

Educators & Staff: Enrolment and Orientation

Policy/Procedure Number: A8

Policy/Procedure Requirement: National Quality Standards 2 & 7; Regulations 162, 165, 166, 169

Policy Statement

Children's enrolments in FDC should be managed in a manner that is in accordance with all governments' legislative and regulatory requirements. Educators will provide children and families with an orientation process for their individual service.

Rationale

The Family Assistance Law requires the Service to make a care arrangement with each family that is using the Service. The Service recognises the Educator as an agent for the Service in relation to the enrolment of children into the Service as permitted by the Commonwealth. This provides an efficient enrolment procedure that is clear and understandable to Educators and families.

Strategies and Practices

The Coordination Unit will:

- Maintain a register of families requiring care, review and update regularly (where possible using HubWorks System)
- Provide information to the parent / guardian on, and comply with, the **Priority Access Guidelines** published by the Commonwealth Government (Priority 1 - a child at risk of serious abuse or neglect; Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test; Priority 3 – any other child) and Child Care Subsidies
- Provide language support when a parent is having difficulty in completing the Enrolment Form
- Conduct a phone interview (if necessary organised in the parent's first language) following Educator and family's acceptance of placement
- Provide families with an enrolment pack and also direct them to the Service's website at (www.genesisfdc.com.au) for more information
- Ensure all documentation, including authorisations and Medical Management Plans, are completed prior to commencement
- Provide all relevant documentation to the Educator prior to care commencing
- Play an active role in monitoring each placement at the Service to ensure the reasonable needs of each child and their parents are met
- Ensure ongoing support is provided to the Educator during orientation periods
- Offer families the opportunity to share and contribute to Service decisions
- Ensure that all children provided with care are enrolled with the FDC Service

- Ensure an Enrolment Form (paper or online) is fully completed for each child prior to attendance at the FDC residence
- Ensure the Enrolment Form contains:
 - Full name, date of birth and address of the child
 - Name, address and contact details of:
 - Each known parent of the child
 - Any person who is to be notified of any emergency involving the child if any parent of the child cannot be immediately contacted
 - Any person who is an authorised nominee
 - 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 premises
 - Details of any court orders, parenting orders or parenting plans 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
 - Gender of the child
 - Language used in the child's home
 - 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
 - Relevant authorisations in relation to:
 - Obtaining treatment from a medical practitioner, dental or hospital treatment or ambulance service, and
 - Taking children on regular outings
 - Health information as required under Regulation 162:
 - Name, address and telephone details of the child's medical practitioner/centre
 - If available, the child's Medicare number
 - Details of any specific healthcare needs of the child, including any medical conditions, allergies, including whether the child has been diagnosed as a risk of anaphylaxis
 - Any Medical Management Plan, anaphylaxis Medical Management Plan or risk minimisation plan to be followed with respect to specific healthcare needs, medical condition or allergy
 - Details of any dietary restriction for the child, and
 - Immunisation status of the child
 - Any trial period negotiated by the Educator and the parent
- Facilitate access for any child irrespective of cultural background, religion, sex, disability, parents' marital status, health status or income while meeting the specific needs of the local community
- Determine access for children with special needs in consultation with all stakeholders and according to priority of access guidelines

Educators will:

- Provide an orientation process prior to starting care based on each family's individual needs
- Ensure families sign the Visitor's Record book on arrival for the initial orientation visit and when they leave
- Ensure they are not compromising the supervision of children in care during the orientation visit
- Provide information about their own family, their philosophy, fee structure, expectations, service policies and routines
- Complete a Parent Agreement form with the family once the decision is made to commence care
- Familiarise themselves with information about the child from the Enrolment Form prior to the first day of care
- Ensure that they are aware of any medical conditions and how to manage them if required
- Welcome the family and child on the first day of attendance and ensure there is a space ready for the child's belongings. Reassure the family and assist with separation if required. Encourage families to be in contact throughout the day
- Contact families regularly to reassure the parent that their child is settling in smoothly
- Work in partnership with families to gather and maintain individual information assisting in the continuity of routines. Recognise the expertise of families in shared decision making about their child's health and wellbeing
- Share information on a daily basis through verbal and written processes
- Provide high quality responsive programs that build on children's strengths and foster development
- If necessary, implement a trial period to ascertain if the placement is appropriate for the child. This trial period will be:
 - Negotiated with the parent
 - Be a maximum of 4 weeks and this to be indicated on the Enrolment Form, and
 - Clearly state that the notice period to finish care during the trial period will be one (1) week
- Book before and after school care contracts for school terms only. Vacation care contracts need to be put in place if required with the parent identifying the days needed. Once this contract is finalized the care is paid for whether used or not as per under school age contracts. **Public holidays during vacation care are not claimable for school age children unless care is actually provided on the day**
- Keep all Enrolment Forms in a secure place. Enrolment forms are to be kept confidential from all but the approved persons who enrolled the child, relevant staff, management and Commonwealth and /or State Regulatory body
- Provide to and discuss with families their Statement of Fees / Fee Schedule
- Accept the enrolment on receipt of all completed Enrolment Forms and payment of any fees as stated in the Statement of Fees / Fee Schedule:
 - Educator to submit a copy of the completed Enrolment Form to the Service
- **Update Enrolment Forms yearly** or when there are changes to the family's circumstances
- Advise parents that it is their responsibility to notify of changes to their details on Enrolment Forms

- Provide all families with information through specific orientation procedure, if possible prior to the child commencing education and care
- Keep all child enrolment records until the end of 3 years after the child's last attendance

Parents / Guardians will:

- Complete current Enrolment Forms (either paper form or online using HubWorks system) providing the required information
- Provide all information and documentation relevant to their child's health, routine and wellbeing
- Complete an Educator/Parent agreement form with the Educator once the decision has been made to commence care
- Be notified that all information is confidential and subject to Information Privacy Act
- Sign the Visitor's Record book on arrival for the initial orientation visit and when they leave

Day-to-Day Service Management of Health and Safety Policies

- Reviewed quarterly and as required

Resources and Further Readings

- Education and Care Services National Regulations
- Education and Care Services National Law Act 2010
- ACECQA National; Quality Framework Resource Kit www.acecqa.gov.au
- Childcare Service Handbook 2013-2014 (Department of Education)

Related FDC Policies, Procedures & Documents

- Visitors Register
- Child Enrolment and Parent Agreement Form
- Statement of Fees / Fee Schedule
- Parent Agreement Form
- Medical Management Plans
- Confidentiality of Records

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