and family at all times, acknowledging the individuality of each parenting style
- contact support agencies for children with additional needs to assist in transition
- encourage families to provide feedback about policies and procedures
- provide families with a list of documents that will be required for enrolment- (birth certificates, immunisation records, relevant court orders, parenting orders etc).

EDUCATORS/EDUCATOR ASSISTANTS WILL:

- greet children and families upon arrival
- discuss with families the best transition process for their child
- reassure families that they will phone parents if the child remains distressed
- seek information about the child and family throughout the orientation process

- discuss suggestions for developing a routine to say goodbye to their child each day
- create a welcoming and inviting environment
- invite families to FDC play-sessions and other opportunities to connect with a larger group of families with young children in their area

FOLLOW UP

Once the child has attended the FDC Service for a few days, the educator will ensure they:

- speak directly with the family to ask how their child and the family has settled into the routine of childcare
- welcome any questions or concerns the family may have
- provide information to the family of how their child has settled in these early days (interests, friends, songs they like to sing, craft activities etc.)

ENROLMENT RECORD KEEPING

Our *Record Keeping Policy* outlines the information and authorisations that we will include in all child enrolment records.

ON THE CHILD'S FIRST DAY

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's FDC educator; contact the FDC educator during the day to 'check' in on their child and request help with separation if this is a problem for their child.

On the first day, the child and their family will be welcomed and shown where or how to sign their child in/out of the FDC educator's residence or approved venue

- The FDC educator will discuss what is happening during the day and show where the child's locker is located
- Information about collecting their child at the end of the day will be discussed
- the FDC educators will ensure information about the child's first day is shared with parents (through online APP or daybook)
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

NATIONAL QUALITY FRAMEWORK

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
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 their service and contribute to service decisions.
6.1.2	Parent views are 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.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

NATIONAL ECEC REGULATIONS

S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures

86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
96	Self-administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
169	Additional policies and procedures- family day care
178	Prescribed enrolment and other documents to be kept by family day care educator
181	Confidentiality of records kept by approved provider
182	Confidentiality of records kept by family day care educator
183	Storage of records and other documents

RELATED LEGISLATION

- Family Assistance Law

SOURCE

- ACECQA. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.
- Australian Government Department of Education, Skills and Employment. (2019) Child Care Provider handbook
- Australian Government Department of Education, Skills and Employment. (2019) Guide to Additional Child Care Subsidy (child wellbeing)
- Australian Government Services Australia – Australian Immunisation History Statement
- Services Australia – Child Care Subsidy
- National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay
- NSW Government Health. (2019). Questions and answers about vaccination requirements for child care