

# ENROLMENT AND ORIENTATION

QUALITY AREA 6 | ELAA version 1.3



## PURPOSE

This policy provides a clear set of guidelines and procedures for:

- enrolling a child at Belford Oaks Community Children's Centre
- the orientation of new parents/guardians and children into Belford Oaks Community Children's Centre
- ensuring compliance with Victorian and national legislation, including disability discrimination, anti-discrimination, human rights laws, No Jab No Play and Family Assistance Law



## POLICY STATEMENT

### VALUES

Belford Oaks Community Children's Centre is committed to:

- engaging collaboratively and respectfully with parents/guardians during enrolment and orientation to learn about their expertise, culture, values and beliefs and priorities for their child's learning and wellbeing
- being flexible and catering for unique family circumstances and needs
- ensuring the enrolment process is simple to understand, follow and implement
- meeting the needs of the local community
- supporting parents/guardians to meet the requirements for enrolment through the provision of information and communication
- being transparent in the process and allocation of places through consistent communication and information sharing
- maintaining confidentiality in relation to all information gathered for enrolment.

### SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children and others attending the programs and activities of Belford Oaks Community Children's Centre.

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RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
1. Ensuring that obligations under the <i>Education and Care Services National Law</i> and <i>National Regulations</i> are met	R				
2. Ensuring that the <i>Enrolment and Orientation Policy</i> is readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection ( <i>Regulation 171</i> )	R	✓			
3. Ensuring that the <i>Enrolment and Orientation Policy</i> and procedures are followed ( <i>Regulations 170</i> )	R	✓	✓		✓
4. Ensuring not to exceed the maximum number of children whom the service is licensed to provide care for	R	✓			
5. Enrolling children as per the <i>Family Assistance Law</i> for all children who attend Belford Oaks Community Children's Centre	R	✓			
6. Ensuring all enrolled children are six years of age and under. Children aged six years old will require to complete an exemption from school form from the Department of Education	R	✓			
7. Communicating to parents/guardians the days and times the service will operate, planned closures (including public holidays) service philosophy and governance	R	✓			
8. Providing parents/guardians easy-to-read information about how the service operates and what the service will provide (including information about inclusion and learning)	✓	✓	✓		
9. Ensuring parents/guardians has access to: <ul style="list-style-type: none"> <li>Parent handbook</li> <li>Statement of philosophy</li> </ul>	R	✓	✓		

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
<ul style="list-style-type: none"> <li>• <i>Child Safe Environment Policy and/or Statement of Commitment to Child Safety</i></li> <li>• <i>Fees Policy</i></li> <li>• <i>Privacy Statement</i></li> <li>• <i>Code of Conduct Policy</i></li> <li>• <i>Acceptance and Refusal of Authorisations</i></li> <li>• <i>Dealing With Medical Conditions</i></li> <li>• <i>Incident, Injury, Trauma and Illness</i></li> <li>• <i>Delivery and Collection of Children</i></li> </ul>					
10. Developing strategies on how to communicate with parents/guardians with varying literacy skills, or where English is not a first language	✓	✓	✓		
11. Complying with the <i>Inclusion and Equity Policy</i>	R	R	✓	✓	✓
12. Appointing a person to be responsible for the enrolment process and the day-to-day implementation of this policy ( <i>refer to Attachment 1</i> )	R				
13. Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process as required	✓	✓	✓		
14. Providing parents/guardians with consistent and transparent communication on waitlist management processes ( <i>refer to Attachment 1</i> )	R	✓			
15. Informing families that children who haven't attended a session of care in 26 consecutive weeks will no longer be eligible for Child Care Subsidy.	R	✓			
16. Complying with the service's <i>Privacy and Confidentiality Policy</i> in relation to the collection and management of a child's enrolment information	R	R	R	✓	✓
17. Providing opportunities for interested parents/guardians 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 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, early childhood teachers or educators under the <i>National Law: Section 167</i>	R	✓	✓		
18. Seeking information from parents about any specific health care need, allergy or medical condition, including whether a medical practitioner has been consulted in relation to a specific health care need, allergy or relevant medical condition	R	✓	✓	✓	

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
19. Ensuring that medical management plan has been provided and that the risk minimisation plan has been developed and both documents are kept in the child's enrolment records	R	✓	✓	✓	
20. Providing any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service				✓	
21. Informing families if they are receiving Child Care Subsidy, they must update Centrelink on any changes to their income, activity and other circumstances via their Centrelink online account	R	✓			
22. Gathering information from parents/guardians to support continuity of care between home and the service	✓	✓	✓		
23. Providing parents/guardians with information about the requirements of the law for enrolment, including obtaining the AIR Immunisation History Statement ( <i>refer to Definitions</i> ) and accessing immunisation services	R	✓	✓		
24. Ensuring parents/guardians are only offered a tentative place until the AIR Immunisation History Statement ( <i>refer to Definitions</i> ) has been assessed as being acceptable or the child has been assessed as eligible for the support period	R	✓	✓		
25. Assessing the child's immunisation documentation as defined by the Immunisation Enrolment Toolkit ( <i>refer to Source</i> ) for early childhood education and care services prior to enrolment to determine if the child's vaccination status complies with requirements or whether the child is eligible for the 16-week support period ( <i>refer to Definitions</i> )	R	✓	✓		
26. Ensuring that only children whose AIR Immunisation History Statement ( <i>refer to Definitions</i> ) have been assessed as being acceptable or who are eligible for the support period ( <i>refer to Definitions</i> ) have confirmed place in the program ( <i>refer to Attachment 1</i> )	R	✓	✓		
27. Advising parents/guardians who do not have an AIR Immunisation History Statement ( <i>refer to Definitions</i> ) and who are not eligible for the grace period that their children are not able to attend the service and referring them to immunisation services ( <i>refer to Attachment 3</i> )	R	✓	✓		
28. Taking reasonable steps to obtain an up to date AIR Immunisation History Statement ( <i>refer to Definitions</i> ) from all parents/guardians after enrolment, twice per calendar year, timing reminders to comply with the maximum seven-month interval ( <i>Public Health and Wellbeing Regulations 2019 107, Public Health and Wellbeing Act 2008 Section 143E</i> )	R	✓	✓		

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
29. Completing the enrolment record prior to their child's commencement at the service and providing AIR Immunisation History Statement ( <i>refer to Definitions</i> ) of their child's immunisation status ( <i>refer to Attachment 1</i> )				✓	
30. Where a child is eligible for the 16 weeks support period, ensuring that the child's immunisations are updated in line with the schedule and providing an up-to-date AIR Immunisation History Statement ( <i>refer to Definitions</i> ) to the service				✓	
31. Taking reasonable steps to obtain an up-to-date AIR Immunisation History Statement ( <i>refer to Definitions</i> ) from all parents/guardians after enrolment, <b>twice</b> per calendar year, timing reminders to comply with the maximum seven-month interval ( <i>Public Health and Wellbeing Regulation 107, Public Health and Wellbeing Act 2008 Section 143E</i> )	R	✓	✓		
32. Once payment has been made to secure the placement, providing parents/guardians a confirmation letter stating the starting date, days and hours ( <i>refer to Attachment 1</i> )	R	✓			
33. Once an enrolment record ( <i>refer to Definitions</i> ) has been completed for a child, review the enrolment record to ensure that no section/question has been left blank.	R	✓			
34. Ensuring all authorised nominees ( <i>refer to Definitions</i> ) have been completed on the enrolment record for each child ( <i>refer to Definitions</i> ) ( <i>Regulations 160 and 161</i> ) as well as authorisations from parents / guardians relating to medical treatment, regular outings, health information and transportation	R	✓		✓	
35. Ensuring that the enrolment record for each child ( <i>refer to Definitions</i> ) both digital and/or hard copy complies with the requirements of <i>Regulations 160, 161, 162</i> ( <i>refer to Attachment 2</i> ) and that it effectively meets the management requirements of the service	✓	✓	✓		
36. Ensuring that enrolment record for each child ( <i>refer to Definitions</i> ) is kept up to date if family circumstances change	R	✓	✓	✓	
37. Ensuring that enrolment records for each child ( <i>refer to Definitions</i> ) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service ( <i>Regulation 183 (1a) (2d)</i> )	R	✓	✓		
38. Discussing the individual child's needs with parents/guardians and developing an orientation program to assist them to settle into the service. The service should take into consideration barriers parents/guardians may have in disclosing sensitive information including communication and information barriers and the development of trusting relationships.	R	✓	✓		

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
39. Reviewing enrolment applications to identify children with additional needs ( <i>refer to Definitions and the Inclusion and Equity Policy</i> )	R	✓	✓		
40. Accessing the Inclusion Support Program ( <i>refer to Sources</i> ) when applicable	R	✓			
41. Review enrolments to see if the family qualifies for CCS preschool exemption	✓	✓			
42. Ensuring that the orientation program meet the individual needs of children and parents/guardians	✓	✓	✓		
43. Communicating with parents/guardians when their child will be eligible for a funded year of kindergarten	✓	✓	✓		
44. Supporting families make an informed decision on when is the best time for their child to start kindergarten	✓	✓	✓		
45. Reviewing the orientation processes for new parents/guardians and children to ensure the objectives of this policy are met	R	✓	✓	✓	
46. Ensuring that parents/guardians of a child attending the service can enter the service premises at any time whilst the child is being educated and cared for ( <i>Regulation 157</i> ), 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, early childhood teachers or educators under the <i>National Law: Section 167</i>	R	R	✓	✓	✓
47. Encouraging parents/guardians during orientation to: <ul style="list-style-type: none"> <li>stay with their child as long as required during the settling in period</li> <li>make contact with educators at the service, when required</li> </ul>	✓	✓	✓	✓	
48. Assisting parents/guardians to develop and maintain a routine for saying goodbye to their child	✓	✓	✓	✓	
49. Sharing information with parents/guardians concerning their child's progress with regard to settling into the service	✓	✓	✓	✓	
50. Discussing support services for children with parents/guardians, where required.	✓	✓	✓	✓	
51. Developing strategies to assist new parents/guardians to: <ul style="list-style-type: none"> <li>feel welcomed into the service</li> <li>become familiar with service policies and procedures</li> <li>share information about their family beliefs, values and culture and feel culturally safe</li> <li>share their understanding of their child's strengths, interests, abilities and needs</li> </ul>	✓	✓	✓	✓	

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/ guardians	Contractors, volunteers and students
<ul style="list-style-type: none"> <li>value the voice of the child, ensuring they have opportunity to articulate their individual interests and needs</li> <li>discuss the values and expectations they hold in relation to their child's learning</li> <li>providing comfort and reassurance to children who are showing signs of distress when separating</li> </ul>					
52. Reading and complying with this <i>Enrolment and Orientation Policy</i>	R	R	R	R	✓
53. Notifying Belford Oaks Community Children's Centre in writing if they wish to cancel their enrolment.				✓	

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## PROCEDURES

### GENERAL ORIENTATION PROCEDURES

The time required for orientation and settling in will vary for each child and their family, therefore it is important to be flexible and individualise orientation for each family.

Provide reassurance to the family that they may stay with their child for as long as they choose during orientation. Provide the family with suggestions for developing and maintaining a routine for saying goodbye to their child.

Reassure the family:

- they can leave their child initially for a shorter day, gradually increasing the length of time
- they may call and speak to their child's educator(s)
- the educators will keep them informed on how their child is settling in
- they will be informed about any changes or circumstances which may affect them or their child.

Further considerations may include but are not limited to:

- send an email during the day to update the family on their child including a photo of the child (if the child has settled in) (*refer to the Information and Communication Technology Policy*). **Note:** For children in out-of-home care, the educator may need to seek permission from Child Protection before taking and distributing photos of the child
- asking the family how they have settled in and if they have any questions or concerns.

Refer to *Attachment 1* for the general enrolment procedures.

Refer to *Attachment 5* for the orientation procedure.

## BACKGROUND AND LEGISLATION



### BACKGROUND

The *Education and Care Services National Regulations 2011* require approved services to have a policy and procedures in place in relation to enrolment and orientation (*Regulation 168(2) (k)*).

Childcare services providing approved child care (*refer to Definitions*) must abide by the *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017* (*refer to Legislation and standards*). The Commonwealth Government supports working parents/guardians in making early childhood education and care more affordable and accessible through the Child Care Package (The Package). The Package includes the Child Care Subsidy (*refer to Definitions*) and Child Care Safety Net (*refer to Definitions*). Together, they enable parents/guardians to participate in the workforce by making early childhood education and care affordable and accessible.

Australian families receive help with the cost of child care through the Child Care Subsidy (CCS). The Australian Government, through the Department of Education (DE) and Services Australia, administers the Child Care Subsidy (CCS). Providers must be approved by the department to receive CCS.

DE is responsible for the legislation that underpins CCS. This legislation is called Family Assistance Law (FAL). All providers that receive CCS must follow the rules under FAL. DE monitors providers' compliance with FAL.



The Australian Government subsidises the cost of child care. State and territory governments are responsible for the health, safety, wellbeing and educational outcomes of children.

CCS is paid directly to approved providers and passed on to families as a fee reduction.

Additional Child Care Subsidy (*refer to Sources*) provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development; and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

- Additional Child Care Subsidy (child wellbeing): to help children who are at risk of serious abuse or neglect.
- Additional Child Care Subsidy (grandparent): to help grandparents on income support who are the principal caregiver of their grandchildren.
- Additional Child Care Subsidy (temporary financial hardship): to help families experiencing financial hardship.
- Additional Child Care Subsidy (transition to work): to help low-income families transitioning from income support to work.

The Inclusion Support Program is designed to assist early childhood education and care services to include children with additional needs by providing support, in the form of practical and tailored advice and strategies on effective inclusive practice, from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

The Community Child Care Fund is designed to help eligible child care providers address barriers to child care participation, particularly in disadvantaged communities, including Indigenous communities.

The Australian Government considers that immunisation is an important health measure for children and their families, as it is the safest and most effective way of providing protection against harmful and often deadly diseases. To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule or have an approved exemption from being immunised.

Immunisations are an effective means of reducing the risk of vaccine preventable diseases. Early childhood education and care services which are regulated under the *Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011* have legislative responsibilities under the *Public Health and Wellbeing Act 2008* to only offer a confirmed place in their programs to children with an Australian Immunisation Register (AIR) Immunisation History Statement (*refer to Definitions*). To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the National Immunisation Program Schedule (*refer to Sources*) set out by the Australian Government Department of Health.

## LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- A New Tax System (Family Assistance) Act 1999
- A New Tax System (Family Assistance) (Administration) Act 1999
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Care Subsidy Minister's Rules 2017
- Child Care Subsidy Secretary's Rules 2017
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulations 160, 161, 162, 168, 170, 171, 177, 181, 183
- Equal Opportunity Act 2010 (Vic)

- Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017
- National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing Regulations 2019 (Vic)
- Sex Discrimination Act 1984 (Cth)

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au)
- Commonwealth Legislation – Federal Register of Legislation: [www.legislation.gov.au](http://www.legislation.gov.au)



## DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. approved provider, nominated supervisor, notifiable complaints, serious incidents, duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

**Australian Immunisation Register (AIR) Immunisation History Statement:** The AIR is a national register administered by Medicare that records all vaccinations given in Australia, including to children. Parents/carers must provide a copy of their most recent AIR Immunisation History Statement, which shows that the child is up to date with their immunisations upon enrolment and when a child has received or been due to receive a vaccination while attending the service. In the case of medical contraindication, an authorised medical practitioner completes and signs a Medical Exemption Form and supplies it to the AIR (previous forms of documentation, for example a letter from a GP or local council, are no longer acceptable). In order to confirm enrolment, the Immunisation History Statement must show the child is up to date with the vaccines they can have, medical contraindication and indicate the due date for the next vaccinations the child is able to receive in the future if applicable.

**Authorised nominee:** (In relation to this policy) is a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment record

**Centrelink:** The agency that delivers payments and services to individuals and parents/guardians on behalf of the Australian Government.

**Child care software:** software developed and provided by commercial providers to interact with the Australian Government's Child Care Subsidy System (information technology system) and to support other administrative and management activities for child care providers.

**Child Care Safety Net:** Targeted assistance to vulnerable and at-risk children and their families, as well as supporting child care services in disadvantaged communities to address barriers in accessing child care.

The Child Care Safety Net has three components:

- Additional Child Care Subsidy
- Community Child Care Fund
- Inclusion Support Program.

**Child Care Subsidy (CCS):** A Commonwealth Government means tested subsidy to assist eligible parents/guardians with the cost of child care. Payments are paid directly to approved child care providers (*refer to Definitions*). Further information can be found at: [www.dese.gov.au/child-care-package/child-care-subsidy](http://www.dese.gov.au/child-care-package/child-care-subsidy)

**Children/families experiencing vulnerability and/or disadvantage** (in relation to this policy): children are vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and wellbeing is limited. Some factors which may contribute to a child experiencing vulnerability include: a child with a disability; living in a family with a low income, or one which is experiencing problems with housing, domestic violence, , substance abuse, or mental health; known to Child Protection; in statutory Out of Home Care; Aboriginal and/or Torres Strait Islander, having a culturally and linguistically diverse background; having a young or sole parent, or a parent with a disability (adapted from the Kindergarten Funding Guide)

**Children with additional needs:** Children whose development or physical condition requires specialist support or children who may need additional support due to language, refugee or asylum seeker experience, complex trauma, cultural or economic circumstances (*refer to Inclusion and Equity Policy*) (*refer to Children/families experiencing vulnerability and/or disadvantage Definition*).

**Complying Written Arrangement:** a written arrangement between a child care provider and an individual to provide child care in return for fees. The arrangement includes certain required information:

- the names and contact details of the provider and the individual(s)
- the date the arrangement starts
- the name and date of birth of the child (or children)
- if care will be provided on a routine basis and if so
- details about the days on which sessions of care will usually occur
- the usual start and end times for these sessions of care
- whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.

Additional information can be included to support the individual's understanding of their payment obligations

**Enrolment:** An enrolment occurs when the provider has an arrangement with an individual or organisation to provide care to a child and the provider submits an enrolment notice in the Child Care Subsidy System. It is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) to have an enrolment notice regardless of their Child Care Subsidy eligibility status

**Enrolment notice:** The notice given by a provider through the Child Care Subsidy System that they have an arrangement with an individual or organisation to provide care to a child.

**Enrolment record:** the collection of documents which contains information on each child as required under the National Regulations (*Regulations 160, 161, 162*) including but not limited to parent details; emergency contacts; authorised nominee; transportation authorisations, details of any court orders; and health information including immunisation status. Enrolment records are stored securely in the service due to their confidential nature.

**Inclusion Support Program:** A program that assists child care services to include children with additional needs by providing tailored inclusion advice and support from contracted Inclusion Agencies as well as funding to address more challenging inclusion barriers.

**Orientation:** Process to support the child's transition to the service, whereby families spend 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.

**Provider Entry Point:** The online interface that providers can use to sign in and access the Child Care Subsidy System.

**Support period:** allows specific categories of children of parents/guardians experiencing vulnerability and disadvantage to enrol and attend the service without an AIR Immunisation History Statement (*refer to Definitions*) or when the statement is assessed as not being up to date. Services complete the support period eligibility form with parents/guardians during enrolment and keep a copy with the

child's enrolment record. The 16-week support period starts on the first day of the child's attendance at the service. During the support period, the service is required to take reasonable steps to obtain the AIR Immunisation History Statement (*refer to Definitions*) and to encourage parents/guardians to access immunisation services.



## SOURCES AND RELATED POLICIES

### SOURCES

- Australian Childhood Immunisation Register: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)
- Australian Government Department of Health and Aged Care, National Immunisation Program Schedule: [www.health.gov.au](http://www.health.gov.au)
- Community Child Care Fund: [www.education.gov.au/community-child-care-fund](http://www.education.gov.au/community-child-care-fund)
- Department of Health, Immunisation enrolment toolkit for early childhood education and care service: [www2.health.vic.gov.au](http://www2.health.vic.gov.au)
- Guide to Additional Child Care Subsidy (child wellbeing): [www.education.gov.au](http://www.education.gov.au)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Guide to the National Quality Standard: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Inclusion Support Program: [www.education.gov.au/inclusion-support-program](http://www.education.gov.au/inclusion-support-program)
- Priority of Access Guidelines for child care service: [www.dese.gov.au](http://www.dese.gov.au)
- The Family Assistance Law as the basis for Commonwealth child care fee assistance including the Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS): [www.education.gov.au](http://www.education.gov.au)

### Related Policies

- Acceptance and Refusal of Authorisations
- Child Safe Environment and Wellbeing
- Code of Conduct Policy
- Compliments and Complaints
- Dealing With Medical Conditions
- Dealing with Infectious Disease
- Fees
- Incident, Injury, Trauma and Illness
- Inclusion and Equity
- Privacy and Confidentiality



## EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).



## ATTACHMENTS

- Attachment 1: General enrolment procedures
  - Attachment 2: Enrolment record requirements
  - Attachment 3: Letter for parents/guardians without acceptable immunisation documentation
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## AUTHORISATION

This policy was adopted by the approved provider of Belford Oaks Community Children's Centre, September 2022

**NEXT REVIEW DATE:** June 2026

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## ATTACHMENT 1. GENERAL ENROLMENT PROCEDURES

### PRIORITY OF ACCESS

There are no requirements for filling vacancies. The approved provider can set their own rules for deciding who receives a place.

Approved providers are asked to (but are not legally obliged to) prioritise children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This meets the Australian Government's aims of helping parents/guardians who are most in need and supporting the safety and wellbeing of children at risk.

The approved provider can set their own rules for deciding who receives a place, this can include but not limited to:

- Siblings attending the service
- Length of time on the waitlist
- Proximity to the service
- Family works or studies close to the service
- Children already attending the service
- Children using Belford Oaks for their funded 3 year old and 4 year old kinder.

### PRIORITY WITHIN THE CENTRE

When vacancies are available throughout the year in the next room up, the Centre Director will offer days to families based on current attendance days. Belford Oaks will accommodate children moving rooms throughout the year where available, to accommodate as many families as possible.

Belford Oaks provides opportunities for children to attend in multiple rooms if current attendance days are not all available in the older room. Providing that the child is of age and developmentally ready to move into the older room.

### ENROLMENT PROCEDURE

Enrolments will be taken throughout the year subject to availability. If there are no placements available, the child will be placed on a waiting list.

Once a family has decided to commence at Belford Oaks Community Children's Centre they will need to:

- Complete separate enrolment records (*refer to Definitions*) for each child attending the service
- Provide the following information:
  - child's name, address and details of any special needs
  - information about themselves and any other parents, carers or guardians
  - details of the people who can pick up the child
  - child's birth certificate or other identity documents
  - details of any parenting orders or legal matters to do with the care or safety of the child (*refer to Privacy and Confidentiality Policy*)
  - the child's medical health and AIR Immunisation History Statement status.

To facilitate the inclusion of all children into the program, the enrolment process should clearly identify any additional or specific needs of the child (*refer to Inclusion and Equity Policy*).

Next steps:

- Completed enrolment records are to be forwarded to the person responsible for the enrolment process at Belford Oaks Community Children's Centre. Access to completed enrolment records will be restricted to the person responsible for the enrolment process, the approved provider and/or nominated supervisor and educators at the service, unless otherwise specified by the approved provider.

- Parent/guardian creates or accesses their Centrelink online account to lodge a Child Care Subsidy claim for each of their children (*refer to Diagram 1*).
- The service and parent/guardian to complete and sign a Complying Written Agreement (CWA) (*refer to Definitions*), which includes:
  - The names and contact details of the approved provider and the parent/guardians(s)
  - the date the arrangement starts
  - the name and date of birth of the child (or children) if care will be provided on a routine basis and if so
    - details about the days on which sessions of care will usually occur
    - the usual start and end times for these sessions of care
  - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
  - additional information can be included to support the individual's understanding of their payment obligations.
- Once the CWA is signed, it is then filed in the child's record.

## IMMUNISATION – NO JAB NO PLAY

- The purpose of this legislation is to encourage the highest attainable rates of vaccination to protect children from vaccine-preventable diseases.
- The person in charge of an early childhood service has the responsibility of communicating with families of children seeking enrolment about requirements of No Jab No Play legislation and its links to enrolment in an early childhood setting. This includes asking for a current immunisation history statement from the Australian Immunisation Register (AIR) that shows the child is up to date with all the immunisations due for their age unless the child qualifies for an exemption under the support period.
- The Immunisation Statement is assessed as outlined in the Immunisation enrolment toolkit for early childhood education and care services by the person responsible for the enrolment process on behalf of the approved provider.
- The “Key dates work form for immunisation and enrolment” in the Immunisation enrolment toolkit for early childhood education and care services is used to determine the date at which immunisations must be up to date. The toolkit also provides guidance on assessing immunisation documentation to determine if a child is up to date or qualifies for an exemption. The following documents and resources can be accessed from [www2.health.vic.gov.au](http://www2.health.vic.gov.au):
  - The Immunisation enrolment toolkit for early childhood education and care services (search ‘Immunisation enrolment toolkit’)
  - The Key dates work form for Immunisation and enrolment (search ‘Key Dates work form’)
  - Hard copies of the immunisation resources (search ‘immunisation resources order form’)
- The acceptable outcomes of the assessment for offering a confirmed place are:
  - That the next due vaccine for the child on the AIR Immunisation History Statement is within the acceptable timeframe for an enrolment, or;
  - That the child has been assessed by Belford Oaks Community Children's Centre as being eligible for a 16-week grace period
- The person responsible for the enrolment process advises the parent/guardian in writing whether a confirmed place is offered, and the enrolment can proceed.
- Parents/guardians who do not have an up to date AIR Immunisation History Statement and whose child is not eligible for the grace period cannot be offered a place and are referred to Australian Childhood Immunisation Register or to an immunisation provider (refer to Attachment 3).

## CHILD CARE SUBSIDY ENROLMENT PROCESS

Enrolling children is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy.

- The person responsible for the enrolment, e.g. the approved provider, must lodge an enrolment notice (through their child care software) in the Child Care Subsidy System to show they have made an arrangement with the parent/guardian and the child is enrolled (*refer to Diagram 1*).

- The approved provider for the enrolment may need to provide several enrolment notices for a child if there is more than one arrangement to provide care for that child (because those arrangements are considered different enrolments under *Family Assistance Law*)—for example, where either:
  - a child is a dependent child of two families, such as when separated parents share care for a child
  - the fees for some sessions of care provided to a child are paid by a third party (such as an employer) and other sessions are paid by the parent(s).
- The agreement through which families can receive Child Care Subsidy is called a Complying Written Arrangement (CWA) (*Refer to Definitions*). A CWA is an agreement to provide care in return for fees.
- CWAs must have certain information. If the CWA includes this information in writing, it can be made through the same enrolment form or process the provider uses to enrol a child.
- An arrangement must be recorded, either on paper or electronically, and must be kept by the approved provider. An arrangement can cover more than one child if multiple children in a family will attend the same child care service (each child must have their own enrolment).
- Once the approved provider enters into a CWA with a family, they must submit an enrolment notice within seven days of the end of the week in which the arrangement started.
- If the approved provider enters into a Complying Written Arrangement more than 14 weeks before the child starts care, the enrolment will cease in the system before the child starts care. Therefore, the provider and individual would need to re-establish the CWA and the provider would need to submit another enrolment notice. The CWA would need to contain up-to-date details (where any have changed). At minimum, a new start date for the arrangement would be needed.
- Once the provider has made an arrangement with an individual, they can create a new enrolment notice through their child care software. The provider must submit an enrolment notice for each child at each service. If an arrangement covers more than one child, or more than one service, a separate enrolment notice must be provided for each child at each service.

### What information is required for an enrolment notice?

Through their child care software, providers will be able to view, create, update or cease enrolments for all children attending their service(s). Providers will also be able to see the complete enrolment history (all current and ceased enrolment notices) for each child enrolled with them.

Category	Details to be provided
Enrolment circumstances	Whether either: <ul style="list-style-type: none"> <li>• an arrangement for care has been made</li> <li>• a certificate or determination has been made for Additional Child Care Subsidy (child wellbeing).</li> </ul> Whether the arrangement is any of the following: <ul style="list-style-type: none"> <li>• a Complying Written Arrangement</li> <li>• a Relevant Arrangement</li> <li>• Additional Child Care Subsidy (child wellbeing)—provider eligible</li> <li>• an arrangement with an organisation (third party)</li> </ul>
Expected pattern of care	Whether this includes any of the following: <ul style="list-style-type: none"> <li>• routine sessions, with possible casual care</li> <li>• casual enrolment—no routine sessions are included</li> <li>• routine sessions only—casual care is not included</li> </ul>
Dates	<ul style="list-style-type: none"> <li>• Date the care arrangement was made</li> <li>• End date for the arrangement (not mandatory—if known at the time the arrangement was created)</li> </ul>
Parties to the arrangement	<ul style="list-style-type: none"> <li>• Names of individuals (or organisation) who have made the arrangement—usually the same as the Child Care Subsidy claimant, but it can be someone else (for example, where one parent is the Child Care Subsidy claimant, but the other parent enters into the arrangement with the service to provide care)</li> <li>• If both parents are parties to the arrangement, enter the parent who is also the Child Care Subsidy claimant</li> </ul>
Child receiving care	<ul style="list-style-type: none"> <li>• Child's name</li> <li>• Child's Customer Reference Number</li> <li>• Child's date of birth</li> </ul>
Service providing care	<ul style="list-style-type: none"> <li>• Service ID</li> <li>• Regular educator (mandatory for Family Day Care)</li> </ul>
Child Care Subsidy claimant	<ul style="list-style-type: none"> <li>• Individual's name</li> <li>• Individual's Customer Reference Number</li> </ul>



Category	Details to be provided
	<ul style="list-style-type: none"> <li>Individual's date of birth</li> </ul>
Session details and liability	<ul style="list-style-type: none"> <li>Day of routine sessions.</li> <li>Session start time.</li> <li>Session end time.</li> <li>Routine session — usual fee (hourly fee or session fee); casual session (if applicable) — hourly or session fee</li> </ul>

- After the approved provider submits an enrolment notice for a child, the parent/guardian will be notified and asked to check the main enrolment notice details. This will occur through their Centrelink online account. Where an individual cannot access myGov, they can confirm their enrolment over the phone with Centrelink or by visiting a Centrelink office.
- The parent/guardian must then indicate that either:
  - the enrolment details are correct
  - one or more enrolment details are incorrect (do not reflect their arrangement)
  - the child is not enrolled at the service.
- The approved provider will be notified through their child care software when an enrolment has been confirmed.
- Once a person responsible for the enrolment has lodged an enrolment notice, they must report attendance for that child

### Updating and ending arrangements and enrolments

Where there are changes to the arrangement for care between the approved provider and a family, the approved provider must update the arrangement in writing (electronic or hard copy).

The approved provider must update an enrolment notice if:

- the family disagrees with details of an enrolment and the approved provider agrees an update is required
- an arrangement for care is changed at the request of, or in discussion with, the family (and this has been updated in the Complying Written Arrangement)
- the approved provider finds out that the information provided in an enrolment is (or becomes) wrong either at the time of or after the enrolment notice was created
- the arrangement for care ends.

The corresponding enrolment notice must be updated in the Child Care Subsidy System within seven days of the change or event which caused the change to the arrangement.

The Approved Providers should update an existing enrolment notice through their child care software or the PEP by updating only the fields where information has changed and submitting the update.

Where an enrolment has an end date, the approved provider will be notified through the Child Care Subsidy System four weeks before that date.

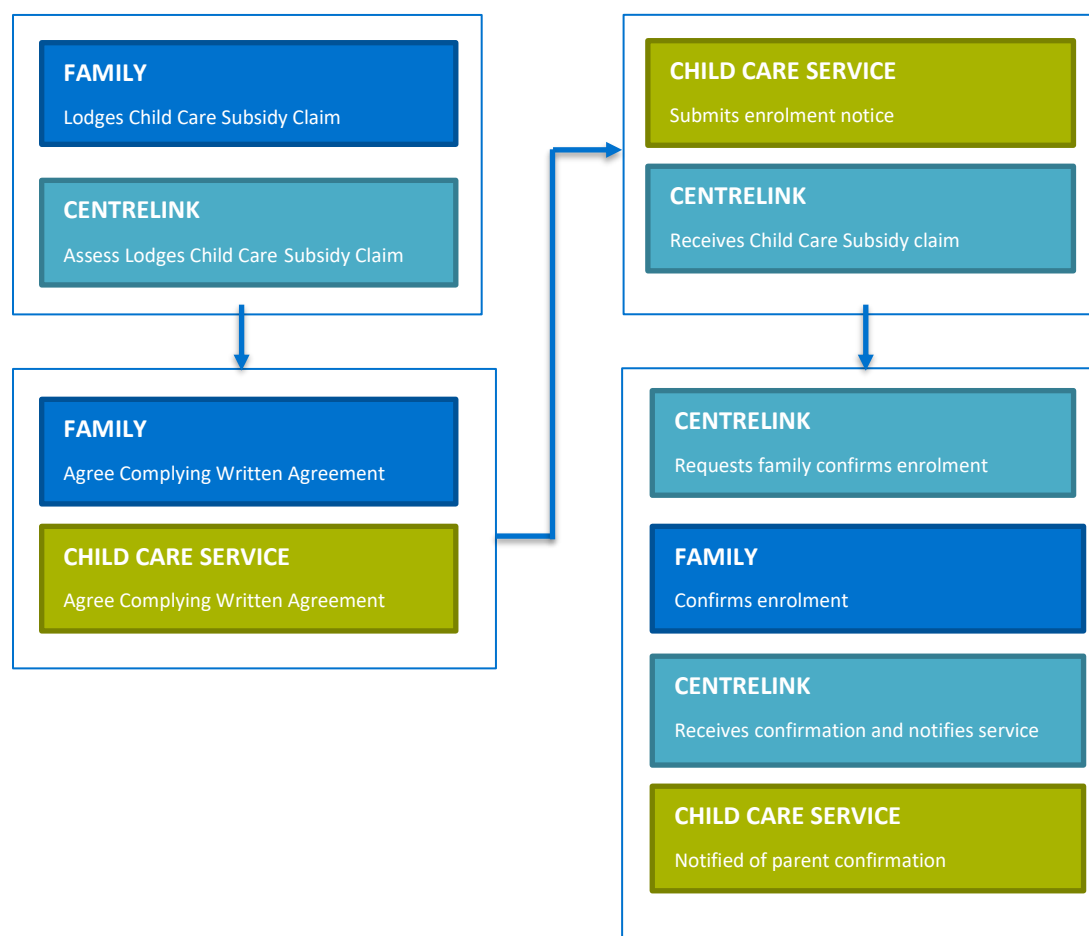
If care is going to continue under the arrangement, the enrolment end date must be updated or else the arrangement will end. If that happens, the child will need to be re-enrolled and a Complying Written Arrangement will need to be re-established.

An enrolment will end for Child Care Subsidy purposes if a child does not attend a session of care for 14 continuous weeks. The approved provider will be notified after four weeks of no sessions of care being reported.

If the child starts attending the service again after 14 weeks or more, the provider will need to re-establish the Complying Written Arrangement with the family and submit a new enrolment notice.

Adapted from the Child Care Provider Handbook, October 2023

Diagram 1:



Adapted from the Child Care Provider Handbook, June 2019

## EXTERNAL WAITLIST

### Joining the waitlist

- If there are no suitable vacancies, families will be directed to completed a **Waitlist Application** via the Belford Oaks Community Children’s Centre website.
- A **\$50 non-refundable administration fee** applies to all waitlist applications to cover administrative costs associated with managing the waitlist. This fee is **per child**.
- Please note:
  - Being on the waitlist **does not guarantee** a place at Belford Oaks.
  - Applications are ordered according to **Priority of Access criteria**.
  - Siblings of currently enrolled children are given recognition in the waitlist process.

### Staying on the waitlist

- Once your application is received, you will be prompted to create a **MyWaitlist account**. This allows you to log in anytime to update your care preferences.
- Families are responsible for keeping their personal details up to date.
- Every **three months**, Belford Oaks will email waitlisted families to confirm their interest in remaining on the waitlist.
  - The email will include a link that must be clicked **within 5 business days**.
  - If the link is not clicked in time, your child’s waitlist record will become **inactive**, and we will assume care is no longer required.

## Responding to an offer

- Families who have been offered a place at Belford Oaks Community Children's Centre will have five (5) business days to accept or decline the offer.
- If there is **no response** by the deadline:
  - The offer will be considered declined.
  - Your application will remain on the waitlist for future vacancies.

## INTERNAL WAITLIST

- Current families who need an **additional permanent day** or a **permanent swap of days** must email the Centre Director.
  - The child will be added to the internal waitlist, which is **prioritised ahead of the external waitlist**.
- Additional **casual days** can be requested via **Xplor** and are subject to availability.
- **Temporary swaps** of days are not permitted.
- In some cases, children may be offered places in multiple rooms (although this is not standard practice).
  - If their current days are not available in the older room (and they are eligible by age and development), they will go on the internal waitlist for the extra days needed.

## ATTACHMENT 2. ENROLMENT FORM REQUIREMENTS

The approved provider must ensure that an enrolment record (*refer to Definitions*) is kept for each child enrolled at Belford Oaks Community Children's Centre. *Regulations 160, 161, 162* outlines the enrolment record requirements for services under the *Education and Care Services National Law Act 2010 (National Law)*, the *Education and Care Services National Regulations 2011 (National Regulations)*.

The approved provider must keep enrolment records available for inspection by an authorised officer (*National Law: Section 175*). An approved provider must also take reasonable steps to ensure the enrolment records are:

- accurate
- made available to the parents of the child upon request unless otherwise required by a court order (*Regulations 177 and 178*).

Information that **must** be included in enrolment record:

- 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 contact
  - 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
- Details of any court orders, parenting orders or parenting plans
- 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
- Authorisations for:
  - 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
  - for regular transportation of the child
  - any person who is authorised to authorise the education and care service transport the child or arrange 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
- Dietary restrictions
- Immunisation status (In Victoria, AIR Immunisation History Statement, as required under the *Public Health and Wellbeing Act 2008*)

### ATTACHMENT 3. LETTER FOR PARENTS/GUARDIANS WITHOUT ACCEPTABLE IMMUNISATION DOCUMENTATION

Belford Oaks Community Children's Centre

[Address]

[Insert date]

Dear [insert name]

Re: Enrolment at Belford Oaks Community Children's Centre for [insert year]

I am contacting you regarding your tentative place for [insert child's name] at [Service Name] in the [insert 3 year old or 4 year old program] in [insert year].

Under the *Public Health and Wellbeing Act 2008* early childhood education and care services cannot enrol a child unless the parent/guardian has provided AIR Immunisation History Statement.

AIR Immunisation History Statement includes evidence that your child:

- is fully vaccinated for their age; or
- has been assessed by our service as being eligible for a 16 week grace period.

As we have not received acceptable immunisation documentation for [insert name of child] by the due date, and your child is not eligible for the 16 week grace period, we are unable to confirm a place at our service for [insert year] and your child's name has been removed from our list.

Immunisation programs are effective in reducing the risk of vaccine preventable diseases. Immunisation from an early age helps protect your child against serious childhood infections. Further information about immunisations for your child is available from:

- your doctor
- [insert details of local government immunisation service]
- National Immunisation Information Line Tel. 1800 671 811
- Australian Immunisation Register: [www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register](http://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register)
- Better Health Channel website: [www.betterhealth.vic.gov.au/campaigns/no-jab-no-play](http://www.betterhealth.vic.gov.au/campaigns/no-jab-no-play)

Should you wish to re-apply for a place for [insert child's name], we are happy to accept a new enrolment application accompanied by AIR History Statement. The new application would be considered in line with Belford Oaks Community Children's Centre's *Enrolment and Orientation policy*.

Yours sincerely

[Insert name]

[Insert title]

Belford Oaks Community Children's Centre

## ATTACHMENT 4. ENROLMENT PROCEDURES

This attachment outlines the steps required to enrol your child/ren at Belford Oaks Community Children's Centre using **Xplor**, the chosen childcare management suite adopted at Belford Oaks. You are encouraged to read **Attachments 1 & 2** in detail to understand what you will need to provide to complete the enrolment process.

1. Once you have accepted an offer via email from the Centre Director, you will move from the Waitlist to Enrolled in **Xplor**.
2. You will be prompted via email to complete your child/ren's enrolment form in **Xplor**. This will require downloading the **Xplor Home app**.

*Please note:* This paperwork cannot be completed more than 14 weeks before the commencement of care. If completed earlier, it will need to be repeated.

3. You will need your child's Centrelink CRN (Customer Reference Number) and the CRN of the parent claiming Child Care Subsidy (CCS). If you do not yet have one, you can apply for one via Centrelink online or in-person. Once issued, keep the CRNs safe — they're needed for CCS applications and enrolment confirmation.
4. You will lodge a CCS claim via MyGov. You will receive confirmation of your approved CCS percentage and the number of subsidised hours per fortnight. Belford Oaks is open 10.5 hours per day. You will pay the gap fee (fees minus CCS) once care commences.
5. You will be asked to electronically sign a Complying Written Arrangement (CWA) via **Xplor**. This is a legal requirement under Family Assistance Law.
6. Signing the CWA triggers an Enrolment Notice at Centrelink. You will be required to log into MyGov and confirm the enrolment details.
7. The Centre will contact you closer to your child/ren's commencement date with orientation information and to prompt completion of a background form (which asks for detail about your child/ren, their routines, interests and any additional need requirements, etc).

## ATTACHMENT 5. ORIENTATION PROCEDURES

### Introducing your child to our Centre

For most children, childcare may be their first experience away from their families. Most children will experience some level of anxiety leaving their parents for the first few times. It is very important that the parents and educators work closely together to build a collaborative relationship, necessary to the child's adjustment into care. If your child has previous experience in a childcare setting, they will still need time to adjust to their new educators and environments. Opportunities for orientation will assist your child in the settling process, enabling your child and yourself to become familiar with the surroundings, the environment and the educators.

With the aim of creating a smooth transition into care the following guidelines have been developed. The orientation process is customised to each child and family and their needs.

#### Orientation sessions

- We will contact you to arrange two orientation sessions ahead of your child's first booked day, usually 45-60 minutes in length each.
  - We recommend that you stay with your child for these two sessions. This shows your child that you are comfortable within the environment and trust the educators, contributing positively to the child/ren's sense of belonging, comfort and confidence within the new environment.
  - The Room Leader will be available during Orientation to discuss the information you provide in your child's Background Form (submitted to the Centre ahead of time).
  - Until your child's booking has legally commenced, parents/carers are unable to leave child unattended at the service. However, during the second orientation session, we will encourage you to step out of the room for 10-15 minutes to leave your child to become familiar with the educators and their environment without you.
  - The best times to visit are between 9:30-11am and 2:30-4pm.

#### Commencing care

- In the initial settling process, it is recommended that your child only stay for short periods of time. These periods of time can be slowly increased as your child/ren become more familiar with the environment. If you are unable to collect your child during these shorter hours, we recommend that you arrange for another family member or friend to collect them.
- Please, always say goodbye to your child! We recognise this may be difficult for you but once you have decided it's time to say goodbye, do just that. You are welcome to phone the Centre to check how they settled after you left.
- To assist at separation times, try to appear confident and positive. Children have innate intuition and can sense hesitation or uneasiness. Your positivity and confidence will help contribute to a smoother settling process for the child.
- The settling in process may take longer if you linger and/or re-enter the room once you have said your goodbyes. Our educators are experienced in settling children into new environments, doing their best to always accommodate individual child's and family's needs.
- Pack a comforter of some description in your child's belongings e.g., a soft toy, dummy or something that has your scent on it.
- There are many strategies that educators can put into place to assist your child in settling in. Don't give up, almost all children settle into care and having it become a positive experience.
- We encourage all parents to phone during the day to see how your child is going. We would much prefer you to call rather than worry.

## POLICY VERSION HISTORY

Version	Date of change	Description of change	Reason for inclusion (e.g., Improved transparency, incorporated updated child safety guidelines, align with Award updates, internal feedback)	Author/ Prepared By	Approved By	Next Review Date
1.0	September 2022	Initial version of the policy	Establishment of new policy			September 2023
1.3	July 2025	Added Policy Version History Table Updated formatting	Better accountability for changes made to policies in the Centre Improved readability	Penny Miller, President	Suzie Crew, Director	June 2026
1.3	July 2025	Changed Attachment Numbers to align with what is referenced in the document Changed any reference from “Directors” to “Director” Updated any reference to Department of Education (i.e., removed “Training”) Changed R to tick in rows 40-42 in Responsibilities Table for Column 1 (PMC) Inserted changes as per ELAA policyworks catalogue - <a href="#">PolicyWorks-Catalogue-Table-of-Updates-230625-lecupy.xlsx</a> – changes dated 28/8/23 Inserted changes as per ELAA policyworks catalogue - <a href="#">PolicyWorks-Catalogue-Table-of-Updates-230625-lecupy.xlsx</a> – changes dated 22/7/24	To align with ELAA version 1.2	Penny Miller, President	Suzie Crew, Director	
1.3	July 2025	Attachment 1 - Added: detail about what to include in an enrolment notice and adjusted the language to reflect the subtle legislative changes that have occurred. Cross referenced the <a href="#">version 1.3 downloaded from ELAA</a> (as the detail wasn't in the PolicyWorks spreadsheet).	To align with ELAA version 1.3	Penny Miller, President	Suzie Crew, Director	
1.3	August 2025	Adjusted detail about External and Internal Waitlist procedures  Added Attachments 4 and 5	To reflect changes in the use of MyWaitlist, Xplor and service needs To outline Belford Oaks' specific procedural detail for Enrolment and Orientation	Penny Miller, President	Suzie Crew, Director	