



ENROLMENT POLICY

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 the 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.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions.
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
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
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with it's community.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration
S. 51	Conditions on service approval
S.175	Offence relating to requirement to keep enrolment and other documents
85	Incident, injury, trauma and illness policies and procedures

86	Notification to parents of incident, injury, trauma, illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
99	Children leaving the education and care service premises
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

RELATED LEGISLATION

Family Law Act 1975

Disability Discrimination Act 1992

RELATED POLICIES

Acceptance and Refusal Authorisation Policy Additional Needs Policy Behaviour Guidance Policy Children's Belongings Policy Children in Workplace Policy Code of Conduct Policy Dealing with Infectious Disease Policy Dealing with Complaints Policy Delivery of children to and collection from Education and Care Service Premises Policy Excursion/Incursion Policy Family Communication Policy	Governance Policy Immunisation Policy Incident, Injury, Trauma and Illness Policy Interactions with Children, Families and Staff Policy Medical Conditions Policy Orientation of New Families Policy Payment of Fees Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Safe Use of Digital Technologies and Online Environments Policy Safe Transportation Policy Sun Safe Policy Work, Health and Safety Policy
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PURPOSE

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.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

IMPLEMENTATION

The safety, rights and best interests of children are the paramount consideration in the administration of this policy and in all decisions relating to enrolment and orientation.

The Education and Care Services National Regulations require approved providers to ensure their Services have policies and procedures in place for enrolment and orientation and take reasonable steps to ensure those policies and procedures are followed.

Our Service accepts enrolments of children aged between 3 and 6 years of age. The approved provider will ensure the number of children attending the Service does not exceed the approved number of places outlined in the service approval.

Enrolments will be accepted provided:



a) the maximum daily attendance does not exceed the approved number of places at the Service

b) a vacancy is available for the booking required

c) the required educator-to-child ratio is maintained.

PRE-ENROLMENT ORIENTATION

Our education and care service welcomes visits from prospective families and children. The nominated supervisor or delegated authority may provide the visiting family with a tour of the service environment and information that may include

- Service philosophy and curriculum
- Approaches to documentation, curriculum and planning
- Introduction to educators and staff
- The physical environment
- Administrative matters, cost, and fee payment methods
- How to provide feedback.

Following a pre-enrolment orientation/phone call a family may wish to place their child's name on the waiting list on OWNA if they haven't already done so. After consideration of access guidelines and availability of a position by the Nominated Supervisor, the child/ren may be offered a position at the centre. The family will then need to fill in an enrolment form and then offered a position.

PRIORITY OF ACCESS

The Education and Care Service will follow the Priority of Access when enrolling children. The Priority of Access Guidelines followed by state funded preschools are defined by NSW State Government funding Agreements:

- Children who are at risk of harm
- Aboriginal and Torres Strait Islander children



- Children from low-income families
- Children from culturally and linguistically diverse backgrounds
- Children with disabilities
- Children in their year before school (with highest priority given to children closest to school entry)

The education and care service endeavours to meet the needs of the children and families in our community while complying with the above guidelines.

ENROLMENT AND RE-ENROLMENT

The nominated supervisor will organise for re-enrolment of children currently attending the centre. At the **End of Term 2** parents/carers will be asked to complete a 'Returning to Preschool' form on OWNA indicating day/s preferred. These will be collated and families will be notified of their positions for the following year **Early Term 3**. Once these places are filled, positions will be offered from the waiting list. Positions will be offered giving preference to children based on priority of access. An Open Evening will be held in **Early Term 3** for new enrolments. An appointment for each new family will be organised to return paperwork and ask questions. During the enrolment interview, completed forms and required documents are returned and information is gathered from parents using an "all about me" form.

Documents required to enrol;

- Enrolment form
- Membership of Association form
- Immunisation history statement. To enrol in the service, children must be fully immunised or on an approved vaccination catch-up program. If a child cannot be immunised due to a medical condition, they may still be enrolled at the service with supporting documentation
- (Medical Exemption Form). If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service. The child's immunisation history statement will indicate that the child is on a catch-up schedule. Parents must notify the Service if



their child is not up to date with their immunisations for their age via the enrolment form and attach the required documentation on their *AIR immunisation History Statement*.

- Birth certificate
- Proof of equity status (Health Care Card/Pension Card)
- Medical action plan, Risk minimisation plan and communication plan
- Additional needs report.

Additional information gathered on enrolment;

- Any matters that are of a sensitive nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, medical needs or plans.
- If a family or child uses English as a second language or speak another language at home, we request that families provide us with some key words in the language/s the child speaks so that educators can learn these words. Educators may use visuals to assist the child's understanding and be able to communicate with others.

It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form.

STATE/TERRITORY SPECIFIC IMMUNISATION REQUIREMENTS

NSW

To attend childcare, children must be fully immunised for their age, on an approved catch-up schedule, or have a medical reason not to be immunised. If a child cannot be immunised due to a medical condition or is on a recognised catch-up schedule, they may still be enrolled at the Service with supporting documentation signed by a medical practitioner (e.g., Medical Exemption Form). Families must provide the required immunisation documentation, including the AIR Immunisation History Statement or other approved documentation, as applicable.

[Read more [here](#)]



MID YEAR ENROLMENTS

The Nominated Supervisor will conduct an enrolment process following the acceptance of an offer. Prior to conducting the enrolment interview the Nominated Supervisor will consider the language and cultural needs of the family. A translator may be required along with an alternative venue for the enrolment visit. During the enrolment interview a process of orientation will be planned in collaboration with families to provide the best possible start for the child at the service. Completed forms and required documents are returned and information is gathered from parents using a 'all about me' form.

Children enrolling mid-year must complete 3 orientation visits prior to commencing for 1 hour each visit. A family member will remain on premises service during these orientation visits. During the orientation process, educators and staff will interact with the child and actively encourage them to engage in the service program and activities. They will also be available to the family to answer any questions they may have.

FAMILIES WILL BE ASKED TO PROVIDE THE FOLLOWING INFORMATION:

1. Full name/s of each known parent/s (or the person legally responsible for the care of the child),
residential address, place of employment and contact telephone number
2. Each parent's occupation, work hours and educational qualifications [delete if not required in your state/territory]
3. The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (emergency contact)
4. The full name, residential address and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee)
5. Full name of the child
6. Child's date of birth



7. Child's birth certificate or passport to be sighted to verify child's enrolment details [delete if not required]
8. Child's residency status
9. Child's address
10. Gender of the child
11. Cultural background of the child and their parents
12. Provision of care – if care will be routine and/or casual, etc.
13. Session start and end times
14. Complying Written Agreement including fee information
15. Immunisation status of the child
16. Immunisation History Statement, immunisation certificates or details of exemption, where required:
 - NSW: an immunisation or exemption certificate
17. Any court orders or parenting agreements regarding the child, including parenting orders or parenting plans
18. The language used in the family home
19. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language
20. Any special requirements of the family, including for example cultural or religious requirements
21. The individual needs of a child, including any needs of children with a disability or with other additional needs
22. The name, address and contact details of any person who is:
 - authorised to consent to the administration of medication to the child
 - authorised to consent to medical treatment of the child
 - authorised to authorise an educator to take the child outside of the Service premises
 - authorised to authorise the Service to transport the child or arrange transportation of the child.



23. Authorisation, signed by a parent or a person named in the enrolment record as authorised to consent to the medical treatment of the child for the approved provider, nominated supervisor or educator to seek:
 - medical treatment for the child from a registered medical practitioner, hospital or ambulance service
 - transportation of the child by an ambulance service
24. Child's Medicare number (if available)
25. Specific healthcare needs of the child, including any medical conditions, allergies, including whether a child is at risk of anaphylaxis, and has any intolerances
26. Any medical management plan (e.g., anaphylaxis medical management plan, if applicable), risk minimisation plan and communication plan for a specific healthcare need, medical condition, or allergy
27. Details of any dietary restrictions for the child
28. The name, address and telephone number of the child's registered medical practitioner or medical service
29. Authorisation for regular transportation and regular outings, if relevant
30. A note that the child's health record has been sighted by the approved provider or staff

ENROLMENT PACK

Once the enrolment fee has been paid, families will be provided with an enrolment pack which consists of:

- Family Handbook, which outlines the Service's operation and philosophy
- current fee structure and payment details
- information about the Service's policies and procedures, including how families can access them
- information about OWNA
- information on the National Quality Framework, National Quality Standards and the approved learning frameworks
- ECA Code of Ethics brochure
- lunchbox and snack ideas



- Munch and Move fact sheets

ORIENTATION OF THE SERVICE

An orientation day will take place on the **First day of Term 1** for the year. During the orientation of the Service, families will:

- be provided with an outline of the Service policies which will include key policies such as: *Payment of fees, Sun Safe, Incident, Injury, Trauma and Illness, Control of infectious diseases, Sick Child and Administration of Medication via the OWNA APP*
- shown the signing in/out process for attendance on OWNA
- advised of appropriate clothing for children to wear to the Service, including shoes, hats and sunscreen
- be given a preschool t-shirt, hat, handtowel and wet bag. The service will keep the handtowel and hat at preschool each week
- informed about policies regarding children bringing in toys from home
- introduced to their child's educators
- taken on a tour around the Service
- provided with suggestions for developing and maintaining a routine for saying goodbye to their child
- informed of how the educational program in our service works and how to access information about their child's development
- introduced to the room routine and Service program, including portfolios and the observation cycle
- informed about Service communication strategies including meetings, interviews, newsletters, emails, etc.

ENROLMENT RECORD KEEPING

Our *Record Keeping and Retention Policy* outlines the information and authorisations that we will include in all child enrolment records.



THE APPROVED PROVIDER/NOMINATED SUPERVISOR/MANAGEMENT WILL ENSURE:

- that obligations under the Education and Care Services National Law, Education and Care Services National Regulations and Family Assistance Law are met
- educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure
- families are aware of this *Enrolment Policy* and are advised on how and where the policy can be accessed
- the enrolment form is completed accurately and, in its entirety
- document evidence such as a birth certificate or passport is sighted to verify that the child's enrolment details are true and correct
- the child's health record has been sighted and noted on their enrolment record
- authorisations are completed by the child's parent, or other person authorised to provide the authorisation, as required
- our Service complies with the *Disability Discrimination Act 1992* and *Disability Standards for Education 2005* and does not discriminate against children or families on the basis of disability
- barriers to access and participation for children with disability are identified and reasonable adjustments to the program and environment are made to allow access and participation in the Service [See: *Additional Needs Policy*]
- a child with a specific health care need, allergy or medical condition does not begin at the Service until the required medical management plan and medication, where applicable, have been provided
- the child's medical management plan is recorded, and relevant information is shared with educators
- current ASCIA Action Plans are provided for children with a relevant allergy, asthma or other medical condition, where applicable
- *Administration of Medication* forms are completed (if relevant)



- the *Medical Conditions Policy* is provided to families for children with a specific health care need, allergy or other relevant medical condition before the child begins education and care at the Service
- risk minimisation plans and communication plans are completed with parents/guardians for children with specific health care needs before the children begins education and care at the Service
- the appropriate room leader is informed of the new child including any specific health care needs, medical conditions, interests, developmental needs, and strengths
- the immunisation history statement and birth certificate have been sighted and photocopied
- the child is added to the observation cycle

EDUCATORS WILL:

- be familiar with the regulatory requirements relating to enrolment and orientation
- support families' involvement in the Service and their contribution to decisions regarding their child's enrolment and orientation
- respect the culture, values and beliefs of families, and involve families in decision-making about their child's learning and wellbeing
- familiarise themselves with the information provided by the family about the child, and use this to support the child's transition into the Service
- share relevant information with families to support their child's transition
- keep all family and child information confidential.

FAMILIES WILL:

- complete all documentation required by the Service for enrolment
- provide required authorisations as indicated on the enrolment form
- provide updated enrolment information as required once the child is enrolled
- notify the Service of any specific health care needs of the child, including medical conditions and allergies, and provide a medical management plan for the child if applicable
- provide updated information to the Service as required



- ensure two (2) weeks' notice is provided when ending a child's enrolment
- ensure two (2) weeks' notice is provided when changing days of attendance

ON THE CHILD'S FIRST DAY

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the service during the day to 'check' in on their child and request help with separation if this is a problem for their child.

WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE

If a family has accepted the offer of a placement, then decides to withdraw from the Service before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks is payable to the Service and is non-refundable.

UPDATING AND ENDING ARRANGEMENTS AND ENROLMENTS

Enrolment notices must be updated in the following circumstances:

- The family disagrees with details of an enrolment, and the Service agrees an update is required
- The care arrangement between the Service and family changes
- The Service notices information on the enrolment is incorrect
- The enrolment ends

ENROLMENT RECORD KEEPING

Our *Record Keeping and Retention Policy* outlines the information and authorisations that we will include in all child enrolment records.



TERMINATION OF CHILD'S ENROLMENT

Our Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the preschool. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached.

This may include:

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Service
- deliberate impertinence towards the approved provider or staff- *Code of Conduct policy*
- if a parent knowingly brings their child ill to the Service
- consistent child-rearing style differences between the parent and provider
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service- *Code of Conduct Policy*
- failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule).

Management or the nominated supervisor will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

- Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.
- Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.



BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Enrolment Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Enrolment Checklist	Notification of Changes to Attendance
Enrolment Confirmation	Termination of Enrolment Procedure
Enrolment Form	Termination of Enrolment Form
Enrolment Information Update Form	Termination of Enrolment Letter
Enrolment Procedure	Waitlist Application Record
Family Conduct Guidelines	Waitlist Procedure
Family Exit Survey	

SOURCES

Australian Children's Education & Care Quality Authority. (2024). [Guide to the National Quality Framework](#).

Australian Children's Education & Care Quality Authority. (2021). Policy and procedure guidelines. *Enrolment and Orientation*.

Australian Children's Education & Care Quality Authority. (2022). The Disability Discrimination Act: [What do Children's Education and Care Services Need to Know?](#)

Australian Government Department of Education (2024). Child Care Provider handbook <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Department of Education (2021). Guide to Additional Child Care Subsidy (child wellbeing) <https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing>

Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

Australian Government Guide to Social Policy Law. Family Assistance Guide Immunisation- approved exemptions (FTB). <https://guides.dss.gov.au/family-assistance-guide/2/1/3/40>



Department of Human Services

(Centrelink):

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Government of Western Australia. Department of Health. (2021). Western Australian Immunisation Requirements. Guidelines for persons in charge of child care services, community kindergartens and schools.

National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay

<https://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>

NSW Government Health. (2019). Questions and answers about vaccination requirements for child care:

https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

REVIEW

POLICY REVIEWED BY	Michelle Donadel	ECT	30.9.2026
POLICY REVIEWED	SEPT 2026	NEXT REVIEW DATE	JANUARY 2026
VERSION NUMBER	VSEPT2025		
MODIFICATIONS	• annual policy maintenance • added information re: National Model Code and Guidelines • minor edits within policy • sources checked for currency and updated as required • updated list of information to be provided by families upon enrolment • addition of priority of access to policy		