



# EDUCATIONAL & DEVELOPMENTAL: ENROLMENT AND ORIENTATION

## PURPOSE

This policy provides clear guidelines for enrolling children at Essential Early Learning and ensuring families and children receive a comprehensive orientation to the service. We are committed to making the enrolment and orientation process welcoming, inclusive and informative, supporting smooth transitions for children and families joining our service community.

Our service will:

- Provide clear, accessible information about enrolment processes and requirements
- Ensure fair and transparent enrolment procedures
- Collect all required information to support children's safety, health and wellbeing
- Respect privacy and confidentiality of families
- Provide comprehensive orientation for children and families
- Support positive transitions into the service
- Build partnerships with families from the beginning
- Comply with all legislative requirements for enrolment and record keeping

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## SCOPE

This policy applies to:

- All families seeking to enrol their child at the service
- All children enrolled at the service
- The approved provider, nominated supervisor, educators and staff
- All enrolment processes and orientation procedure

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## LEGISLATIVE REQUIREMENTS

This policy is based on the following legislation and standards:

### **Education and Care Services National Law Act 2010**

- Section 167: Protection from harm and hazards
- Section 172: Offence to fail to display prescribed information
- Section 175: Offence relating to requirement to keep enrolment and other documents

### **Education and Care Services National Regulations 2011**

- Regulation 160: Child enrolment records
- Regulation 161: Authorisations to be kept in enrolment record
- Regulation 162: Health information to be kept in enrolment record
- Regulation 168: Education and care service must have policies and procedures
- Regulation 177: Prescribed enrolment and other documents to be kept by approved provider

### **National Quality Standard**

- Quality Area 6: Collaborative Partnerships with Families and Communities
- Standard 6.1: Respectful and supportive relationships with families are developed and maintained



- Element 6.1.1: Families are supported from enrolment to be involved in the service and contribute to decisions
- Element 6.1.2: Current information about the service is available to families
- Standard 6.2: Collaborative partnerships enhance children's inclusion, learning and wellbeing

**Other Relevant Legislation:**

- Privacy Act 1988 (Commonwealth)
  - Australian Privacy Principles (APPs)
  - Privacy and Personal Information Protection Act 1998 (NSW)
  - Anti-Discrimination Act 1977 (NSW)
  - Disability Discrimination Act 1992 (Commonwealth)
  - Family Assistance Law
  - A New Tax System (Family Assistance) Act 1999 (Commonwealth)
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## KEY DEFINITIONS

**Enrolment:** The process of admitting a child to the service and collecting required information.

**Enrolment Record:** The documentation containing all required information about an enrolled child (Regulation 160).

**Orientation:** The process of familiarising children and families with the service, staff, routines and environment.

**Authorised Nominee:** A person authorised by a parent or family member to collect the child from the service or to consent to medical treatment or excursions.

**Emergency Contact:** A person to be notified in case of an emergency if parents cannot be contacted.

**Priority of Access Guidelines:** Federal Government guidelines determining priority for Child Care Subsidy (CCS) places.

**Child Care Subsidy (CCS):** Australian Government financial assistance to help families with the cost of childcare.

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## PHILOSOPHY AND PRINCIPLES

### 1. Enrolment Enquiries and Information

**Providing Information to Families:**

Families enquiring about enrolment will be provided with:

- Information about the service (philosophy, programs, fees, operating hours)
- Copy of the service's philosophy statement
- Information about educator qualifications and staffing
- Copy of Parent Handbook
- Enrolment application form
- Fee schedule and payment information
- Information about Child Care Subsidy
- Tour booking or invitation to visit



- Contact details for further questions

#### **Service Tours:**

- Families are encouraged to tour the service before enrolling
- Tours can be arranged at mutually convenient times
- Tours provide opportunity to: see facilities and equipment, meet educators and staff, observe the program in action, ask questions, discuss child's individual needs
- Children are welcome to attend tours with their families

#### **Information Available at Service:**

The following information must be clearly displayed (Regulation 172):

- Provider approval
- Service approval
- Name of each nominated supervisor
- Service rating
- Any service waivers or temporary waivers

## **2. Priority of Access**

#### **Commonwealth Priority of Access Guidelines:**

When demand exceeds places available, the following priority applies:

##### **Priority 1 (Highest Priority):**

- Child at risk of serious abuse or neglect
- Child of a parent who satisfies work/training/study test under Family Assistance Law

##### **Priority 2:**

- Child of a parent who satisfies work/training/study test

##### **Priority 3 (Lowest Priority):**

- All other children

#### **Within each priority category, additional priority may be given to:**

- Children in Aboriginal and Torres Strait Islander families
- Children in families from culturally and linguistically diverse backgrounds
- Children in families with disability
- Children in families on low income
- Children in single parent families
- Children in regional and remote areas
- Siblings already attending the service

#### **Implementation:**

- Priority of access applies to waiting list management
- Families will be notified of their priority status
- Priority status may change based on changes in circumstances
- Places will be offered according to priority guidelines

## **3. Enrolment Process**

#### **Enrolment Application:**

Families complete an online enrolment application providing:



- Child's details (full name, date of birth, address, gender)
- Parent/guardian details (names, addresses, contact numbers, emails)
- Emergency contacts (at least 2 people)
- Authorised nominees (people authorised to collect child)
- Family doctor details
- Medicare number
- Health information (see section 4)
- Immunisation status and records
- Cultural, linguistic and religious considerations
- Parenting arrangements and court orders (if applicable)
- Additional needs or support requirements
- Days and times required for care
- Commencement date requested

#### **Required Documentation:**

Families must provide:

- Proof of child's identity (birth certificate or passport)
- Immunisation History Statement from Australian Immunisation Register (AIR)
- Medicare card
- Court orders (if applicable regarding custody, access or child protection)
- Child's Customer Reference Number (CRN) for Child Care Subsidy purposes
- Family's Centrelink CRN (for CCS)
- Completed enrolment form with all sections
- Signed agreements and consents

#### **Immunisation Requirements:**

Under the 'No Jab, No Play' legislation and Family Assistance Law:

- Children must be fully immunised for their age OR have an approved exemption OR be on a catch-up schedule
- Immunisation History Statement from Australian Immunisation Register required
- Children who are not immunised (without exemption) cannot be enrolled
- Families receiving Child Care Subsidy must meet immunisation requirements
- Immunisation records must be updated when new vaccinations are received

Confirmation of Enrolment:

- Enrolment is confirmed when: completed enrolment form received, all required documentation provided, fees and deposits paid, immunisation requirements met, orientation completed (or scheduled), place is available
- Families receive written confirmation of enrolment including: start date, days and times of attendance, fee information, orientation date

#### **4. Child Enrolment Records (Regulation 160)**

**Required Information - Regulation 160 specifies that enrolment records must include:**

##### **Child's Details:**

- Full name of child
- Date of birth
- Address of child's residence



- Gender (if relevant to care provided)
- Details of any cultural or linguistic background
- Details of any religious considerations

**Parent/Guardian Details:**

- Full name of each parent or guardian
- Address of each parent or guardian (if different from child's address)
- Contact telephone numbers (home, work, mobile)
- Email addresses
- Details of parenting orders or court orders (if applicable)

**Emergency Contacts:**

- Name, address and contact details of at least 2 emergency contacts
- Emergency contacts must not be parents
- Emergency contacts should be people who: can be contacted during service hours, are willing to collect the child in an emergency, know the child well

**Authorised Nominees:**

- Names and contact details of all persons authorised to collect the child
- Including authorised nominees for emergency situations
- Including any persons authorised to consent to medical treatment or excursions (if different)

**Medical Information:**

- Name, address and telephone number of child's registered medical practitioner (doctor)
- Medicare number (if available)
- Private health fund details (if applicable)

**Other Information:**

- Day(s) on which child will usually attend
- Any special considerations for the child
- Language(s) spoken at home
- Preferred name for child

**5. Authorisations (Regulation 161)**

**The following authorisations must be kept in the enrolment record:**

**Authority to Collect the Child:**

- Written authorisation for all persons permitted to collect the child
- Must include: person's full name, contact telephone number, signature of parent/guardian
- Only authorised persons may collect the child from the service
- Authorisations can be updated at any time by parent/guardian

**Authority to Consent to Medical Treatment:**

- Written authorisation for the service to: seek medical treatment for the child in an emergency, administer first aid, call an ambulance if required
- Written authorisation for specific persons (if any) who may consent to medical treatment on behalf of the parent

**Authority for Excursions:**

- Written authorisation may be sought for: regular outings (e.g., walks to local park), specific excursions



- Separate authorisation required for each excursion if not covered by blanket consent

**Authority for Administration of Medication:**

- Written authorisation required each time medication is to be administered
- Separate policy covers medication administration procedures

**Authority for Photographs and Media:**

- Written authorisation for taking photographs/videos
- Written authorisation for use in: portfolios, displays, promotional materials, social media, website
- Separate authorisations for different uses

**Authority for Transport:**

- Written authorisation if child will be transported by the service
- Details of vehicles and drivers must be included

**Other Authorisations:**

- Authorisation for sun protection measures
- Authorisation for water play activities
- Any other authorisations required by service policies

**6. Health Information (Regulation 162)**

**The following health information must be kept in the enrolment record:**

**Immunisation Records:**

- Current Immunisation History Statement from Australian Immunisation Register
- Must be updated when child receives additional vaccinations
- Required for enrolment under 'No Jab, No Play' and Child Care Subsidy eligibility

**Medical Conditions:**

- Details of any medical conditions (e.g., asthma, diabetes, epilepsy, anaphylaxis)
- Medical management plans for any diagnosed conditions
- Risk minimisation plans and communication plans
- Medication required
- Emergency procedures

**Allergies and Dietary Requirements:**

- Details of any allergies (food, environmental, medication)
- Severity of allergies
- Actions to take if child exposed to allergen
- Dietary requirements or restrictions (medical, cultural, religious, family preference)
- Action plans from doctor (if applicable)

**Other Health Information:**

- Any disabilities or additional health needs
- Any specific health or developmental concerns
- Regular medications or treatments
- Toilet training status
- Sleep patterns and requirements
- Comfort items or settling strategies



## 7. Privacy and Confidentiality

### Collection of Information:

- Only information required by law or necessary for the child's care will be collected
- Families will be informed about: what information is being collected, why it is being collected, who will have access to it, how it will be stored and protected
- Families can request access to their child's records

### Use of Information:

- Information will only be used for: providing care and education to the child, administration purposes, meeting legal obligations, emergency situations
- Information will not be disclosed to third parties without consent (except as required by law)

### Storage and Security:

- All enrolment records stored securely in locked filing cabinet or password-protected electronic system
- Access limited to authorised personnel only
- Records retained for required period: until child turns 25 years of age (NSW requirement)

### Families' Rights:

- Right to access their child's records
- Right to request correction of inaccurate information
- Right to be informed of how information is used

## 8. Updating Enrolment Information

### Families' Responsibility:

- Families must notify the service of any changes to: contact details, emergency contacts, authorised nominees, medical information, custody arrangements, days/times of attendance
- Updates must be provided in writing
- Updates must be provided as soon as reasonably possible

### Service's Responsibility:

- Review enrolment information with families annually
- Prompt families to update information when: starting new year, changes are observed or suspected, court orders expire
- Update records immediately when notified of changes
- Ensure all educators are aware of current authorisations and medical information

## 9. Orientation Process

### Purpose of Orientation:

Orientation helps children and families:

- Become familiar with the environment, educators and routines
- Build relationships with educators and other families
- Understand service policies and procedures
- Feel confident and comfortable about the child starting at the service
- Support smooth transitions and reduce stress

### Before the Child Starts:

### Orientation Visit(s):



- Families invited to attend orientation session before child's first day
- Child and parent/guardian visit together
- Meet child's primary educator and other educators
- Tour of facilities (indoor and outdoor spaces)
- Observe program and daily routines
- Opportunity to stay and play
- Gradual increase in time spent at service if needed

#### **Information Provided:**

Families receive:

- Parent Handbook
- Daily routine and program information
- Policies and procedures (or access to these)
- What to bring checklist (bag, spare clothes, nappies, bottles, comfort items, etc.)
- Labelling requirements
- Arrival and departure procedures
- Communication methods (daily sheets, emails, app)
- Educator contact information

#### **Information Gathered from Families:**

- Child's interests, personality, temperament
- Family routines, cultural practices, values
- Child's current developmental stage
- Sleep and rest preferences
- Eating habits and preferences
- Communication style
- Comfort strategies
- Toilet training status
- Any concerns or questions

#### **Building Relationships:**

- Primary educator assigned to child and family
- Opportunity for families to meet other families
- Educators learn child's name, interests and needs
- Educators share information about themselves and the service
- Begin building trust and rapport

#### **First Days:**

#### **Supporting Children's Transition:**

- Flexible settling-in period
- Parent welcome to stay as long as needed initially
- Gradual transition from parent presence to parent leaving
- Primary educator focuses extra attention on new child
- Comfort items from home encouraged
- Consistent routines help children feel secure
- Regular communication with families about how child is settling

#### **Supporting Families' Transition:**

- Acknowledge that separation can be difficult for parents too





- Provide reassurance and updates during the day
- Encourage families to call and check on their child
- Daily verbal feedback when collecting child
- Written communication about child's day
- Photos or videos of child engaging in program (with consent)

#### **Ongoing Communication:**

- Daily conversations at drop-off and pick-up
- Daily sheets/reports for younger children
- Communication books or apps
- Regular updates on child's progress and development
- Formal parent-educator meetings
- Open door policy for families to discuss concerns

### **10. Inclusion and Equity**

#### **Welcoming All Families:**

- Service is welcoming and inclusive of all families
- Enrolment forms use inclusive language
- Respect for all family structures (single parents, same-sex parents, kinship care, foster care)
- Respect for cultural, linguistic and religious diversity
- Recognition of Aboriginal and Torres Strait Islander families

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

- Service welcomes children with disabilities or developmental delays
- Will work with families to make reasonable adjustments
- May seek consent to consult with specialists
- May access inclusion support services if available
- Individual plans developed to support inclusion
- Educators receive training and support

#### **Language and Cultural Diversity:**

- Interpreter services available if needed
- Enrolment information available in other languages where possible
- Educators learn key words in child's home language
- Respect for cultural practices in care routines
- Celebrate cultural diversity

#### **Financial Support:**

- Information about Child Care Subsidy provided
- Assistance with CCS applications offered
- Families advised about Additional Child Care Subsidy (if eligible)
- Fee relief or payment plans may be available in hardship situations

### **11. Waiting List Management**

#### **Waiting List Procedures:**

- Waiting list established when no places available
- Families complete enrolment application and pay waiting list fee (if applicable)
- Families advised of approximate wait time (if known)



- Families advised of their priority status
- Waiting list reviewed regularly

#### **When Place Becomes Available:**

- Families contacted according to Priority of Access Guidelines
- Families given reasonable time to accept or decline offer
- If offer declined, family remains on waiting list (or is removed if requested)
- Next eligible family contacted

#### **Waiting List Updates:**

- Families encouraged to update their details and needs
- Families notified if circumstances change that affect priority
- Waiting list maintained confidentially

## **12. Withdrawal from Service**

#### **Notice Requirements:**

- Families must provide 2 weeks' written notice of withdrawal (or as per enrolment contract)
- Notice period may be waived in exceptional circumstances
- Fees may apply during notice period

#### **Withdrawal Process:**

- Family completes withdrawal notification form
- Final fees calculated and accounts settled
- Child's belongings collected
- Portfolio and other documents provided to family
- Enrolment record closed and archived
- Feedback sought about child's time at service

## **EDUCATOR AND STAFF RESPONSIBILITIES**

#### **Approved Provider / Nominated Supervisor:**

- Ensure enrolment procedures comply with all regulatory requirements
- Maintain accurate and complete enrolment records
- Ensure all required information is collected and documented
- Protect privacy and confidentiality of families
- Store enrolment records securely
- Provide information to families about enrolment and orientation
- Coordinate orientation process
- Ensure Priority of Access Guidelines are followed
- Regularly review and update enrolment procedures

#### **All Educators and Staff:**

- Welcome families warmly and respectfully
- Provide information about the service
- Support families through enrolment and orientation process
- Build positive relationships with children and families from the start
- Follow privacy and confidentiality procedures
- Be familiar with children's enrolment information (medical conditions, allergies, authorised persons)



- Support children's transitions into the service
- Communicate regularly with families

## **FAMILY RESPONSIBILITIES**

Families are expected to:

- Provide complete and accurate information on enrolment forms
- Provide all required documentation
- Notify service of any changes to information promptly
- Pay fees and deposits as required
- Attend orientation sessions
- Communicate openly with educators about their child
- Support their child's transition into the service
- Read and understand service policies and procedures
- Ensure only authorised persons collect their child
- Notify service of absences

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## **RELATED POLICIES AND PROCEDURES**

- Privacy and Confidentiality Policy
- Delivery and Collection of Children Policy
- Dealing with Medical Conditions Policy
- Administration of Medication Policy
- Immunisation Policy
- Excursions Policy
- Inclusion and Equity Policy
- Fees Policy
- Interactions with Children Policy

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## **REFERENCES AND RESOURCES**

- ACECQA: Guide to the National Quality Framework
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standard
- Priority of Access Guidelines (Australian Government)
- Child Care Subsidy: [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)
- Australian Immunisation Register: [www.servicesaustralia.gov.au/air](http://www.servicesaustralia.gov.au/air)
- Privacy Act 1988 and Australian Privacy Principles
- ACECQA website: [www.cecqa.gov.au](http://www.cecqa.gov.au)
- StartingBlocks: [www.startingblocks.gov.au](http://www.startingblocks.gov.au)

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## **POLICY REVIEW**

This policy will be reviewed every two years or more frequently if required due to:

- Legislative changes
- Changes in best practice



- Changes to Priority of Access Guidelines
- Feedback from families or educators
- Following regulatory assessment and rating
- Changes to Child Care Subsidy requirements

**Date policy was last reviewed:** 11/01/2026

**Date for next review:** 11/01/2028

**Reviewed by:** Director and Staff