

Quality Area 6 – Collaborative Partnerships with Families and Communities

Enrolment and Orientation

Policy/Procedure Number: **QA6 - 1**

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. All information provided to the Service is confidential and subject to *Information Privacy Act*.

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

Enrolment Process

Families will complete the **online enrolment form** providing all the required information under Regulations 160–162.

Once an enrolment is received, **Admin Team will review** the form for completeness of information. If any information is missing, Admin will write to the parent seeking the missing information explaining that the information is mandatory and the application will not be accepted if the enrolment information is incomplete. They will also alert the Service Manager of the enrolment, who will call the parent to enquire about their care needs to arrange placement.

However, the placement is finalised and enrolment notices are put through only after Admin confirms receipt of all mandatory enrolment information.

A child's **enrolment will not be accepted**, if the child is **not immunised** (except on a recognised catch-up schedule or those with a medical contraindication to vaccination), or if the parents do not provide the **mandatory enrolment information** (e.g., mandatory authorisation for medical treatment), or do not respond to emails/ calls from Service Manager or Admin.

Enrolment information required:

- Full name, gender, date of birth and address of the child
- Name, address and contact details of each known parent of the child
- Emergency contact person details if any parent of the child cannot be immediately contacted, including if the person has been given permission by a parent:
 - to collect the child from the Educator
 - to consent to medical treatment of, or to authorise administration of medication to, the child
 - to authorise an Educator to take the child outside the education and care service premises
- Authorisation to consent for the Educator 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 Educator to take the child on regular outings and/or for regular transportation of the child, if required
- Details of any court orders, parenting orders or parenting plans
- Language used in the child's home
- Cultural background of the child and, if applicable, the child's parents
- Any special considerations such as cultural, religious or dietary requirements or additional needs
- Health information including:
 - Name and contact details of the child's registered medical practitioner or medical service
 - Specific healthcare needs of the child, including:
 - Medical conditions such as allergies, and if the child has been diagnosed as at risk of anaphylaxis
 - Any medical management plan
 - Details of any dietary restrictions for the child, and
 - Immunisation status of the child
 - Up-to-date **immunisation records** for each child

Placements

The Service Manager will:

- Maintain a register of families requiring care, review and update regularly
- Provide information on the Service offerings
- Discuss with the family their expectation of education and care for the child
- Provide families with enrolment related information and direct them to the Service's website at (www.genesisfdc.com.au) for information on the Conditions of Care and Service policies and procedures, and offer to clarify any questions or concerns they have
- Refer the family to visit 2~3 Educators (depending on availability and care needs)
- Arrange an orientation session with the chosen Educator

- Introduce the child and family to the Educator and FDC environment
- Share information about the child's interests, routines, cultural background, and additional needs with the Educator
- Discuss the Service's expectations, communication processes, and the role of the nominated supervisor and Coordinators
- Coordinate and facilitate opportunities for parent and Educator consultation on issues related to the provision of education and care
- Contact parent by phone to check if parent has any questions or requires clarifications on any matter, following Educator's and family's acceptance of placement
- Advise the parent that they can visit the principal office during office hours and/or the FDC residence any time that the child is being educated and cared for
- Check to ensure parents have completed all documentation, including the required authorisations and Medical Management Plans, prior to commencement
- 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 educated and cared for by Educators are enrolled with the Service
- Actively facilitate access to education and care for children 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 seek assistance / support under the Inclusion Support Program, NDIS or other support programs as appropriate

Educators will:

- Provide orientation 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
- Seek relevant authorisations in relation to:
 - Obtaining treatment from a medical practitioner, dental or hospital treatment or ambulance service, and
 - Taking children on regular outings

e.g., **If parent refuses the authorisations** for regular outings or has concerns about the child being transported in a vehicle by the Educator, then alternate care arrangements will be arranged by the Service Manager
- Ensure the supervision of other children in care is not compromised during the orientation visit

- Provide information about their own family, their philosophy, fee structure, expectations, service policies and routines
- Complete the 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 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 finalised 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 copies of all child related documents in a secure place
- Provide to and discuss with families their Statement of Fees / Fee Schedule
- Advise parents that it is their responsibility to update/ 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
- **Advise parents that they can visit the FDC residence** any time that the child is being educated and cared for, however the amount of time they spend at the FDC may be limited due to the need to maintain privacy of other children in care

Parents / Guardians will:

- Complete current Enrolment Forms (online at www.genesisfdc.com.au/forms) providing the required information
- Contact the Service for assistance if unable to complete the online form
- Provide all information and documentation relevant to their child's health, routine and wellbeing
- 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 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

- **Update** via Hubhello parent portal (or notify the Service in writing) **of** any changes to the family's circumstances
- 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
- Complete an Educator/Parent agreement form with the Educator once the decision has been made to commence care
- Sign the Visitor's Record book writing their full name and the arrival and departure times when visiting for the initial orientation

Resources and Further Readings

- ACECQA (2023) Guide to the National Quality Framework
- ACECQA (2023) Policies and procedures guidelines: *Enrolment and orientation policy and procedure guidelines*
- ACECQA (2023) Information Sheets
- Education and Care Services National Law Act 2010 (Amended 2023)
- Education and Care Services National Regulations (Amended 2023)
- ACECQA National; Quality Framework Resource Kit www.acecqa.gov.au

Related Documents

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

Last Reviewed: October 2025

Next Review: October 2026