

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 our Services. Such partnerships enable REED and families to work toward the common goal of promoting consistent quality outcomes for individual children and our Services.

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

Education and Care Services National Law (WA) Act 2012	
S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
79	Service providing food and beverages
80	Weekly menu

85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
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
102D	Authorisation for service to transport children
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 LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
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A New Tax System (Family Assistance) Act 1999	Family Assistance Law – Incorporating all related legislation for Child Care Provider Handbook in Appendix G https://www.dese.gov.au/resources-child-careproviders/resources/child-care-provider-handbook
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RELATED POLICIES

Acceptance and Refusal Authorisation Policy Additional Needs Policy Delivery to and collection from an education and care service Policy CCS Governance Policy Children's Belongings Policy Infectious Disease Policy Dealing with Complaints Policy Excursion/Incursion Policy Immunisation Policy	Incident, Injury, Trauma and Illness Policy Interactions with Children Medical Conditions Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Transportation Policy Sick Children Policy Sun Safe Policy Withdrawal of a Child Policy
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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 REED Services to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, staff, management and visitors of REED Services.

ENROLMENT

According to the Child Care Provider Handbook (October 2023) *'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy. An enrolment links the child, the individual claiming the subsidy and the childcare service.'* An enrolment form is required

for each child attending the service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

IMPLEMENTATION

The Education and Care Services National Regulations requires approved providers to ensure their services have policies and procedures in place for enrolment and orientation (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170). REED accepts enrolments of children aged between 6 weeks - 6 years of age (and up to 12 years of age in some services, such as those offering Outside School Hours Care).

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.

PRIORITY OF ACCESS

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

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

ENROLMENT PROCESS

When a family has indicated their interest in enrolling their child in a REED Service, the following will occur:

- 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 staff. Families will be required to bring any documents required in relation to court orders, or medical needs or plans.
- Families will be invited to come on a tour of the Service.

- Families will be provided with a range of information about REED which may include:
 - programming methods, menu, incursions, excursions, inclusion, fees, policies, procedures, sun smart requirements, regulations and the licensing and assessment process for WA, the Early Years Learning Framework, 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.
- Families are given a copy of the Parent Handbook, which outlines REED's 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.
- 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 language/s 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 who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.
- Information about gap fees and absences will be discussed.
- Families will be invited to bring their child into the Service at a time that is mutually convenient 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 management plans (if relevant) completed by the child's doctor
 - birth certificate or passport
 - a current Immunisation History Statement from the Australian Immunisation

- Register (AIR) showing the child is up to date with immunisations for their age or An AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule; or An AIR Immunisation Medical Exemption Form which has been certified by a GP
 - and*
 - details of any court orders, parenting orders or parenting plans
- It is a requirement of the Family Assistance Office that immunisation information held by REED is kept current. Parents are reminded as soon as the current immunisation is about to expire, contacted by the Admin Team via email to provide any immunisation updates to REED in order to continue receiving childcare subsidy.
- 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 a national register administered by Medicare that records details of vaccinations given to children. Please note that children's 'purple books' are not accepted or
 - An AIR Immunisation Medical Exemption Form which has been certified by a GP
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- If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the service.
- It is the family's responsibility to keep REED informed of any changes to the information recorded on the enrolment form.

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 a 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 authorised 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. The gender of the child.
8. Provision of care – if booking will be a permanent or casual.
9. Session start and end times.
10. Agreement on Fee information.
11. Any court orders or parenting agreements regarding the child.
12. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
13. The cultural background of the child.
14. Any special requirements of the family, including for example cultural or religious requirements.
15. The needs of a child with a disability or with other additional needs.
16. 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.
17. A statement indicating parental permission for any emergency medical hospital and ambulance services.
18. The child's Medicare number
19. Specific healthcare needs of the child, including allergies or intolerances.
20. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Asthma Action Plan.
21. Details of any dietary restrictions for the child.
22. A statement indicating parental permission for the service to seek emergency medical treatment at a hospital or from ambulance services.
23. The name and address and telephone number of the child's doctor.
24. Excursion permission for regular occurring outings.
25. CRN for child and claimant.
26. Child's Birth Certificate or Passport

27. Child Care Subsidy Assessment confirmation

Enrolment Pack

Upon enrolment, 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
- ECA Code of Ethics brochure
- Lunchbox and Snack ideas
- Child Care Subsidy information
- All About Me survey

Orientation of the Service

During the orientation of the Service, families will be:

- Shown the sign in/out process for attendance
- Advised of appropriate clothing for children to wear to the Service, including shoes
- Informed about policies regarding children bringing in toys from home
- Introduced to their child's Educators
- Taken on a tour around the Service
- Asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- Introduced to the room routine and Service program. This includes documentation, daily reports and the observation cycle.
- Informed about REED communication – meetings, newsletters, emails etc.
- Informed about REED's Sun Safety Policy regarding hats and sunscreen
- Given the opportunity to set family goals for their child
- Asked to confirm preferred method of communication

Admin Team will ensure:

- the enrolment form is completed accurately and, in its entirety
- authorisations are signed by parents/guardians
- a child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service each day
- the child's Medical Management Plan (if relevant) is recorded, and sent directly to the service and Cluster Manager
- Action Plans are completed in full (if relevant) and sent directly to the service and Cluster Manager
- *Administration of Medication forms (short & long term)* are completed (if relevant) and forwarded to the service and Cluster Manager
- *Risk Minimisation Plans* and *Individual Medical Communication Plans* are requested/completed with parents for children with medical needs before the child begins education and care at the Service and these are forwarded to the service and Cluster Manager
- the Team Leader and educators are informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the observation cycle
- the enrolment is lodged through Xplor or PEP with Department of Education, Skills and Employment (DESE)
- 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.
- The service Cluster Manager is provided with information about child

FAMILIES WILL:

- complete all documentation required by REED for enrolment
- provide required authorisations as indicated on enrolment form

- notify the service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date.

CHILD CARE SUBSIDY

[Child Care Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of child care service and whether the child attends school
- Documentation may be required such as Australian driver licence, Australian passport, Foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate
- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay REED the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance.

COMPLYING WRITTEN ARRANGEMENT PROCEDURE

- The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement* (CWA) and is an agreement to provide care in return for fees.
- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider.
- The CWA must include the following information:
 - the names and contact details of the provider and the individual(s)
 - the date the arrangement starts

- the name and date of birth of the child (or children)
 - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
 - the usual start and end times for these sessions of care
 - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
 - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Where there are certain changes (fees or booked days) 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 by signing the updated CWA.
 - An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
 - Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.

ADDITIONAL CHILDCARE SUBSIDY PROCEDURE

REED will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect.
- Once a child has been identified as 'at risk' the service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing).
- If the service deems the child is eligible for ACCS the service will submit an initial ACCS Certificate for a 6 week period.

- The service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate.
- If further ACCS (Child Wellbeing) is required following the initial 6 week certificate the service may apply for a Determination for a period of up to 13 weeks.
- Following an application for an ACCS 6 week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency
- Following an application for an ACCS 12 week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'.
- If the child continues to be 'at risk' after the initial 13-week determination then the provider needs to lodge a subsequent determination application

ENROLMENT RECORD KEEPING

Our *Record Keeping and Retention Policy* outlines the information and authorisations that we will include in all child enrolment records.

ON THE CHILD'S FIRST DAY:

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the service during the day to 'check' in on their child and request help with separation if this is a problem for their child.

On the first day, the child and their family will be welcomed by the Team Leader or Responsible Person and shown where or how to sign their child in/out of the service

- They will be greeted by an educator and walked to their room
- The educator will discuss what is happening in the room, and show where the child's locker is located
- Information about collecting their child at the end of the day will be discussed

- Educators will ensure information about the child's first day is shared with parents (through online APP or daybook)
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

Source

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 ACECQA. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.
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<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/howget-immunisation-history-statement>
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 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
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 Victoria State Government. Requirements for all early childhood services.
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Review

Policy Reviewed	Modifications	Next Review Date
October 2023	Minor editing	October 2024
September 2022	Identify relevant REED forms	September 2023
September 2021	Family Law inclusions, additional sections related to CWA and ACCS, families section added	September 2022
August 2020	Age of enrolment edited to reflect all REED services including OSHC	February 2021
February 2020	Priority of Access information condensed, Information updated to reflect Department of Health WA Immunisation Requirements, Minor editing and reformatting, Sources updated and alphabetised	February 2021
January 2019	Policy developed by REED management	January 2020