

# 1 - ENROLMENT POLICY

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## Position Statement

It is important for parents to feel welcome and relaxed at the centre. Parents should be able to meet team members and to understand the centre's policies and procedures. Enrolment forms need to be completed before a child can commence at the centre.

## Objective

To conduct a comprehensive orientation for new families and children.

## Implementation

Once a vacancy has been filled from the waiting list and parents have accepted the days; a convenient appointment time will be made so that parents can complete the orientation process.

An orientation checklist will be completed for each new family that enrolls and for the centre as per the **Orientation Checklist Family** in the Director's Resource Manual(Intranet) and the enrolment pack.

In brief the procedure will be as follows:

1. Parent completes the enrolment form using QK Enrol. Please follow instruction provided in the enrolment registration email. All questions and fields are required to be completed on the enrolment form. Being an online enrolment form if a field is left blank; it is intentional left blank by the parent. All required fields are required to be completed before submitting enrolment form.
2. Completion of CWA before commencement at centre.
3. Parents to be emailed Welcome Message (via Mail Chimp).
4. Upon offer of a place the family must pay the fees in accordance with fee policy and fee schedule of the centre. All families need to apply to the Centrelink for claiming of Child Care Subsidy (CCS) entitlements. If the family have not applied for CCS, they will be billed at full fees until such time as the advice from Centrelink is received at the centre.
5. Families will be advised that their receipt will be emailed by the end of the first week of care.
6. Issue the family with an Enrolment Pack and explain the items as per the Orientation Procedure outlined above.
7. Ensure the family have been introduced to the contact team members who will be caring for their child.
8. Explain to families their options in regards to the acceptable methods of fee payment. Debit Success is our only payment method.
9. Show the family where their accounts and centre communication will be placed for their collection. We issue account statements via email.
10. Confirm a start date for the child, and organise a orientation days for the child if the parent can facilitate that (eg. The child may only come for 0.5 – 3 hours). This can make the settling in process easier for the child, if the parent can manage it.
11. Explain the requirements for the first day – go through that page in the parent handbook with the parent.
12. Menu – explain how the menu works (where applicable).
13. Show the family where the QK Kiosks are located to sign in and sign out their child/ren sheets are located, and explain how to complete them and why it is a requirement. Please refer to Appendix 1: for instructions on how parent use the QK Kiosk to sign in and out their children to record attendance.
14. Explain that the parent, a legal guardian, or authorised adult (and explain the meaning of authorised) must pick up and drop off the child every day. Show the parent where the Regulations Booklet, Child Care Act Booklet, Quality Improvement Plan, sign-in and sign-out Kiosk Noticeboard and Centre Policy Handbook are located in the foyer.
15. Explain safety and security expectations – for example that parents enter and leave the centre carefully so that children do not follow them and that if there are door codes, that they keep the code confidential.

16. Explain the Open Door policy. If the parents have any queries, questions or concerns we would prefer that they direct them to the Centre Director or management. Also, show the parent the grievance procedure in the Parent Handbook and where the phone number is located for the State Licensing body and the support centre.
17. Explain Parent Participation and the Parent Consultative Group. Periodically parents are invited to participate in the program. If parents feel inclined to have input, we would strongly encourage it. Involvement in the parent committee is not onerous, and it allows them a forum to discuss issues at the centre in a child free forum.

Prior to commencement at the centre the Director must hold in their possession the following:

- Enrolment form; All fields and forms **MUST** be fully completed (**NO BLANK FIELDS ON ENROLMENT FORM ARE ALLOWED**). The enrolment form must include all child and parent information, emergency contact numbers, authorised person to collect the child and medical and doctors details. Further, consent to seek and carry out urgent medical attention if required is necessary. All enrolment form must include an Authorised Nominee (adults other than parent who have parent's authority to collect child, make decisions regarding child's wellbeing and health in absence of parents and are emergency contacts).
- Immunisation status certificate/immunisation history record);
- Medical Management, Risk and Communication Plans (if applicable) (For example: Asthma, Allergy, Anaphylaxis, Other Medical Conditions, etc);
- Debit Success Form; and
- All other forms referred to in the enrolment form specific for each child.

**Other information about our service's enrolment includes:**

- We will try and accommodate families so that children from the same family can attend our service. This will be carried out in line with our obligations under the Priority of Access Policy.
- By Law(Public Health and Wellbeing Act 2008, to finalise enrolment for your child you must provide the service with an immunisation status certificate that shows your child is:
  - Up to date with vaccinations for their age; or
  - On a vaccine catch-up schedule; or
  - Has a medical condition preventing them from being fully vaccinated.
- Enrolment of educator's children at the service is generally not encouraged.
- In accordance with the National Law and Regulations, our educators will support each child to manage their own behaviour, respond appropriately to the behaviour of other children and communicate effectively to resolve conflicts. We will also work with each child's family to support any children with diagnosed behaviour and social difficulties. However, a child's enrolment at our service may be terminated if the nominated supervisor or approved provider decides the child's behaviour threatens the safety, health or wellbeing of any other child or staff member at the service.
- We will work with each child's family to support any children with a medical condition/s. However, a child's enrolment at our service may need to be terminated if the nominated supervisor or approved provider decides the child's, any other children's or staff member's safety, health or wellbeing is impacted or cannot be reasonably or effectively care for or be managed at the service.

**Evaluation and Review**

This policy will be reviewed at least annually.

Family and team member feedback will be considered in the review process. Changes in legislation, regulations and standards will be considered.

Any changes to this policy will be communicated to families and team members verbally and in writing (Notice Boards and Newsletters). Policies will also be discussed at staff meetings and changes to policies recorded on the Record of Changes to Centre Policies.

**Policy Reviewed: 17/1/2020**

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**Reference:****NQS**

QA2	2.1	<i>Each child's health and physical activity is supported and promoted.</i>
	2.1.2	<i>Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines.</i>
	2.1.3	<i>Healthy eating and physical activity are promoted and appropriate for each child.</i>
	2.2.1	<i>At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.</i>
	2.2	<i>Each child is protected.</i>
	2.2.2	<i>Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.</i>
QA6	6.1	<i>Respectful relationships with families are developed and maintained and families are supported in their parenting role.</i>
	6.1.1	<i>Families are supported from enrolment to be involved in the service and contribute to service decisions..</i>
	6.2	<i>Collaborative partnerships enhance children's inclusion, learning and wellbeing.</i>

**National Act and Regulations**

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations

Regs	77	<i>Health, hygiene and safe food practices</i>
	78	<i>Food and beverages</i>
	79	<i>Service providing food and beverages</i>
	80	<i>Weekly menu</i>
	88	<i>Infectious diseases</i>
	90	<i>Medical conditions policy</i>
	92	<i>Medication record</i>
	93	<i>Administration of medication</i>
	96	<i>Self-administration of medication</i>
	97	<i>Emergency and evacuation procedures</i>
	99	<i>Children leaving the education and care service premises</i>
	100	<i>Risk assessment must be conducted before excursion</i>
	101	<i>Conduct of risk assessment for excursion</i>
	102	<i>Authorisation for excursions</i>
	157	<i>Access for parents</i>
	160	<i>Child enrolment records to be kept by approved provider and family day care educator</i>
	161	<i>Authorisations to be kept in enrolment record</i>
	162	<i>Health information to be kept in enrolment record</i>
	165	<i>Offence to inadequately supervise children</i>
	167	<i>Offence relating to protection of children from harm and hazards</i>
168	<i>Education and care service must have policies and procedures</i>	
173	<i>Prescribed information is to be displayed</i>	
177	<i>Prescribed enrolment and other documents to be kept by approved provider</i>	
181	<i>Confidentiality of records kept by approved provider</i>	
183	<i>Storage of records and other documents</i>	

**Other References:**

**Public Health and Wellbeing Act 2008**  
**The Child Wellbeing and Safety Act 2005**  
**Children, Youth and Families Act 2005**

***Occupational Health & Safety Act 2004***  
***Education and Care Services National Regulations 2011***  
***National Quality Standard***  
***A New Tax System (Family Assistance) Act 1999***

## Appendix1: QK Kiosk – Parent Instructions to sign and out children from roll

### How do I log in?

1. Insert your phone number (please ensure your current contact telephone is held by us).



2. Initial login, you will be asked you to set your private pin code. You have now set your log in details (phone number & pin). The default private pin code is set to '0000'. This will be required to changed and set your private pin on initial login.



3. Sign your child/ren in or, out or mark as absent.

If you have forgotten to sign in or out previous you may see this screen to confirm or enter actual time you sign in or out your child/ren. Please change or confirm time as required.



4. Done! Repeat on collection.

If the QK Kiosk (touchscreen) doesn't accept your phone number or forgotten pin, please see an Educator. We can quickly update your contact number it or reset pin, then you'll be able to log in. Alternatively, you may be instructed to complete the paper sign in/out form as an interim record of attendance for the day. This information be confirmed digitally when you sign in/out using the QK Kiosk next time.

## 2 - PRIORITY OF ACCESS POLICY

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### Position Statement

The centre has obligations to parents and funding bodies to provide care according to the Priority of Access guidelines set down by the Australian Government. The Government recognises that demand for child care sometimes exceeds supply and where a centre has a large waiting list and a number of parents competing for a limited number of vacancies, the guidelines will be adhered to.

### Objective

To allocate available places to those families with the greatest need for child care support as per the Australian Government Priority of Access Guidelines.

### Implementation

Children who are enrolled at the centre or whose families are seeking a place at the centre will be given Priority of Access in accordance with the guidelines that have been established by the Department of Family and Community Services and Indigenous Affairs.

Below are the Priority of Access levels which the centre must follow when filling vacancies.

1. A child at risk of serious abuse or neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under Family Assistance Legislation Amendment (**Child Care**) **Act 2010**.
3. Any other child.

Within these three categories priority is also given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families on low income.
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children of single parents/guardian.

Upon enrolment families will be notified of their priority and advised 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.

When a service has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:

- the person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place that the service followed this policy and
- the service gives that person at least 14 days notice of the requirement for the child to leave the child care service.

If the service cannot accommodate the immediate enrolment of Priority Level 1 and 2, the Centre Director will discuss with the child's parent/guardian (Priority 1 and 2) to review other children services in the area to see places are available to accommodate their immediate needs.

### Evaluation and Review

This policy will be reviewed at least annually.

Family and team member feedback will be considered in the review process. Changes in legislation, regulations and standards will be considered.

Any changes to this policy will be communicated to families and team members verbally and in writing (Notice Boards and Newsletters). Policies will also be discussed at staff meetings and changes to policies recorded on the Record of Changes to Centre Policies.

**Policy Reviewed: 17/1/2020**

**Reference:**

**NQS**

QA2	2.1	<i>Each child's health and physical activity is supported and promoted.</i>
	2.1.2	<i>Effective illness and injury management and hygiene practices are promoted and implemented.</i>
	2.1.3	<i>Healthy eating and physical activity are promoted and appropriate for each child.</i>
	2.2.1	<i>At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.</i>
	2.2	<i>Each child is protected.</i>
	2.2.2	<i>Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.</i>

QA6	6.1	<i>Respectful relationships with families are developed and maintained and families are supported in their parenting role.</i>
	6.1.1	<i>Families are supported from enrolment to be involved in the service and contribute to service decisions..</i>
	6.2	<i>Collaborative partnerships enhance children's inclusion, learning and wellbeing.</i>

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**Other References:*****Public Health and Wellbeing Act 2008******The Child Wellbeing and Safety Act 2005******Children, Youth and Families Act 2005******Occupational Health & Safety Act 2004******Education and Care Services National Regulations 2011******National Quality Standard******A New Tax System (Family Assistance) Act 1999***