

# ENROLMENT & ORIENTATION POLICY



## 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 QikKids 'My Family Lounge' account that allows them to share information with the service. 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, register a 'My Family Lounge' account and complete an online Waitlist Request. Both forms are stored in the services Waitlist Folder located in the office. The online forms are also stored electronically in chronological order.
- When a position becomes available at the service, the Nominated Supervisor or Responsible Person will refer to the Waitlist Folder, identify who is next on the list and inform the family of the availability, either by phone or email.
- First preference is given to children on the waitlist who are currently enrolled and to those children who are the sibling of a child who is currently enrolled.

## Enrolment

- To enrol a child at our service, the family are provided with the following documents and forms in order to complete the process:
  - Enrolment Record
  - Family Handbook
  - Direct Debit Form
  - Child Care Subsidy information
  - Medical Conditions Risk Minimisation Form (if applicable); and a
  - Long Term Medication Administration Form (if applicable).
- 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).

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- If the family prefers, they can complete the Enrolment Record through their My Family Lounge account which enables them to upload the Direct Debit Form, Immunisation History Statement and Medical Management Plan, which all then gets submitted to the service.
- 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 that is charged per child. Families can choose to pay this fee up front or have it deducted with the first fee deduction. This will be confirmed with the Nominated Supervisor or Responsible Person before the child commences.
- Families accounts are required to be two weeks in advance at all times. The first fee deduction will include three weeks' fees. The current week that they are attending and two weeks' fees in advance. Families can then opt to pay either weekly, fortnightly or monthly.

## 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:
  - Family Handbook
  - 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.

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- 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.

## References

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

## 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.

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