

A-4 Enrolment

NQS

QA. 6.1	Respectful and supportive relationships with families are developed and maintained.
QA. 6.1.1	There is an effective enrolment and orientation process for families.
QA. 6.1.3	Current information about the service is available to families.
QA. 6.2	Families are supported in their parenting role and their values and beliefs about childrearing are respected.
QA. 7.3	Administrative systems enable the effective management of a quality service.
QA. 7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.
QA. 7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.

National Regulations

Reg. 160	Child enrolment records to be kept by approved provider and family day care educator
Reg. 161	Authorisations to be kept in enrolment record
Reg. 162	Health information to be kept in enrolment record
Reg. 168	Education and care service must have policies and procedures
Reg. 177	Prescribed enrolment and other documents to be kept by approved provider

Policy Statement

We aim to provide an efficient enrolment procedure that is clear and understandable to all in the local community. We will ensure the confidentiality of information provided to us through the practice of secure recording and filing procedures.

Related Policies

- THE KIDS CASTLE Policy A-1: Hours of Operation
- THE KIDS CASTLE Policy A-2: Priority of Access
- THE KIDS CASTLE Policy A-3: Philosophy
- THE KIDS CASTLE Policy A-5: New Children Orientation
- THE KIDS CASTLE Policy A-6: Fees
- THE KIDS CASTLE Policy A-8: Dropping off and Picking Up
- THE KIDS CASTLE Policy A-11: Maintenance of Records
- THE KIDS CASTLE Policy A-13: Participation and Access
- THE KIDS CASTLE Policy A-14: Complaints

- THE KIDS CASTLE Policy A-15: Role of the Management Committee
- THE KIDS CASTLE Policy A-17: Privacy and Confidentiality
- THE KIDS CASTLE Policy D-1: Dealing with Medical Conditions
- THE KIDS CASTLE Policy D-9: Emergency Procedures
- THE KIDS CASTLE Policy D-15: Allergies
- THE KIDS CASTLE Policy D-16: Asthma
- THE KIDS CASTLE Policy D-17: Anaphylaxis
- THE KIDS CASTLE Policy D-18: Diabetes
- THE KIDS CASTLE Policy D-22: Child Protection Policy
- THE KIDS CASTLE Policy D-23: Child Management

Procedure

An online Enrolment Form and additional enrolment supplement must be completed for each family, including a separate details page for each individual child prior to attendance at the centre. The appropriate Membership Fees, as set by Management, will be invoiced on finalisation of the online family Enrolment Form. This is payable by all families before the child/ren can attend the Centre.

The Nominated Supervisor will go through the online form prior to the child starting care to ensure all the appropriate fields have been completed and will advise parents of any missing information.

The online Enrolment Form (available on the centre webserver) must be completed in full and contain the following information as prescribed in Regulation 160:

- the full name, date of birth and address of the child
- the name, address and contact details of:
 - each known parent of the child; and
 - any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and
 - any person who is an authorised nominee; and

Note: Authorised nominee means a person who has been given permission by a parent or family member to collect the child from the education and care service or the family day care educator. See section 170(5) of the Law.

 - any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and
 - any person who is authorised to authorise an educator to take the child outside the education and care service premises;
- details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
- details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;
- the gender of the child;
- the language used in the child's home;
- the cultural background of the child and, if applicable, the child's parents;

- any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
- the relevant authorisations set out in regulation 161;
 - an authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child, for the approved provider, nominated supervisor or an educator to seek—
 - i. medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
 - ii. transportation of the child by an ambulance service; and
- the relevant health information set out in regulation 162;
 - the name, address and telephone number of the child’s registered medical practitioner or medical service; and
 - if available, the child’s Medicare number; and
 - details of any—
 - i. specific healthcare needs of the child, including any medical condition; and
 - ii. allergies, including whether the child has been diagnosed as at risk of anaphylaxis; and
 - 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 referred to above; and
 - details of any dietary restrictions for the child; and
 - the immunisation status of the child; and
 - if the approved provider or a staff member or family day care educator has sighted a child health record for the child, a notation to that effect; and
 - in relation to New South Wales, certificates for immunisation or exemption for the child, as required under section 87(1), (2) and (3) of the Public Health Act 2010 of New South Wales.

If a child is subject to a court order, parenting order or parenting plan, the service must have a copy on record plus any subsequent alteration registered by the court prior to the child first attending the centre. This evidence of court orders or agreements must be provided upon enrolment in order to minimise the likelihood of distressing situations occurring in the future and must include any additional information relating to powers, duties, responsibilities and authorities of any person in relation to either the child or access to the child.

If a child has any specific health care requirements, for example, diagnosis of being at risk of anaphylaxis, a copy of the medical management plan (i.e. Action Plan) as set by the child’s medical practitioner, must be received upon enrolment (or as soon as the child is diagnosed) and kept on record with the child’s enrolment details. Where a child has such a specific health care requirement on enrolment, the paperwork must be received prior to the child first attending the centre.

All enrolment forms are to be kept in a secure file (see A-11 Maintenance of Records Policy) and kept confidential from all but the approved persons who enrolled the child, relevant staff and

relevant Management Committee members, the Centre's Administrative Service Provider and Commonwealth and/or State Department Officers (see A-17 Privacy and Confidentiality Policy).

Online Enrolment forms are to be updated yearly and/or when there are changes to the family's details or circumstances. Parents will be advised that it is their responsibility to notify staff of any changes to their current details upon enrolment through the Family Handbook.

To confirm re-enrolment for the following year, and to cater for any changes to care required, current families will need to complete online re-enrolment and selection of required bookings during Term 4 in preparation for the commencement of the following year. Families will access the online re-enrolment on the centre webserver via a link from the centre website ().

Information will be communicated to families as enrolment and re-enrolment commences in Term 4. Re-enrolling families (including the addition of a sibling to an already enrolled family) are given a priority period within which to re-enrol, prior to enrolment of new families commencing.

. Any families failing to complete their online enrolment or re-enrolment prior to this date will be unable to make a booking during Week 1 and 2 of Term 1. This period ensures staff can assist in settling in any new children and provide the highest quality of care as opposed to communicating with new or re-enrolling families regards their enrolment. The Director has the delegated authority to waive this two week booking period in extreme cases only.

Depending on availability of care, and subject to policy decisions above regards the closing date of enrolment and re-enrolment, children may be enrolled at any time throughout the year. Care will be determined by availability and the Priority of Access Guidelines (see A-2 Priority of Access Policy).

On enrolment, families will be provided with a Family Handbook detailing how the centre functions, including:

- Philosophy and goals
- Management structure
- Priority of access and waiting list
- Hours of Operation
- Fee Structure
- Program
- Staffing arrangements
- Child Care Benefit (how to apply)
- Quality Standards
- Mandatory reporting
- Grievance and complaints handling
- All policies and procedures that relate to families and children

Completion of the Online Enrolment Forms is considered to be the parent / guardian's acceptance of the Centre's policies and procedures.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Putting Children First (NCAC) - 'Ask a Child Care Advisor: Enrolment and Orientation'
- Network of Community Activities Factsheet – 'Orientations'
- Privacy Act 1988
- Public Health Act 2010
- Family Law Act 1975

Endorsed: 15/01/2019

Review Date: 15/01/2021