



## Enrolment and Orientation Procedure

*This procedure should be read in conjunction with the 'Partnerships with our Community Policy'*

### Enrolling at the Service

1. An Enrolment Form must be completed by each enrolling family.
2. Upon enrolment families will receive a Parent Handbook which clearly outlines all steps to the enrolment process along with relevant policies for the care of their child while at the service.
3. The enrolment record will include the required information for each child stated in the Education and Care Services National Regulations.
4. Upon enrolment copies of the following documentation is required:
  - Child's Birth Certificate & current Immunisation History Statement
  - Medical Action Plans (eg Asthma, Anaphylaxis, Diabetes, Epilepsy, etc.)
  - Also, if applicable current letter of diagnosis of any medical or behavioural conditions, dated within the last 12 months.
  - Any relevant Court Orders or Parenting Plans
5. Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct.
6. Enrolment information will be kept in a confidential file. Access to this information is only available to Educators when approved by Management, parent/guardian and authorised Government Officers as per the Privacy Statement.
7. To secure a booking, a bond is payable upon enrolment prior to the child starting.

### Enrolment Amendments

- Changes to bookings must be made in writing a minimum of one week prior to the change by completing a 'New Care Arrangement Form'.
- Cancellation of enrolment must be notified at least once week prior to withdrawal by completing a 'Withdrawal Form'. If notification is not given, one week's fees will be charged in lieu of notice at full fee rate in accordance with government guidelines.

### Orientation

- New families will be invited to visit the service with their child to familiarise themselves with the service prior to the child's attendance.
- New families will be offered a tour of the premises which will include introductions to Educators, children from the same school and will highlight specific policies and procedures that families need to know about the service.

## Child's First Day

- Parents are invited to stay for a short while to ensure that their children are settled into the service where possible.
- Parents are encouraged to express any concerns they may have in regard to their child starting at the service.
- Children who are unhappy when separating from their family will be supported by the Educator and offered reassurance until they are settled.
- Existing children will be invited to assist new children into the service by introducing them to their friends, the routines of the service and acting as a buddy for the child's first few weeks at the service.

### PROCEDURE VERSION AND REVISION INFORMATION



**Authorised by** GENERAL MANAGER

**Current version**

2.0

**Last review**

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