



Enrolment Policy

Enrolment and orientation is an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and ***Cuddly Bear Templestowe Early Learning Centre***. Such partnerships enable the Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Service.

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

Education and Care Services National Regulations

Children (Education and Care Services) National Law NSW	
77	Health, hygiene and safe food practices
78	Food and beverages
79	Service providing food and beverages
80	Weekly menu
88	Infectious diseases
90	Medical conditions policy
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
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
173	Prescribed information is to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

RELATED POLICIES

Acceptance and Refusal Authorisation Policy
Arrival and Departure Policy
Children's Belongings Policy
Immunisation Policy
Payment of Fees Policy
Privacy and Confidentiality Policy
Additional Needs Policy
Family Communication Policy
Withdrawal of a Child Policy
Retention of Records Policy
Record Keeping Policy
Sun Safety Policy

PURPOSE

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and Cuddly Bear Templestowe to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, staff, management and visitors of *Cuddly Bear Templestowe Early Learning Centre*.

IMPLEMENTATION

Cuddly Bear Templestowe Early Learning *Centre* accepts enrolments of children aged between 6 weeks- 6 years of age.

Enrolments will be accepted providing:

- a) The maximum daily attendance does not exceed the licensed capacity of the Service
- b) A vacancy is available for the booking required
- c) The adult to child ratio is maintained in each room
- d) Priority of access guidelines are adhered to.

The Department of Family and Community Services and Indigenous Affairs have set priority of access guidelines for all children's services eligible for Child Care Subsidy.

Every Child Care Subsidy approved childcare service is required to abide by the guidelines which families will be informed of during the enrolment process

Priority of Access

Cuddly Bear Templestowe aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- o At risk of serious abuse or neglect
- o A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

To secure a child's position families are required to pay an **enrolment fee** and **two-week** bond which is calculated at full fee to secure the position. When **2** weeks' notice of withdrawal is given, the bond will be refunded.

Children with disabilities will be enrolled, if in the opinion of management, the Service can meet the child's needs. Additional resources and funding may be required.

Upon enrolment families will be informed of their priority and directed that if the Service has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

Enrolment

When a family has indicated their interest in enrolling their child at Cuddly Bear Templestowe Early Learning *Centre*, the following will occur:

- Families will be invited to come on a tour of Cuddly Bear Templestowe Early Learning *Centre*.
 - o Families will be provided with a range of information about the Service which will include: programming methods, menu, incursions, excursions, inclusion, fees, policies, procedures, sun smart requirements, regulations for our State and the licensing and assessment process, signing in and out procedure, the National Quality

Framework, room routines, educator qualifications, introduction of educator in the room the child will be starting in and educator and parent communication strategies.

- Families are invited to ask questions and seek any further information they require.
- Any matters that are sensitive of nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, or medical needs or plans.
- Families are given a copy of the Family Handbook, which outlines the Service operation and philosophy.
- Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to the Service.
- Families will complete the enrolment form informing management of their child's interests, strengths and individual needs. It is important that all details on the enrollment forms are filled out completely and correctly. You will also be expected to read and sign our Sun Smart Agreement and Enrolment Agreement.
- 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 languages the child speaks so that educators can learn the words. Educators will furthermore use visuals to assist the child to understand and be able to communicate with others.
- Families must complete a Child Care Subsidy assessment to check eligibility and entitlements to CCS. This can be done online through myGov website.
- Where there are certain changes to the individual Complying Written Arrangements (CWA) 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 through myGov.
- Families will be invited to bring their child into the Service at a time that is mutually convenient in order to familiarise themselves with the environment and educators.

- It is a legal requirement that prior to the child starting at the Service we have all required documents including the completed enrolment form, medical plans, immunisation status and any court orders.
- It is a requirement of the Family Assistance Office that immunisation information held by the Service is kept current. Parents are reminded mid-way through the year to provide any immunisation updates to the Service in order to continue receiving childcare benefits.
- Parents must notify the Service if their child has not been immunised via the enrolment form.
- Families are to be advised that since January 2018 children who have not been immunised due to parent's conscientious objection cannot be enrolled at the Service.
- If a child cannot be immunised due to a medical condition they may still be enrolled at the Service.
- If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service.
- Families are required to provide current Australian Immunisation Register (AIR) History Statement which shows that the child is up to date with their scheduled immunisations. The AIR is national register administered by Medicare that records details of vaccinations given to children. Please note that children's 'green books' are not accepted.
- Unborn children may be placed on the waiting list to avoid the unfair allocation of places that may occur if children can only be placed on the list after birth. 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 Management of the name and date of birth of the child.
- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form. Although a new enrolment form must be completed at re-enrolment time annually (September).

Families will be asked to provide the following information:

1. The parent's full name, residential address, place of employment and contact telephone number.

2. The full name, residential address, place of employment and contact telephone number of a person authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted.
3. The full name, residential address, place of employment and contact telephone number of any person authorized by the parent to collect the child from the Service.
4. The full name of the child.
5. The child's date of birth.
6. The child's address.
7. Names of the child's parents.
8. The gender of the child.
9. Provision of care – if care will be a routine and/or casual etc
10. Session start and end times
11. Agreement on Fee information
12. Any court orders or parenting agreements regarding the child.
13. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
14. The cultural background of the child.
15. Any special requirements of the family, including for example cultural or religious requirements.
16. The needs of a child with a disability or with other additional needs.
17. A statement indicating parental permission for any medications to be administered to the child whilst at the Service. Only a parent on the enrolment form can authorise the administration of medication.
18. The child's Medicare number.
19. Specific healthcare needs of the child, including allergies and intolerances.
20. 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.
21. Details of any dietary restrictions for the child.
22. A statement indicating parental permission for Cuddly Bear Templestowe to seek any emergency medical treatment at a hospital or from ambulance services.

23. The name, address and telephone number of the child's doctor.
24. Excursion permission for regular occurring outings.
25. The child's Medicare number.
26. Specific healthcare needs of the child, including any medical condition including allergies, including whether the child has been diagnosed as at risk of anaphylaxis.
27. Any medical management plan, anaphylaxis Medical Management Plan or Risk Minimisation Plan to be followed with respect to a specific healthcare need, medical condition or allergy.
28. Details of any dietary restrictions for the child.
29. The immunisation status of the child (Immunisation History Statement)
30. CRN for child and claimant.
31. Child Care Subsidy Assessment confirmation

Enrolment Pack

Families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details
- Parent Handbook
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- Child Care Subsidy information.
- Child Care Subsidy information.

Families will be -

- Given the Service enrolment form to be completed
- Provided with an outline of the Service policies which will include fees payment, sun safety, illness and accident and medical authorisation
- Spoken to about the enrolment fees and bond
- Shown the signing in/out process – Qikkids Kiosk
- Spoken to about appropriate clothing worn to the Service, including shoes
- Informed about children bring in toys from home
- Introduced to child's Educators
- Taken on a tour around the Service

- Discuss medical management plan and allergies completed on file (if applicable)
- Advised about the daily report and how parents can view this
- Introduced to the room routine and Service program. This included portfolios and the observation cycle.
- Informed about Service communication – meetings, interviews, newsletters, emails etc.
- About Hats and Sunscreen
- Able to set Family Goal's for their child
- Confirm preferred method of communication
- Orientation sessions will be provided to each new child enrolment. This gives families and educators the chance to settle the child into the program. We offer up to 3 orientation sessions for each family, each session will only be for no longer than 3 hours at a time. Parents are welcome to stay with their child during these orientation sessions. If they opt to leave their child they must have completely completed all enrolment forms. Orientation will be organised between management and the family.

Management will ensure:

- Enrolment form is completed accurately and in its entirety
- The appropriate Room leader is informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- Immunisation certificate and birth certificate have been sighted and photocopied
- The Child is added to the Observation cycle
- The Child is added to the Service's medical characteristics sheet (if necessary) and this information is distributed to Educators
- The enrolment is lodged with DEEWR
- A file for the Child's information is created
- 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.
- Child Care Subsidy is explained to families

Child Care Subsidy

- Child Care Subsidy (CCS) replaces the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy
- Families must complete the 'Child Care Subsidy Assessment' Task online through the myGov website.
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their child care fees and pay the Service the difference between the fee charged and the subsidy amount

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:

- The child and their family will be welcomed into their room.
- They will be greeted by one of the educators who will show them where to sign in and out, discuss what is happening in the room, and show where the child's locker is located.
- Management will ensure all required documents and information has been received from families.

Source

Australian Government Department of Education. Department of Education and Training (2019) Care Provider handbook
https://docs.education.gov.au/system/files/doc/other/child_care_provider_handbook_0.pdf

Department of Human Services (Centrelink):
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Education and Care Services National Amendment Regulations. (2017).

Kearns, K. (2017). *The Business of Childcare* (4th Ed.).

NSW Government Health. (2019). Questions and answers about vaccination requirements for child care:

https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

Revised National Quality Standard. (2018).

Review

Date Reviewed	Modifications	Next Policy Review Date
September 2017	Policy Created	September 2018
October 2017	Updated the references to comply with the revised National Quality Standard	September 2018
November 2017	Section added that as of 2018 parents will annually fill out new enrolment forms at re-enrolment time (September)	September 2018
September 2018	Updated to comply with Child Care Subsidy changes.	September 2019
February 2019	Updated to comply with Child Care Subsidy changes.	February 2020
June 2020	<ul style="list-style-type: none"> • Priority Access Guidelines removed -new information added • Grammar, punctuation and spelling edited. • Additional information added. • Points re-ordered for better flow. • Sources/references corrected, updated, and alphabetised. • References to 'conscientious objection' updated. • New reference/source added. <p>Related policies alphabetised.</p>	June 2021