

## Enrolment and Orientation

### DOCUMENT CONTROL

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Policy area: [Enhance](#)

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Policy owner: Enhance Family Day Care

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This version: April 2025

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Next review date: May 2027

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### Purpose

To ensure that each child's enrolment is completed in accordance with The Education and Care Services National Regulations. To outline the process for successful partnerships between Educator, Families, and children to ensure a sense of belonging and to build connections between home and the service. To ensure relevant information based on each child and families' unique requirements is shared along with operational information of the service.

### Policy

Enhance Family Day care ensures that our enrolment and orientation processes are designed to meet the unique needs of each child and family. We aim to support families and children during their transition to the service, help to develop collaborative partnerships, and promote a sense of belonging to the service community. We aim to build meaningful, trusting relationships to ensure we work with families towards a common goal, regarding the education and care needs of their child. We are committed to supporting families and children's beliefs and values and gather information on each child's knowledge, ideas, culture, abilities, interests and needs through our comprehensive enrolment and orientation process.

### NATIONAL QUALITY STANDARD (NQS)

Collaborative partnerships with families and communities.

Standard 6.1 is focused on supportive relationships with families, including elements:

Element 6.1.1: Families are supported from enrolment to be involved in the service and contribute to service decisions.

Element 6.1.2: The expertise, culture, values, and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.

Element 6.1.3: Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.

## **LEGISLATIVE REQUIREMENTS**

Section 175 Offence relating to requirement to keep enrolment and other documents

Regulation 85 Incident, injury, trauma and illness policies and procedures

Regulation 86 Notification to parents of incident, injury, trauma, and illness

Regulation 88 Infectious diseases

Regulation 90 Medical conditions policy

Regulation 91 Medical conditions policy to be provided to parents

Regulation 92 Medication record

Regulation 99 Children leaving the education and care service premises

Regulation 102 Authorisation for excursions

Regulation 102D Authorisation for service to transport children

Regulation 157 Access for parents

Regulation 160 Child enrolment records to be kept by approved provider and family day care educator

Regulation 161 Authorisations to be kept in enrolment record

Regulation 162 Health information to be kept in enrolment record

Regulation 168 Education and care service must have policies and procedures

Regulation 169 Additional policies and procedures – family day care service

Regulation 170 Policies and procedures to be followed

Regulation 171 Policies and procedures to be kept available

Regulation 172 Notification of change to policies or procedures

Regulation 177 Prescribed enrolment and other documents to be kept by approved provider

Regulation 178 Prescribed enrolment and other documents to be kept by family day care educator

Regulation 179 Family day care educator to provide documents on leaving service

Regulation 181 Confidentiality of records kept by approved provider

Regulation 182 Confidentiality of records kept by family day care educator

Regulation 183 Storage of records and other documents

## Scope

This policy applies to the Approved Provider, Children, Families, Educators, Educator Assistants, Practice mentors, Staff, Students and Volunteers, and Visitors to the Service.

## Implementation

Enhance Family Day Care will ensure we maintain compliance regarding enrolment and orientation, while taking into consideration the individual needs of children and families and to ensure it is a smooth transition for all.

### Enhance Family Day Care will:

- Ensure that obligations under the Education and Care Services National Law and Regulations are met.
- Ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information, and transporting children.
- Keep enrolment and other documentation as set out in regulation 178, including medication records and attendance of children.
- Consider quality practice approaches regarding the enrolment and orientation process.
- Ensure the Nominated Supervisor, Educators, Educator Assistants, Practice Mentors, Staff, Students and Volunteers have access to the Enrolment and Orientation Policy and implementation and that they follow these processes.
- Notify families at least 14 days prior to any proposed changes to the Enrolment and Orientation Policy and implementation, if it directly affects the fees charged or the way they are collected, significantly impacts the services education and care of children, or impacts the families' abilities to utilise the Service.
- Support family involvement in the Service and contribution to the Service decision making regarding enrolment and orientation of their child at the Service.

- Ensure families are advised of the Enhance Family Day Care Child Enrolment, non-refundable one-off enrolment fee per child, payable at the time of completing the online enrolment form.
- Keep records confidential.
- Ensure families are aware of relevant policies and procedures at time of enrolment, such as:
  - Acceptance and refusal of authorisations
  - Incident, injury, trauma, and illness
  - Medical conditions in children
  - Delivery of children to, and collection from, education and care service premises

**Practice Mentors will:**

- Will check FDSee requests for care daily.
- Will complete a request for care in FDSee, if a prospective family wants to enrol their child or go onto the waitlist.
- Proceed with an initial phone call with the family to form a preliminary relationship, then complete or use as a guide the initial family phone call checklist.
- Ensure families are informed of their financial obligations as the approving Parent or Guardian of the child/ren enrolled with the service, including but not limited to, how the Child Care Subsidy is processed against Educator fee schedules, Service Levy's and the associated financial obligations or payments required, in accordance with the Fees for childcare policy.
- Follow up if any court orders are in place and ensure a copy or copies of all pertinent documentation are provided prior to commencement.
- Ensure an ASCIA action plan is completed along with the medical condition management, risk minimisation and communication plan as required for children with medical management requirements.
- Assess suitability and enter information into FDSee regarding request for care if the educator is already linked. If no suitable educator is available, then the family will be placed on the FDSee request for care waitlist until a suitable educator is identified.
- If a suitable educator has been identified, send the family an information email and include the parent handbook, safe sleep guidelines, checklist for care, fee schedule, meet and greet questionnaire.
- Contact educator to confirm if care will commence, if yes then send a welcome email to the family along with the online enrolment form.

- Assist families if they are having difficulty with completing the online enrolment form and use video links to trouble shoot if required.
- Update the prospective family's board on monday.com.
- Once the online enrolment form is completed and received in the Service inbox, the prospective families board will be updated to enrolled and an update to FDSee will be made.
- Check all information within the enrolment form has been completed accurately and follow up on any missing information as required from the family.
- Complete the enrolment cover page and upload documents in the work to be actioned folder on SharePoint, providing 3 business days prior to start date.
- Support family involvement in the service and their contribution to the service decision making regarding enrolment and orientation of their child at the service.
- Share a Settling into Family Day Care letter to assist with the transition to a new care setting.
- If changes to the Standard Operating Procedures change, Practice mentors will adhere to the new processes.

**Administration will:**

- Add family to Monday.com board.
- Book child into Harmony.
- Check online enrolment forms/ authorisations, CRN, and confirm immunisation documents.
- Check and complete Educator Related to Child Acknowledgement Form.
- Documents to be uploaded into Harmony.
- Send PINS to the Family and contacts.
- MyGov Enrolment submitted.

Send welcome email to the Family, with Educator will be courtesy copied (Cc'd) into the email.

**Educators will:**

- On interview, ensure information is shared with the family regarding the curriculum, excursions, routines, food, and nutrition, signing in and out of the service, what to bring for their child each day, service information and relevant policies and procedures.
- Ensure Families and children are shown through their approved play space, including both indoor and outdoor play spaces.
- Ensure families are provided with a service tour and allowing the opportunity to discuss daily routine matters of indoor / outdoor play times, sleep routines, safe sleep, sun safety, healthy hygiene including toileting, nappy changing and child illnesses.
- Ensure that an enrolment record is kept for each child which contains all the information set out in regulation 1(60,) as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation.
- Provide information and strategies regarding smooth transitions to the service and support children and families by building strong connections if their child has medical conditions.
- Keep prescribed enrolment and other documents as set out in regulation (178), including a medication record and children's attendance record.
- Reassure families that they can stay with their child if they choose during orientation and once the child has commenced.
- Ensure records are kept confidential.  
Discuss with the family of a child being educated and cared for by the Family Day Care Educator their right to enter the Family Day Care residence or approved FDC venue at any time the child is being educated and cared for by the Educator.
- Support families' involvement in the service and contribution to service decisions regarding the orientation of their child at the service.
- Share information with families to support the child's transition into the service and let the families know how their child settled.
- Respect the culture, values, and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing.
- Provide support and strategies to families if their child is having difficulty with separation.
- Build relationships with families so they feel comfortable in sharing information about their child.

- Take the time to understand and discuss what the families want for their child and themselves, the things that are important to them, any concerns they may have and ways to best settle their child into the service.
- Build a sense of belonging by ensuring families and children are welcomed and that their ideas and suggestions are listened to, respected, and valued.
- Familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service.

### **Private care:**

If Educators wish to consider the provision of private care, they must first discuss this with their Practice Mentor.

There are also several requirements prior to this being approved:

- The Educator are to communicate any plans or changes to current care arrangements, openly with all family / guardian / carers re visitors at the Family Day Care Residence.
- Educators are to communicate the planned days and hours across the week, for any private care arrangements, in advance and limit the hours of attendance by the visitor/guest. e.g., maximum 2-3 hours per day.
- Communicate a start and end date of visit (included to Risk Management Plan) and ensure the term of attendance is no greater than 2 weeks.
- Ensure there is written permission as acceptance (via email) from families / guardians or carers, relating to the visitor/guest attending the residence and the information into Harmony? or FDSee via your Practice Mentor.
- Educator to communicate behavioural expectations to the visitor/guest and to use their discretion to cease a private care arrangement, should the presence of a visitor or guest become disruptive to the care session and educational setting.

All visitors must sign in and out of visitors log at all times.

- Consideration given to and planning implemented as to how the visitor/guest is included, in the event of an emergency evacuation or lockdown rehearsal. Educator to add contact details to the attendance log, emergency bag, including additional snacks and water for the additional visitor/guest.
- Educators to be aware of Adult to Child ratios each day (child ages in attendance e.g., under or over 12 -24 months and how the session of care will be affected. Educator to plan accordingly, based on ratios determining what days would work better than others to have a visitor/ guest attend the service.
- Consider the management of illness and the risk to other children and family members from outside exposure.

- Transporting of children or excursions are occurring - Educators must demonstrate how transportation will be managed (It is encouraged that any transporting of children or excursions are ceased during the time the visitor/guest is in attendance).
- Educators need to ensure their chosen Certificate of Currency / Insurance Policy covers incidents or accidents to all children, visitors and Educator whilst attending or visiting the Family Day Care service. Educators will need to check their insurance policy covers if an injury is incurred by the visitor or because of the visitor.
- Demonstrate the educational benefits to the children in care during the period private care is being conducted. Benefits could include a buddy system, building social connections, engaging in learning opportunities that promote cognitive, social, and emotional, physical and language development.

**Families Will:**

- Complete all documentation required by the service regarding enrolment of their child into the service, using the online enrolment form.
- Provide any required authorisations, such as for the Approved Provider, Nominated Supervisor, or an Educator to seek medical treatment for the child from a registered medical practitioner, hospital, or ambulance service and, if required, transportation by an ambulance service.
- Notify the service upon enrolment/ initial contact of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed.
- Read and acknowledge that they understand the parent handbook and Fees for Childcare Policy.
- Ensure all information about the child and family held by the service is kept up to date.
- Confirm MyGov enrolment/booking.
- Spend time at the service with their child if they choose to assist in the settling in process.
- Liaise with the Family Day Care Educator and share values, beliefs and connections that will help support your child.
- Ensure the Family Day Care non-refundable child enrolment fee for each child is paid in full once the online enrolment form as been complete.



Variations

FDCAQ reserves the right to vary, replace or terminate this, Policy.

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| <p>Links to associated documents</p> | <p>Governance and Leadership Policy</p> <p>Grievance and Complaints Policy</p> <p>Fees for Child Care Policy</p> <p>Management of Infectious Disease Policy</p> <p>Wait List Policy</p> <p>Health and Safety Policy</p> <p>Immunisation Policy</p> <p>Medication Policy</p> <p>Transporting of Children Policy</p> <p>Administration of First Aid Policy</p> <p>Positive Interactions Policy</p> <p>Sun safe policy</p> <p>Food and Nutrition Policy</p> <p>Student and Volunteer Policy</p> <p>Sleep, Rest and Relaxation Policy</p> <p>Engagement and Registration of Family Day Care Educators Policy</p> <p>Excursion policy</p> |
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| <p>Acknowledgements and references</p> | <p>Early Childhood Australia Code of Ethics. (2016). <a href="#">ECA Code of Ethics - Early Childhood Australia</a></p> <p>Education and Care Services National Law Act 2010. <a href="#">Education and Care Services National Law Act 2010 (legislation.vic.gov.au)</a></p> <p>Education and Care Services National Regulations. (2011) <a href="#">Education and Care Services National Regulations (2011)</a></p> <p>Guide to the National Quality Framework. (2018). (Amended 2022). <a href="#">Guide-to-the-NQF-220511-compressed.pdf (acecqa.gov.au)</a></p> <p>ACECQA- Family Day care educator compliance responsibilities <a href="#">FDC-ComplianceGuide-Educator.pdf (acecqa.gov.au)</a></p> <p>ACECQA- Family Day care approved provider responsibilities <a href="https://www.acecqa.gov.au/sites/default/files/2019-06/FDC-ComplianceGuide-ApprovedProvider.pdf">https://www.acecqa.gov.au/sites/default/files/2019-06/FDC-ComplianceGuide-ApprovedProvider.pdf</a></p> |
|  | <p>ACECQA- Enrolment and Orientation information sheet <a href="https://www.acecqa.gov.au/sites/default/files/201811/QA6_EnrolmentandOrientation.pdf">https://www.acecqa.gov.au/sites/default/files/201811/QA6_EnrolmentandOrientation.pdf</a></p> <p>ACECQA- Enrolment and Orientation Guidelines <a href="#">Enrolment and Orientation Policy Guidelines (acecqa.gov.au)</a></p>   |

## Versions

| Version | Approval date | Authorised by                           | Effective date | Last reviewed | Next review date |
|---------|---------------|---|----------------|---------------|------------------|
| 1.      | 6.12.2022     | General Manger, Enhance Family Day Care | 16.03.2023     | New Policy    | 16.03.2024       |
| 2       | 10.07.2023    | General Manger, Enhance Family Day Care | 10.7.2023      | 6.7.2023      | 10.7.2024        |
| 3       | 07.05.2024    | General Manger, Enhance Family Day Care | 08.05.2024     | 06.05.2024    | 08.05.2025       |
| 4       | 01.04.2027    | General Manger, Enhance Family Day Care | 01.04.2025     | 01.04.2025    | 01.04.2027       |