

## Policy Statement

Our service aims to ensure that each child and their family receives an enrolment and orientation process that meets their needs, allowing the family and child to feel safe and secure in the education and care that we provide.

## Strategies and Practices

- The *Enrolment and Orientation Policy* is available to families upon enrolment and staff upon induction.
- Families can make initial enrolment enquiries via email, telephone or in person. At this time, families are provided with basic information about the Service, its programs, routines and fees; and, if present are shown through the Service or encouraged to make an appointment at a later time.
- The service uses information technology to support the enrolment and orientation process for families. Our website provides families with the option to register a their interest for enrollment through the Xplor platform. The service can then access this information through the QikKids Enrol program.

## Waitlist

- When a family decides that they would like to enrol their child at our service, and there is no immediate place available, they must complete a hard copy Waitlist Application Form or access the services website to register their interest for enrolment and join our waitlist.
- When a position becomes available at the service, the Nominated Supervisor or Responsible Person will refer to the Waitlist, identify who is next on the list and inform the family of the availability.
- First preference is given to children on the waitlist to:
  - Children of a staff member, who is employed on a permanent basis
  - Children currently enrolled
  - Children who are the sibling of a child who is currently enrolled

## Enrolment

- To enrol a child at our service, the family is required to complete an Enrolment Record (either electronically or hardcopy), Direct Debit Form, Medical Conditions Risk Minimisation Form (if applicable), and Medication Administration Form (if applicable). Families will also be provided with a copy of the Family Handbook. the following documents and forms in order to complete the process:
- A copy of the child's current immunisation history statement must be provided as well as a current Medical Management Plan (if the child has a diagnosed medical condition).
- Once all forms have been completed, either electronically or in hard copy and returned to the service, the family will be offered a position at the service, including a proposed start date, which they must accept or decline within the specified time period.
- The service has a once off enrolment fee and bond that is charged per child. Families are required to pay the enrolment fee to secure their booking, and bond upon beginning enrolment.

- Families accounts are charged and required to be paid two weeks in advance at all times (a bond). Families can then to pay either weekly, fortnightly or monthly and they must specify the day of the week for the deductions to occur.

## Orientation

- Once the offer has been accepted and the start date agreed upon, the family will be contacted to arrange an orientation visit to the service with their child. A minimum of one to two visits is recommended, however the number of visits required is dependent on the needs of the child and their family.
- The orientation process allows families to familiarise themselves with the environment, staff and routines of the service. Parents must always stay with their child during these visits.
- Families are provided with an enrolment pack during their orientation visit. The enrolment pack is a calico bag that includes the following:
  - Hat
  - Drink bottle
  - Sustainable Wet Bag; and
  - A variety of pamphlets and information that is relevant to the operations of the service, our philosophy and policies and procedures.

## Re-enrolment

- At the end of each year, families are required to complete a Re-enrolment Record for the following year. This must be completed before the child can recommence care.

## Termination of Enrolment

- Two weeks' notice must be given by parents when they are planning on withdrawing their child from the service. This must be completed in writing.
- Children must be physically present at the service on their last day of care. If not, the Child Care Subsidy will not be paid to the service. The family will then be charged the full fee rate for each day, dating back to when the child was last physically present at the service. This is called Cessation of Care and is a Government requirement not a service specific policy position.
- If families do not provide the required two weeks' notice, they will be charged the full fee rate for each day for 14 days from their last day of attendance.
- Parents who are more than two weeks in arrears with their fees will be issued with a reminder statement which must be paid immediately. Parents are encouraged to contact the Nominated Supervisor or Responsible Person to negotiate payment of the fees if they are experiencing financial difficulties. If after negotiating payment plans, parents still fail to pay the outstanding bill, their child's place will be terminated, and legal advice sought to recover the unpaid fees. The legal fees will be added to the unpaid account.
- The Bond that parents pay upon enrolment will be credited to the parent's account once cessation of enrolment notification is received by the service.

## References

- *Education and Care Services National Law*
- *Education and Care Services National Regulations*
- *Guide to the National Quality Framework*
- Australian Child Care Alliance NSW -  
<https://nsw.childcarealliance.org.au/members/policies-required-under-regulation-168>
- Dr Brenda Abbey (Childcare by Design)

## Policy Review

The Service encourages staff and parents to be actively involved in the review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur, and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities, where necessary, as part of the review to ensure the policy contents are consistent with current research and contemporary views on best practice.