



Collaborative Partnerships with Families and Communities - NQS6

Enrolment and Orientation

Policy Statement

At Liwara Catholic Outside School Hours Care (the Service), all children are required to have a completed enrolment form, current copy of the immunisation record, birth certificate and a medical management plan for allergies, asthma or additional needs.

Enrolments are continuous unless the Service receives seven days' notice of cancellation of care in writing. Fees are charged for the seven days' notice period. Please note full fees will be charged for any day your child does not attend during the two weeks' notice period as the Commonwealth does not allocate Child Care Subsidy for non-attendance days during notice period.

Attendance days could be changed with seven days' notice in writing to the Service and it is subject to availability. With changes to attendance, families will be required to complete a new written agreement to meet the Commonwealth Child Care subsidy guidelines. Casual bookings are subject to availability and a booking fee applies to each casual booking.

Any information pertaining to custodial issues must be provided at enrolment for the enrolment to be accepted. A child's home language, cultural background and family priorities are considered at all times during the process.

Rationale

According to Catholic social teaching we are all children of God, created in his image. Beyond our differences and boundaries "we are all one in Christ Jesus".

The enrolment process aims to ensure all relevant information is collected prior to children commencing in care, in order to provide the highest level of care possible. The enrolment process takes into account all legislative requirements from the Education and Care Services National Law (WA) Act (2012), Feb 2018, and the National Quality Framework and Child Care Subsidy Guidelines.

Clear booking procedures will assist the Service to plan staffing numbers and rosters to ensure the appropriate supervision and care for enrolled children and is the beginning of the Service's partnerships with families and children to ensure we establish respectful relationships from the start.

Procedures

Enrolment

Enrolments will be accepted according to the Australian Government 'Priority of Access'. Parents/guardians will be advised that families of children enrolled with lower priority of access



may be required to alter their days or leave the Service in order to provide a place for a higher priority child.

Enrolment Form

The enrolment form must be completed by each enrolling family. Where enrolling families who are not fluent in English the enrolment meeting will, wherever possible, be conducted in the families' primary language. At enrolment, parents are encouraged to provide any further information about their child that will support continuity of care between home and the Service.

The enrolment record will include the following information for each child:

- Full name, date of birth and address of the child.
- Name, address and contact details of each parent of the child:
 - any emergency contacts;
 - any person nominated by the parent to collect the child from the Service;
 - any person authorised to consent to medical treatment or to authorise administration of medication to the child;
 - any person authorised to give approval for an educator to take the child out of the Service.
- Details of court orders, parenting orders or plans.
- Details of court orders relating to the child's residence or contact with a parent or other person.
- Gender of the child.
- Language used in the child's home.
- Cultural background of the child and child's parents.
- Any special considerations for the child (e.g. cultural, religious or dietary requirements or additional need).
- Authorisation for the Service to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service, and transportation of the child by an ambulance service.
- Authorisation for the Service to take the child on regular outings.
- Name, address and telephone number of the child's registered medical practitioner or medical service.
- Child's Medicare number (if available).
- Details of any specific healthcare needs of the child including any medical condition.
- Details of any allergies or anaphylaxis diagnosis.
- Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan.
- Details of dietary restrictions for the child.
- Immunisation status of the child - a vaccination certificate. All information will be checked before enrolment is complete including a copy of the Immunisation Certificate, ensuring all enrolled children are fully immunised. Children who cannot be fully vaccinated due to a medical condition or who are on a recognised catch-up schedule will still be able to be enrolled upon presentation of the appropriate form signed by a medical practitioner.

A Privacy Statement attached to the enrolment form which details:

- the name and contact details of the Service;
- the fact that enrolling parents/guardians are able to gain access to their information;
- why the information is collected;
- the organisations to which the information may be disclosed;
- any law that requires the particular information to be collected;



- the main consequences for not providing the required information.

Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct.

Custody Arrangements

The Education and Care Services National Law requires the Service to have details of all custodial and access arrangements.

- Enrolling family members are responsible for informing the Nominated Supervisor of custody and access arrangements on enrolment and must advise the Nominated Supervisor immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the Nominated Supervisor and a copy will be maintained in the child's enrolment record, including a photograph of any person who is not allowed access as authorised by a court order.

Orientation

The orientation and settling in period will consider and respect the needs of both families and children. Parents/guardians will be encouraged to remain with their child when delivering or collecting them for as long a period as the parent/guardian and/or educators feel may be necessary to ensure the child's wellbeing.

The Service will always consider the feelings and time constraints that families may have in regards to participating in orientation processes and aim to make the experience a positive and welcoming introduction to the Service.

The Service will provide options for orientation to the education and care service for families which includes:

- Inviting new families to visit the Service with their child at times that suit them, to familiarise families with the Service prior to the child's attendance.
- Providing all new families with a conducted tour of the premises which will include introductions to other educators, children and families, and that highlights specific policies and procedures that families need to know about the Service.
- Ensuring each family has a copy of the Family Handbook and an opportunity to have any questions answered.
- Supporting family members, the opportunity to stay with their child during the settling in process.
- Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child at the Service.

Monitoring, Evaluation and Review

This Policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the Service will review this Policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with Regulation 172 of the Education and Care Services National Regulations, the Service will ensure that families of children enrolled at the Service are notified at least 14



days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the Service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

References

Australian Children's Education & Care Quality Authority [ACECQA]. (2017). *The Guide to the Education and Care Services Law and the Education and Care Services National Regulations 2011*.

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