

POLICY AIM

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

RATIONALE

Enrolment and orientation are an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and their Sweetpeas Service. Such partnerships enable the Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Service. All parents, guardians and children should feel welcomed and accepted to our Sweetpeas community.

SCOPE - WHO IS AFFECTED BY THIS POLICY?

- Educators
- Staff
- Children
- Families
- Community
- Visitors
- Management

NATIONAL QUALITY STANDARD

QUALITY AREA 6 - COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

- Standard 6.1 (Supportive relationships with families) - *Respectful relationships with families are developed and maintained and families are supported in their parenting role.*
- Element 6.1.1 (Engagement with the service) - *Families are supported from enrolment to be involved in their service and contribute to service decisions.*
- Element 6.1.2 (Parent views are respected) - *The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.*
- Element 6.1.3 (Families are supported) - *Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.*
- Standard 6.2 (Collaborative partnerships) - *Collaborative partnerships enhance children's inclusion, learning and wellbeing.*
- Element 6.2.3 (Community and engagement) - *The service builds relationships and engages with its community.*

QUALITY AREA 7 - GOVERNANCE AND LEADERSHIP

RELATED POLICIES AND LEGISLATION

RELATED SWEETPEAS POLICIES:

- Acceptance and Refusal Authorisation Policy
- Additional Needs Policy
- Administration of First Aid Policy
- Administration of Medication Policy
- Anti-Bias and Inclusion Policy
- Arrival and Departure Policy
- CCS Governance and Management Policy
- Confidentiality Policy
- Emergency and Evacuation Policy
- Excursion Policy
- Handling Grievances and Complaints Policy
- Incident, Injury, Trauma and Illness Policy
- Interactions and Relationships with Children Policy
- Medical Conditions Policy
- Payment of Fees Policy
- Social Media Policy

RELATED EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS:

- Law S175 - Offence relating to requirement to keep enrolment and other documents
- Regulation 77 - Health, hygiene and safe food practices
- Regulation 78 - Food and beverages
- Regulation 85 - Incident, injury, trauma and illness policies and procedures
- Regulation 86 - Notification to parents of incident, injury, trauma and illness
- Regulation 88 - Infectious diseases
- Regulation 90 - Medical conditions policy
- Regulation 91 - Medical conditions policy to be provided to parents
- Regulation 92 - Medication record
- Regulation 93 - Administration of medication
- Regulation 96 - Self-administration of medication
- Regulation 97 - Emergency and evacuation procedures
- Regulation 99 - Children leaving the education and care service premises
- Regulation 100 - Risk assessment must be conducted before excursion
- Regulation 101 - Conduct of risk assessment for excursion
- Regulation 102 - Authorisation for excursions
- Regulation 102D - Authorisation for service to transport children
- Regulation 157 - Access for parents
- Regulation 160 - Child enrolment records to be kept by approved provider and family day care educator
- Regulation 161 - Authorisations to be kept in enrolment record
- Regulation 162 - Health information to be kept in enrolment record
- Regulation 168 - Education and care service must have policies and procedures
- Regulation 173 - Prescribed information is to be displayed
- Regulation 177 - Prescribed enrolment and other documents to be kept by approved provider
- Regulation 181 - Confidentiality of records kept by approved provider
- Regulation 183 - Storage of records and other documents

RELATED LEGISLATION:

- A New Tax System (Family Assistance) Act 1999
- Child Care Subsidy Secretary's Rules 2017
- Family Assistance Law
- Family Law Act 1975
- Health Records and Information Privacy Act 2002
- Privacy Act 1988

GLOSSARY OF ABBREVIATIONS

- **AIR** - Australian Immunisation Register
- **Law** - Education and Care Services National Law Act 2010
- **Regulation** - Education and Care Services National Regulations 2011
- **TIS National** - the Australian Government's Translating and Interpreting Service

IMPLEMENTATION AND PROCEDURE

According to the Child Care Provider Handbook (June 2019) *'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy... An enrolment links the child, the individual claiming the subsidy and the childcare service.'* An enrolment notice is required for each child attending the service. This reflects the type of arrangement that is in place between the provider and the family/individual or organisation.

Our Cranebrook, Penrith and St Clair services accept enrolments of children aged between 2-6 years. Our St Marys service accepts enrolments of children between 6 weeks - 6 years.

Sweetpeas OOSH Cranebrook accepts enrolments of children who are 'school aged' and enrolled in primary school (K-6).

ENROLMENTS WILL BE ACCEPTED PROVIDING:

- The maximum daily attendance does not exceed the licensed capacity of the service (Cranebrook: 32 children per day; Penrith: 29 children per day; St Clair: 30 children per day; St Marys: 28 children per day; OOSH: 40 per session/per day),
- A vacancy is available,
- Child to educator ratios for are maintained,
- Bond payment has been made (where applicable).

All children with disabilities will be enrolled, if in the opinion of management, the Service can meet the child's needs. Additional resources and funding may be required through disability and inclusion programs.

WAITING LIST

Our service has a waitlist, which is for families who do not need care straight away but would like care at the service in the future or families who require days that are currently unavailable.

New families are required to fill out a Waitlist form which are available for each service from our website: <https://www.sweetpeaskindergarten.com/enrolment-enquiries>

The waitlist is organised on a first come, first serve basis, although children may be moved up the list based on our priority guidelines (below). There is a waitlist priority for siblings of children already enrolled in the service.

ENROLMENT PRIORITY

The Federal Government previously determined priority of access guidelines for allocating places in a government funded childcare service. Though this is no longer a requirement, Sweetpeas chooses to use this guideline as part of our enrolment process.

- **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, under Section 14 of the Family Assistance Act.
- **Priority 3:** Any other child.

Within each priority mentioned above, the following children are to be given priority:

- Children in Aboriginal or Torres Strait Islander families
- Children and families which include a person with a disability
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents.

Parents/guardians will be advised that families of children enrolled with third priority access may be required to alter their days in order to provide a place for a higher priority child.

All children are enrolled on a calendar year cycle. All enrolments will be reviewed by October for the following year. The review should cover all children enrolled at the service that are not going to school the following year before taking new enrolments.

ENROLMENT PACKS

Each family that enrolls at a Sweetpeas service will be provided with the following items in an enrolment pack (per child). Service leaders may choose to supply additional information at their own discretion.

Forms and documents:

1. **Enrolment Package QR flyer** - (alternatively an email with corresponding links) each centre has its own flyer with QR code links to the following:
 - **Sweetpeas Enrolment Form** (online version - paper version only to be used in exceptional circumstances - see below)
 - **Parent Handbook** (PDF version - printed version only available on request due to length and loss of interactive quality)
 - **Sweetpeas Policies and Procedures** (online versions - printed copies of individual policies available on request)
2. **Standard Products Agreement form** (digital or printed)
3. **Photo Authorisation form** (digital or printed)

4. All About Me & Background Info forms (digital or printed)

If the parent answered “Yes” to *Any special dietary requirements/restrictions?* then the following is required to be given to the family:

5. Display of Individual Dietary Needs form (digital or printed)

If the child is diagnosed with a medical condition, then the following are required to be given to the family*:

6. Display of Medical Conditions Information form (digital or printed)

7. Display of Medical Action Plan form (digital or printed)

Finally, each service will include at their own discretion:

8. Community information, such as Munch & Move flyers, community groups, info for families, etc.

**If a child is diagnosed with a medical condition, then the Service will also complete a Risk Minimisation Plan and Communication Plan in consultation with the child’s family prior to the child commencing at the service. (see Medical Conditions Policy)*

Sweetpeas branded items*:

- 1x Sweetpeas hat (colour may be chosen by child)
- 1x Sweetpeas shirt (colour may be chosen by child)
- 1x Sweetpeas drink bottle

**These items are subject to current availability and available to families enrolled at our long day care services only. Additional Sweetpeas items may be purchased by any family.*

ENROLMENT FORM

Each family is required to provide the Service with a completed online enrolment form and accompanying documents (e.g., immunisation history statement, birth certificate) to complete enrolment. The mandatory fields must be completed by the family for the form to be submitted to the Service. Mandatory fields reflect the requirements of the *National Law and Regulations*.

Where enrolling families are not fluent in English the enrolment meeting will, wherever possible be conducted in the family’s primary language with the aid of staff who speak the same language or the Australian Government’s *Translating and Interpreting Service* (TIS National). At enrolment, parents are encouraged to provide any further information about their child that will support continuity of care between home and the service.

Paper forms

In exceptional circumstances, Sweetpeas Management or their delegates may provide a family with a short, paper version of the enrolment form to assist in the commencement of the enrolment process. These circumstances may include, but are not limited to, families enrolling with very limited English, or families with very limited or no access to the internet. The use of paper forms is entirely at Management’s discretion, and does not replace the need for a full, online enrolment form.

If we issue a paper form to a family for *any reason* then it must be made clear to the enrolling family that it is not the full enrolment form, and they **must** complete the rest of the form online to have a valid enrolment. In these circumstances, if the family (or Sweetpeas representative) believes they will be unable to access or complete the online enrolment form independently, an appointment will be made to complete the form on a Sweetpeas device (i.e., desktop computer or iPad) with the aid of a member of staff.

It is a legal requirement that prior to the child starting at any Sweetpeas service that we have all required documents, including:

- the completed enrolment form,
- medical management plans (if relevant) completed by the child’s general practitioner,
- birth certificate or passport,
- a current *Immunisation History Statement* from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age, and
- details of any court orders, parenting orders or parenting plans

The enrolment record will include but not limited to (National Regulations 160-162):

- 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.
- 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).
- Authorisations for our 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. **(National Regulation 161)**
- Details of any specific health care needs of the child including any medical condition. **(National Regulation 162)**
- Details of any allergies, dietary requirements and or anaphylaxis diagnosis. **(National Regulation 162)**
- Any medical management plan, anaphylaxis/asthma/diabetic management or risk minimisation plan. **(National Regulation 162)**
- Immunisation status of the child. **(National Regulation 162)**
- A Privacy Statement attached to the enrolment form which details:
 - 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 may be updated annually or when a family's circumstances change, to ensure information is current and correct.

PARENTING ORDERS

The National Regulations requires our service to have details of all custodial and access arrangements **(National Regulation 160(c)(d))**.

- Enrolling family members are responsible for informing the Director or their delegate of custody and access arrangements on enrolment and must advise the Director or their delegate immediately of any subsequent alterations to these arrangements.
- All relevant legal documentation is to be shown to the Director or their delegate and a copy will be maintained in the child's enrolment record.

ORIENTATION

On acceptance of a position for a child at the service, parents are invited to arrange for an orientation visit.

We believe orientation is an important process where educators are able to get important information about the new child's needs and those of the family. This process helps to make the transition from home to care as smooth as possible with the aim to maintain continuity between home and the service, which helps the child adjust to the new setting. The family will be encouraged to remain with their child when delivering or collecting them for as long a period deemed to be necessary to ensure the child's wellbeing.

We will always consider the feelings and time constraints that families may have in regard to participating in orientation processes and aim to make the experience a positive and welcoming introduction to the service which generally goes for approximately 30-60 minutes depending on the requirements and needs of the individual family.

Our service will provide options for orientation to the education and care service for families which include:

- 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. Factors for consideration at arranging

these times are the child's sleep needs, parents' working hours and specific individual needs of the child. Other family or friends who are nominated by the family as being authorised to collect the child may also attend on these visits.

- Providing all new families with a tour of the premises which will include introductions to educators, children and highlights of specific policies and procedures that families need to know about our service.

During the orientation, educators will:

- Ensure each family has a copy of the **Enrolment Package QR flyer** (for access to the online enrolment form, Parent Handbook and Sweetpeas Policies and Procedures - see Enrolment Packs, above) and an opportunity to have any questions answered.
- Support family members the opportunity to stay with their child during the settling in process.
- Ensure 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.
- Show families how to sign their child/ren in and out of the service each day, the location of different communications (e.g., the program book, parent pockets, notice board etc) and invite to give suggestions for and feedback about the daily program.
- Urge families to apply sunscreen to their child when they sign-in each day.

The Responsible Person will assure families they may call the service when their child is attending as many times as they like to check on how they are settling in and to receive reassurance about the care their child is receiving.

COVID-19 ADAPTATIONS - UPDATED MARCH 2024

- To minimise the spread of infection in our long day care services, where possible, walk-through visits are not scheduled during the day when the majority of our children and staff are in attendance. Instead, visits are scheduled for the end of the day or after hours with one staff member.
- Orientation visits for enrolling children have recommenced, families may attend these as long as all parties are respecting the latest advice from *NSW Health*.

TERMINATION OF ENROLMENT

Notice of departure

Two weeks' notice must be given by parents when they are planning on withdrawing their child from the service, or two weeks' full fees paid instead of notice. If a child is withdrawn in the six weeks prior to our December closing date, fees are incurred until the service's two-week December closure, regardless of whether two weeks' notice have been given or not.

Overdue fee payments

Parents who are more than two weeks in arrears with their fees will be issued with a reminder statement which must be paid immediately. Parents are encouraged to negotiate payment of the fees if they are experiencing financial difficulties with the service's Director or the Sweetpeas Managing Director.

If after negotiating payment plans, parents still fail to pay the outstanding bill, their child's place will be terminated, and legal advice sought to recover the unpaid fees. The legal fees will be added to the unpaid account.

RESPONSIBILITIES

RESPONSIBILITIES OF THE APPROVED PROVIDERS/MANAGING DIRECTOR

- Ensure the service always operates in line with the *Education and Care Services National Law* and *Education and Care Services National Regulations* regarding the delivery and collection of children (**National Regulation 99**).
- Provide opportunities (in consultation with the Nominated Supervisor and staff) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program.
- Ensure that enrolment forms comply with the requirements (**National Regulations 160-162**).

- Ensure that enrolment records are stored in a safe and secure place, and are kept for three years after the last date on which the child was educated and cared for by the service (**National Regulation 181, 183**).
- Ensure that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law.
- Ensure that all children enrolled at the service are up to date with their immunisations and that parents provide an AIR *Immunisation History Statement* to complete child enrolment.

RESPONSIBILITIES OF THE NOMINATED SUPERVISOR/RESPONSIBLE PERSONS

- Provide enrolment packs.
- Maintain a waiting list.
- Collect and receipt enrolment fees (where applicable).
- Offer places in line with this policy and the criteria for priority of access.
- Provide relevant paperwork to families in accordance with this policy.
- Complete an *Enrolment Checklist* to ensure each child's records are compliant with the National Law and Regulations.
- Store completed enrolment records in a lockable file, in a secure place.
- Ensure that enrolment forms are completed prior to the child's commencement at the service.

RESPONSIBILITIES OF THE EDUCATORS

- Act in accordance with the obligations outlined in this policy.
- Respond to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process, as required.
- Ensure that the parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or staff under the Law (**National Regulation 157**).
- Develop strategies to assist new families to:
 - Feel welcome into the service
 - Become familiar with service policies and procedures;
 - To develop and maintain a routine for saying goodbye to their child.
- Provide comfort and reassurance to children who are showing signs of distress when separating from family members.
- Share information with parents/guardians regarding their child's progress with regard to settling-in to the service.

RESPONSIBILITIES OF THE FAMILY

- Read and comply with this policy at all times.
- Provide the service with all required documents before you are considered enrolled in the service.
- Ensure your child is immunised, or on a catch-up schedule, or have a medical exemption, and provide the service with this information to enrol into the service.
- Communicate your child's/family needs as clear as possible, to ensure a smooth transition between home and the service.

RELATED SWEETPEAS DOCUMENTS:

Location of documents in *Sweetpeas Company Files* is indicated (next to each item):

- Enrolment QR Flyer (Enrolment Package)
- Sweetpeas Initial Enrolment Form (Enrolment Package)
- Standard Products Agreement form (Enrolment Package)
- Photo Authorisation Form (Enrolment Package)
- All About Me & Background Info (Enrolment Package)
- Display of Individual Dietary Needs form (Enrolment Package)
- Display of Medical Action Plan form (Enrolment Package)
- Display of Medical Conditions Information form (Enrolment Package)

- Medical Conditions Risk ID Forms (Current Forms and Templates → Medical Conditions ID forms)
- Medical Conditions Risk ID Tags (Current Forms and Templates → Medical Conditions ID forms)
- Medical Conditions Risk Minimisation Plan (Current Forms and Templates → Risk Minimisation Plans)
- Parent Handbooks (Enrolment Package → Parent Handbooks)
- Terms & Conditions of Enrolment (Enrolment Package/End of enrolment forms)
- Enrolment Checklist (Enrolment Package)

Staff Factsheets:

- Factsheet-Understanding Online Enrolment Forms
- Factsheet-Accessing Online Enrolment Forms

REFERENCES

- Australian Children's Education and Care Quality Authority (ACECQA) - www.acecqa.gov.au
- Belonging, Being and Becoming: The Early Years Learning Framework for Australia V2.0 (EYLF)
- Child Care Provider Handbook
- Children (Education and Care Services) National Law Act 2010
- Education and Care Services National Regulations 2011
- Family Assistance Law Act 1975
- Health Records and Information Privacy Act 2002 (NSW)
- My Time, Our Place: Framework For School Age Care in Australia V2.0 (MTOP)
- Privacy Act 1988 (Cth)
- Service Australia - Recognised Activity - <https://www.servicesaustralia.gov.au/recognised-activities-for-child-care-subsidy>
- Sweetpeas Philosophy
- Sweetpeas website - <https://www.sweetpeaskindergarten.com/>
- TIS National - <https://www.tisnational.gov.au/en/Non-English-speakers/Help-using-TIS-National>

REVIEW AND AMENDMENTS

This policy will be updated to ensure compliance with all relevant legal requirements. Appropriate consultation of all stakeholders (including staff and families) will be conducted on a timely basis. In accordance with Regulation 172 of the *Education and Care Services National Regulation*, families of children enrolled will be notified within at least 14 days and their input considered prior to any amendment of policies and procedures that have any impact on their children or family.

Version	Amendment(s)	Review Date	Updated By
1.	<ul style="list-style-type: none"> • Updated to reflect new owners/director 	June 2017	Cassandra Way (Educator/Admin) Janine Evans (Nominated Supervisor)
1.1.	<ul style="list-style-type: none"> • Checked links • No changes required 	June 2018	Cassandra Way (Educator/Admin)
1.2.	<ul style="list-style-type: none"> • No changes required 	June 2019	Janine Evans (Nominated Supervisor)
1.3.	<ul style="list-style-type: none"> • Update due to Covid 19 added no orientations and no walk-through visits 	June 2020	Janine Evans (Nominated Supervisor)
1.4.	<ul style="list-style-type: none"> • No changes required 	July 2021	Janine Evans (Nominated Supervisor)
1.5.	<ul style="list-style-type: none"> • Updated COVID recommendations 	May 2022	Janine Evans (Nominated Supervisor)
1.6.	<ul style="list-style-type: none"> • Updated hotlinks and references • Recommended orientation visits 	July 2022	Janine Evans (Managing Director)

Enrolment and Orientation Policy

Version	Amendment(s)	Review Date	Updated By
2.	<ul style="list-style-type: none"> • Cosmetic update with changes for new template/colours • Added Related Sweetpeas documents • Added Related Legislation 	September 2022	Cassandra Way (Assistant Manager)
2.1.	<ul style="list-style-type: none"> • Updated enrolment procedure to incorporate all Sweetpeas services only accepting online enrolment forms for 2023 enrolments onward. • Updated names of Related Sweetpeas Documents • Added Photo Authorisation form to procedure • Added separated Enrolment Checklist (previously part of paper form) • Added new staff factsheets • Added reference link for TIS National 	November 2022	Cassandra Way (Assistant Manager) Janine Evans (Managing Director)
2.2.	<ul style="list-style-type: none"> • Added Social Media Policy to related policies • Checked and updated hotlinks • Updated COVID-19 Adaptations • Fixed version numbering (Nov 22 was v2.5) 	February 2024	Cassandra Way (Assistant Manager)
2.3.	<ul style="list-style-type: none"> • Minor fixes for spelling/grammar • Small format fixes • Added references to new Sweetpeas OOSH Cranebrook service • Checked and fixed hotlinks • Updated sources 	February 2025	Cassandra Way (Assistant Manager) Janine Evans (Managing Director)