



ENROLMENT PROCEDURE

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.

Working in conjunction with the *Enrolment Policy*, this procedure outlines the process for families, children, educators and management to follow during the enrolment process within our Service.

Education and Care Services National Law or Regulations (s. 165A, 175, R. 77, 78, 85, 86, 88, 90, 91, 92, 93, 96, 97, 99, 100, 101, 102, 102D, 155, 157, 160, 161, 162, 168, 177, 181, 183). NQS QA2: Element 2.2, 2.2.2, *Children's Health and Safety*, QA6: Element 6.1, 6.2 and 6.2.3. *Collaborative Partnerships with Families and Community*, QA7: Element 7.1 *Governance and Leadership*

Related Policies: *Enrolment Policy*

WAITLIST PROCEDURE AND NEW FAMILIES

1	See our <i>Waitlist Procedure</i> for management to follow to manage our waitlist and enrolment process to ensure it is a clear, equitable and professional approach for all new and existing families	
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ORIENTATION PROCEDURE

1	Families will be provided with an outline of key Service policies and procedures such as: - Payment of Fees Policy - Sun Safety Policy - Incident, Injury, Trauma and Illness Policy	
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	- Dealing with Infectious Diseases Policy - Administration of Medication Policy - Medical Conditions Policy - Dealing with Complaints Policy - Child Protection Policy - Child Safe Environment Policy - Clothing Policy - Educational Program Policy - Delivery of Children to, and Collection from Education and Care Service Premises Policy - Safe Transportation of Children Policy - Sleep and Rest Policy - Family Communication Policy - Privacy and Confidentiality Policy - Photography Policy	
2	Families will be provided with the following information during the orientation and enrolment process: - Service philosophy - Inclusion practices - Programming methods - Service menu - Excursions and incursions - Fee information - Child Care Subsidy - Policies and procedures - SunSmart requirements - Regulations and licensing - National Quality Framework and National Quality Standard - Early Years Learning Framework (EYLF) V2.0	



	- Attendance record procedures - Room routines - Educator qualifications - Introduction to key educators - Communication strategies - Information regarding use of OWNA	
3	Families will be provided with a copy of the <i>Family Handbook</i> during orientation and enrolment	
4	Families will be invited to ask questions and provided with possible vacancies and start date information	
5	Management will discuss sensitive information with families privately, such as children's medical needs, court orders, parenting plans or orders	
6	Families will be advised of the signing in and out process for attendance	
7	Management will ensure the enrolment form is completed accurately and, in its entirety, including authorisations signed by both parents/guardians	
8	Management will ensure a child with medical needs does not begin at the Service unless a medical management plan signed by a medical practitioner is received and a communication plan and risk minimisation plan are completed in collaboration with the family and nominated supervisor. Medication must be brought to the Service each day as per <i>Medical Conditions Policy</i> .	
9	The child's medical management plan, communication plan and risk minimisation plan are communicated to educators	
10	An orientation program will be developed for each child and recorded on the <i>Enrolment Checklist</i>	
11	Fee and attendance information will be explained to families covering the following topics:	



	- Fees - Direct debit processes - Late fees - Absences - Notice for withdrawal from care explained	
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ENROLMENT PROCEDURE		
1	To secure a child's position families are required to pay an enrolment fee to secure the position.	
2	Families are required to provide the following documents and records upon enrolment: - A completed enrolment form - Medical management plan (if required) - Birth certificate or identity document [to be sighted to verify child's enrolment details] - A current immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age (check state requirements) - Details of any court orders, parenting orders or parenting plans - Direct Debit Form (if required) - All about Me form	
3	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 indicating day/s preferred on OWNA. These will be collated, and families will be notified of their positions for the following year. 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 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. ENROLMENT Families are required to provide the following documents and records upon enrolment: - A completed 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 enrolments 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 form, and communication plan - Additional needs report Additional information gathered on enrolment. - Any matters that are of 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.	
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	- 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 the child speaks to that educators can learn these words. Educators may use visuals to assist the child's understanding and be able to communicate with others. Families will be asked to provide the following information; 1. Full name/s of parent(s)/guardian(s) and contact telephone number 2. The full name 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 (authorised nominee) 3. The full name and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee) 4. Full name of the child 5. Child's date of birth 6. Child's birth certificate or passport 7. Child's residency status 8. Child's address 9. Cultural background of the child 10. Immunisation History Statement 11. Any court orders or parenting agreements regarding the child 12. The primary language spoken by the child; if the child has not learnt to speak, the child's family's language 13. Any special requirements of the family, including for example cultural or religious requirements 14. The individual needs of a child with a disability or with other additional needs 15. A statement indicating parental/guardian permission for any medications to be administered to the child whilst at the Service. [Only a parent/guardian on the enrolment form can authorise the administration of medication.] 16. Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek: - o medical treatment for the child from a registered practitioner, hospital or ambulance service - o transportation of the child by an ambulance service	
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Commented [MD1]: Do we ask all of these things on OWNA



21. Child's Medicare number (if available) 22. Specific healthcare needs of the child, including allergies and intolerances 23. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan. 24. Details of any dietary restrictions for the child 25. The name, address and telephone number of the child's doctor 26. Authorisation for regular occurring transportation and regular outings/excursions To make enrolment accessible for all, the service is committed to providing additional support to families during the enrolment process by; - Offering additional support to complete online enrolment document - Offering assistance through use of an interpreter - Providing the option to complete a paper enrolment form We note that this may cause issues for some people and we will attempt to initiate communication via alternate channels i.e. text, phone, email. It is the family's responsibility to keep the Service informed of any changes to the information recorded on the application form. 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.	
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	Children enrolling mid-year must complete 3 orientation visits prior to commencing for 1 hour per 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.	
4	The enrolment form is processed and recorded through OWNA. Enrolment notices are submitted within 7 days	
5	The <i>Record Keeping and Retention Policy</i> outlines the information and authorisation required for enrolment forms	
6	An <i>Enrolment Checklist</i> will be completed during the enrolment process	

ENDING AN ENROLMENT		
1	Our <i>Enrolment Policy</i> provides clear understanding of the Service requirements when withdrawing their child from our care.	
2	Families are required to provide 2 weeks written notice to withdraw their child from the service	
3	At times it may be necessary for the service to terminate a child's enrolment. Management must follow the <i>Enrolment Policy</i> and <i>Termination of Enrolment Procedure</i>	



REVIEW OF PROCEDURE			
Date procedure created	2.10.2026	To be reviewed	OCT2026
Approved by	Michelle Donadel	Signature	<i>Michelle Donadel</i>
Procedure Reviewed Date	Modifications/Changes		
September 2024	Procedure reviewed; removal of Sick Child Policy reference, update of Enrolment Resources section.		
December 2023	Additional information added regarding Ending an enrolment. Waitlist Procedure section updated Information added to maintain consistency with <i>Enrolment Checklist</i>		