



# POLICY AND PROCEDURE

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## ENROLMENT & ORIENTATION

### 1. POLICY STATEMENT

We aim to ensure that our enrolment and orientation processes meet the unique needs of each child and family. This will support them in their transition to the services, help to develop collaborative partnerships, and promote a sense of belonging and community.

The *Education and Care Services National Regulations* required approved providers to ensure their service have policies and procedures in place regarding enrolment and orientation.

As an Approved Provider, Catholic Early Learning and Care manages a number of Early Learning, Outside School Hour Care and Kindergarten Services. These are licensed under the Roman Catholic Trust Corporation for the Diocese of Cairns with management delegated to Catholic Early Learning and Care.

### 2. APPLICATION

This procedure applies to all Catholic Early Learning and Care Services in the Diocese of Cairns.

### 3. CONSEQUENCES

We value respectful and supportive relationships with our families as the basis of a smooth transition and quality outcomes for children at our services. Our quality practice enrolment and orientation processes seek to promote these relationships.

We actively seek the input of all those associated with the service in our decision-making processes. For families, we ensure this begins at enrolment and orientation.

Each child will have a current Enrolment Form. Parents/guardians should expect that the Centre will require at least 2 business days to process the enrolment *before* their child may commence attending. The requirement for this is twofold, firstly to ensure the safe and appropriate care of children and secondly to ensure compliance with legislation.

**Bookings** are essential, and not transferred from each school year or from one vacation care program to the next. Limitation on vacancies is dictated by licence capacity and staffing.

Catholic Early Learning and Care acknowledges the importance of an effective orientation procedure. New families will be provided with comprehensive information about the service's operation and management details. Services recognise the varying needs and perspectives of families from culturally and linguistically diverse backgrounds. The service will allow time for families to spend time with their children in the service and families are encouraged to ask questions and share their concerns.

Enrolment within an Early Learning and Care facility **DOES NOT** guarantee a placement within a Catholic School. A separate enrolment procedure exists for children attending school.

We will ensure that we only act in accordance with correct authorisation as described in the Education and Care Services National Regulations, 2011. (168)

## 4. PROCEDURE

### **Acceptance and Refusal of Authorisation:**

Our education and care services require authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. This section outlines what constitutes a correct authorisation and what does not and may therefore result in a refusal. Correct authorisation will be obtained, referred to and applied appropriately ensuring reduction in possible risk.

### **Nominated Supervisor Responsibility:**

- The service waiting list will follow priority of access guidelines.
- Parents/Guardians may request to be put on a waiting list if there are no places available at the time of request.
- Parents/Guardians are advised to keep the service informed of any change of details regarding information provided.
- Parents are offered the opportunity to participate in orientation sessions. This would include a brief overview on staffing, curriculum, accreditation and service facilities.
- Priority will be given to siblings of currently enrolled children in accordance with Priority of Access guidelines.
- When a vacancy occurs priority will be given to requests by families already enrolled at the Service.
- Consideration will be given to CELC employees of the service who are parents requiring childcare.
- Time will be provided for families to discuss any needs with the Nominated Supervisor.

The approved provider and/or Nominated Supervisor must ensure that an enrolment record is kept for each child enrolled at the service. The record must include:

- Full name, date of birth and address of the child.
- The name, address and contact details of each known parent of the child
- Any emergency contacts and any authorised nominee
- Any person authorised to consent to medical treatment or administration of medication
- Any person authorised to give permission to the educator to take the child off the premises
- Any person authorised to authorise the education and care service to transport the child or arrange transportation of the child.
- Details of any court orders, parenting orders or parenting plan.
- Gender of the child.
- Language used in the child's home.
- Cultural background of the child and their parents.
- Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs.

**Where required:**

- Service information can be made available in languages that reflect the community's needs.
- Interpreter service can be made available for non-English speaking families.

**Orientation**

CELC provide opportunities that support children's transition to the service, based on the children and family's needs. This might include, families spending time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.

**Parent/Guardian Responsibilities and Authorisations:**

Parents are required to follow the enrolment and booking practices of the service. On enrolment Parents are required to provide:

- complete all documentation required by the service.
- ensure all information about the child and family held by the service is kept up to date, including Emergency Contacts
- Information about family and child's cultural, religious and or language requirements at the time of enrolment
- Information of the family and or child's additional needs at the time of placement in childcare
- Child health information including child's immunisation records.
- Child Care Subsidy details if parents intend claiming it
- Parents/guardians should make themselves familiar with the relevant content on the CELC website.
- Parents, guardians, and emergency contacts should make themselves familiar with the Parent Code of Conduct

**Parents must also provide authorisations for (as included in the enrolment form):**

- the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child.
- the service to take the child on regular outings.
- regular transportation of the child.
- Name, address and telephone number of the child's registered medical practitioner or medical service.
- Medicare number (if available).
- Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis.
- Any medical management plan, anaphylaxis medical management plan or risk minimisation plan.
- Any dietary restrictions.

**Enrolment Procedure**

- Prep children who are enrolled to attend school can commence OSHC only after they have attended their first day of school.
- Once families have enrolled their child into the program, a yearly re-enrolment update is to be completed prior to the commencement of each new school year
- Children attending the service are of Primary School Age (4.5 to 13) however, older siblings of children currently enrolled at the service may be eligible to participate in vacation care programs. Such situations are to be addressed on an individual basis in consultation with the Operations Manager.

### **The following forms, where applicable:**

- **Risk Minimisation and Communication Plan** – to be completed for children who have a medical condition that requires special consideration i.e. asthma, food allergies, anaphylaxis etc.
- **Asthma Alert** – owing to the prevalence of asthma among school aged students and the necessity of prompt treatment in the event of an attack, services are permitted to hold and administer certain asthma medications for emergency use only.
- **Action Plan**– With the increase in the number of children with anaphylaxis and the necessity for prompt treatment in the event of an attack. This form advises staff of a child allergy and clarifies parents/guardians wishes in the event a child is requiring emergency treatment.
- **Extra-Curricular Activity Form** – This form must be completed if children will be attending an extracurricular activity ON or OFF the premises during the times, they would normally be booked into Outside School Hours Care. It must be accompanied by a risk management plan if the activity is located off the premises.
- **Local Excursion Form** – This must be completed if families would like their children to partake in excursions that are within walking distance to the service. Once signed, local excursions may take place at any time without seeking further permission – e.g. walk to the park next door to gather leaves. This form must be re-authorized by parents/guardians annually. Risk Assessments must be made available to parents prior to signing this form.
- **An enrolment fee** - may be charged upon receipt of family enrolment each year. The service management will decide if a fee is to be charged and the appropriate cost where applicable.

### **Enrolment Procedure Childcare and Kindergarten-Sessional Care:**

- Children may enrol into any component, Early Learning, Sessional Kindy, Before Kindy Care and After Kindy Care and Vacation Care in accordance with the service's room age parameters.
- A re-enrolment procedure is in place at each service.
- Children must be at least 3.5 years old to attend the Sessional Kindergarten.

### **Priority of Access:**

The Australian Government has determined Priority of Access Guidelines for allocating places in childcare services. These guidelines set out the following three levels of priority:

- Priority 1 - a child at risk of serious abuse or neglect.
- Priority 2 - a child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy, the work/training/study test under section 14 of the Family Assistance Act.
- Priority 3 - any other child.

Within these main categories, priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families.
- children in families which include a disabled person.
- children in families which include an individual whose taxable income per cent under clause 7 of Schedule 2 to the Family Assistance Act is 100 percent.
- children in socially isolated families.
- children of single Parent/Guardian.

Under the Priority of Access Guidelines, a child care service may require a Priority 3 child only to vacate a place to make room for a higher priority child. The service can only do so if: the person liable for the payment of the child care fees was notified when the child first entered care that the service followed this policy, and the service gives the person at least 14 days notice of the requirement for the child to vacate the place.

These guidelines will be considered and applied at the discretion of the Director CELC.

- As services may have limited vacancies within their program, booking forms must be submitted and approved by the Nominated Supervisor.

### **Children with Additional Needs:**

To enable the service to address the needs of children with additional needs, it is important to measure the degree to which the child/ren enrolled in the service have special care needs and to assess how the service can reasonably accommodate their needs. As some modifications to services and resources may be required, this assessment process takes place prior to enrolment.

- Catholic Early Learning and Care provides children with equitable access to programs.
- Parents/guardians are encouraged to share with the Nominated Supervisor their child's needs so that support provisions are established prior to the commencement.
- The service may be able to apply for additional funding should a child fit the criteria. Parents would be required to provide additional documentation to support such an application. In some circumstances, this may delay the commencement of a child's enrolment.

### **Bookings**

- See **Bookings and Cancellations Policy** on the CELC website.
- Please note that bookings for the following year will need to be confirmed, with the respective service, by the last business day in November of the year preceding. No changes to bookings will be allowed until after Week 4 of Term 1 of the new school year.
- Any permanent cancellations to bookings made prior to this date will incur a \$25 cancellation fee per session.

### **Kindergarten Sessional Care:**

CHILD BORN BETWEEN	YEAR ATTENDS KINDY
1 July 2019 to 30 June 2020	2024
1 July 2020 to 30 June 2021	2025
1 July 2021 to 30 June 2022	2026

<https://earlychildhood.qld.gov.au/early-years/kindergarten/starting-kindy#calculator>

- Priority will be given to children who are of the eligible kindergarten age i.e. children who are at least four years old by June 30 in the year they participate in the program (see diagram for cohorts):
- Evidence of the child's date of birth must be provided by the child's Parent/Guardian prior to enrolment.
- Maximising enrolments is a priority for all services, therefore long day care kindergartens may include enrolments for three- year old children. Younger children (not 4 years old by 30 June in the year they participate) may participate in a kindergarten program where vacancies exist but are not eligible to be included in the reported forecast and actual enrolment data.
- Three-year-old enrolments may be taken, pending availability.

### **Approved Kindergarten Funding is only available to:**

In 2024 in Queensland, Kindergarten is free 15 hours per week, and is delivered over a 40 week program at CELC.

- Children in the eligible kindergarten cohort i.e. children who are at least 4 years old by the 30 June in the year they participate in an approved kindergarten program;
- Support the participation of children enrolled in one approved kindergarten. Therefore, families are required to nominate the centre who will receive kindergarten funding.

### **Queensland Kindergarten Fund Scheme Plus (QKFS+) Subsidy is only available:**

- To children who are within the eligible cohort;
- To children who hold (or who have parents/carers who hold) a valid concession card (Health Care Card / Pension Card / Veteran Affairs DVA Card / Aboriginal and/or Torres Strait Islander descent / triplets);
- When the concession card is valid (i.e. it has not expired);

### **Concession Card Guidelines (Health Care Card / Pension Card / Veterans Affairs DVA Card):**

- It is the responsibility of the parent/carer to notify the pre-prep/kindergarten of any change to eligibility for a health care card entitlement. The centre will make the necessary adjustment to fees.

### **Delayed Entry to and Delayed Exit:**

#### **Scope:**

- Delayed entry to or delayed exit from our approved kindergarten program may be initiated by either the parent and/or the kindergarten teacher. Enrolment decisions should be informed by a child's developmental abilities, prior experiences and social emotional capabilities.
- In determining whether to apply for delayed entry to or delayed exit from an approved kindergarten program, parents/guardians and educators are to include supporting documentation from relevant specialists' / education professionals in their application.

#### **Delayed Entry:**

- Delayed entry means that a child older than kindergarten age (four by 30 June in the year they participate in kindergarten program) can be approved for enrolment in an approved kindergarten program where the child has not previously been enrolled in a kindergarten program.

#### **Delayed Exit:**

- Delayed exit means that a child can be approved to participate in an approved kindergarten program for a second year.

#### **Procedures:**

- The Department of Education and Training's Delayed Entry and Delayed Exit Enrolment Procedure for Approved Queensland Kindergarten Programs should be followed in relation to the application process. Delayed Entry to and Delayed Exit.

### **Approval to Collect Children and Emergency Contacts**

- Children may only be collected from the service by persons listed on the enrolment as parent/guardian and approval to collect. (Reg 99) If details of parents/guardians, emergency contacts and approval to collect persons change, the change to enrolment form must be completed.
- In the event of an emergency or a parent failing to collect a child, the emergency contact may only collect a child if every attempt has been made to contact the Parents/Guardians first.
- The emergency contact list must be current and updated regularly by families.
- Occasionally Parents/Guardians may require persons other than those authorised to collect their children. If the person is not already listed as an Approval to Collect in the initial enrolment form, permission, in writing, must be sought by the family prior to the collection of the child. A child will not be released to an adult if prior permission has not been sought.
  - A minor (under 18 years old) may only collect a child if written permission from the parent/guardian is on file.
  - If after closing hours, a child is not collected from the service and every attempt has been made to contact the parents/guardians and emergency contact, the Operations Manager must be contacted and advice sought from the local police.

## 5. BREACHES OF THIS POLICY

Appropriate disciplinary action will be taken against a person who is found to have breached the requirements contained within this document. Action taken will depend on the nature and circumstance of each breach and could include: an official warning and note on the individual's personnel file; a formal written and/or verbal apology; counselling; demotion; transfer; or suspension or dismissal for very serious matters.

## 6. ENQUIRIES

Catholic Early Learning and Care Director - [admin@cclc.catholic.org.au](mailto:admin@cclc.catholic.org.au)

## 7. SEE ALSO

- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act 2010
- The National Quality Standards
- Qld Department of Education and Training (DET) - Early Childhood Education and Care
- Qld Kindergarten Funding Scheme

### Policies

- Booking and Cancellations
- Acceptance and refusal of authorisations
- Medical Conditions
- Incident Management
- Arrivals and Departures
- Infection Control
- Incident Management
- Emergency Response
- Interactions and Relationships with children
- Government and Management
- Family and Community Feedback
- Management of Fees
- Travel
- Excursions

## 8. APPROVAL



Alison Forster, Director  
Catholic Early Learning and Care

**Date: 08/05/2024**