



ENROLMENT AND ORIENTATION POLICY

LONG DAY CARE

Mandatory – Quality Area 6
EARLY CHILDHOOD SERVICES
WEST WIMMERA SHIRE COUNCIL

PURPOSE

The aim of this policy is to ensure that all families and carers enrolling in Edenhope Early Childhood Service are provided with an enrolment and orientation process in accordance with legislative and regulatory requirements.

POLICY STATEMENT

West Wimmera Shire Council is committed to:

- Ensuring a safe, welcoming, and engaging environment is provided to children from the outset
- Ensuring educators have all of the information they require to provide the highest level of education and care to every child attending the service
- Providing equal access and inclusive for all children
- Meeting the needs of our community
- Maintaining confidentiality in relation to all information on enrolment forms in accordance with Confidentiality of Records Policy.

West Wimmera Shire Council is responsible for:

- Determining priority of access for Edenhope Early Childhood Service Guidelines
- Ensuring that Edenhope Early Childhood Service makes published materials promoting the service available for the public. Ensuring that these materials are current and accurate
- Providing access to enrolment forms
- Ensuring both completed enrolment forms and required supporting documentation are provided prior to commencing service bookings for the child to attend
- Ensuring that enrolment records 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 (Education and Care Services National Regulations 2011 (National Regulations) Regulation 183)
- Ensuring that a copy of policies and procedures is available at all times and is able to be provided on request
- Providing opportunities for interested families to attend the service during operational hours to observe the service and become familiar with the environment prior to their child commencing
- Ensuring an effective orientation occurs for all new children, including visiting the service site
- Ensuring access to Child Care Subsidy is promoted for families and carers
- Complying with Child Care Subsidy and Additional Child Care Subsidy obligations and requirements
- Clarifying roles and responsibilities in general and especially in relation Child Care Subsidy System, such as enrolment process (including explaining to families their obligations), submitting attendances/absences, invoicing, payments, reconciling.

The Nominated Supervisor is responsible for:

- Responding to enrolment inquiries promptly
- Informing and educating families regarding Child Care Subsidy
- Ensuring that enrolment forms are fully completed prior to the child's commencement at the service and all relevant documentation is included with each child's enrolment record



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- Complying with the service's Confidentiality of Records Policy in relation to the collection and management of a child's enrolment form and all information collected during the enrolment process
- Provide support and assistance to families and carers
- Meeting with children and families to complete and update management plans as required
- Ensuring plans are reviewed prior to the start of each year
- Ensuring educators understand the needs of all children attending the service. This may include gathering additional information about child engagement strategies, goals, and interests
- Ensuring staff are adequately equipped and trained to respond to the needs of all children attending the service
- Developing strategies to assist new families to:
 - Feel welcomed at the service
 - Become familiar with service policies and procedures
 - Share information about their family beliefs, values, and culture
 - Share their understanding of their child's strengths, interests, abilities, and needs
 - Understand Child Care Subsidy, assist families to:
 - Understand Child Care Subsidy entitlements
 - Register for Child Care Subsidy or Additional Child Care Subsidy (refer to **Appendix 2**)
 - Understand the Complying Written Agreement (CWA)
 - Understand allowable absences
- Discussing with families and carers the values and expectations they hold in relation to their child's learning if required
- Ensuring each family is provided with a thorough orientation of the service
- Discussing additional support services for children with families and carers where required
- Maintaining up to date knowledge of record-keeping procedures and retention period (refer to Confidentiality and Record-Keeping Policy), including Family Assistance Law requirements
- Maintaining appropriate knowledge of business administration procedures in consultation with West Wimmera Shire Council
- Incorporating processes that comply with Child Care Subsidy guidelines when managing attendances, allowable absences/absences, fee increases, collection of fees, and service delivery on public holidays (refer to **Appendix 1**: Processes complying with Child Care Subsidy guidelines)
- Clarifying roles related to the management of Child Care Subsidy processes prior to enrolment and orientation with West Wimmera Shire Council

Educators are responsible for:

- Welcoming new children into the service
- Taking children and families on a tour of the service and explaining the service schedule (i.e., mealtimes, and transitions), activity service, expectations, toilet locations, sign in/out process)
- Ensuring they understand the needs of all children attending
- Assisting families and carers to develop and maintain arrival and departure routines
- Building supportive and respectful relationships with children and families



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- Engaging with children including finding out more about their interests, likes, dislikes, and hobbies
- Providing comfort and reassurance for children who are showing signs of distress when separating from family members
- Sharing information with families and carers regarding their child's progress with settling into the service.

EDENHOPE EARLY CHILDHOOD SERVICE: PRIORITY OF ACCESS GUIDELINES

The Edenhope Early Childhood Service Priority of Access Guidelines will place children in their service adhering to the following priorities. These are service guidelines for child placement. (Refer to **Appendix 1: Priority of Access Guidelines**)

Roles and Responsibilities

Role	Responsibility
Educators and Supervisors	Educators and supervisors will oversee the implementation and service adherence to this policy. All Educators are responsible for the daily implementation of the policy when directly supervising children.
Nominated Supervisor / Person with Management or Control	Nominated Supervisor / Person with Management or Control is responsible for ensuring suitable resources and support systems to enable compliance with this policy. Both roles will drive the consultation process and provide leadership and advice on the continuous improvement of the policy.
Approved Provider	Provide official sign-off on the Policy.

Policy Review

The Policy will be reviewed every 12 months. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, West Wimmera Shire Council and Person with Management or Control of the Service where practical. Feedback from Quality Assessment and Regulation Division (QARD), received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g., families, service community etc. will also inform policy updates and review.

REFERENCES

Legislation, Standards and Provisions

- [Education and Care Services National Law Act 2010](#)
- [Education and Care Services National Regulations 2011](#)
- [A New Tax System \(Family Assistance\) \(Administration\) Act 1999](#)
- [A New Tax System \(Family Assistance\) Act 1999](#)
- [Child Care Subsidy Minister's Rules 2017](#)



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- [Child Care Subsidy Secretary's Rules 2017](#)
- [Family Law Act 1975](#)
- [Child Safe Standards](#)
- [National Quality Standard, Quality Area 5 – Relationships with Children](#)
- [National Quality Standard, Quality Area 6 – Collaborative Partnerships with Families and Communities](#)
- [Equal Opportunity Act 2010 \(Vic\)](#)
- [Privacy Act 1988](#)
- [Privacy and Data Protection Act 2014 \(Vic\)](#)

Supporting Documents

Australian Children's Education and Care Quality Authority (ACECQA)

[ACECQA National Quality Standard](#)

[National Quality Agenda IT System](#)

- **[Australian Government](#) Department Education, Skills and Employment (DESE)**
[Child Care Provider Handbook - Child Care Subsidy System 2019](#)
[Guide to Additional Child Care Subsidy \(child wellbeing\)](#)
[Child Care - Financial Integrity](#)

RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Booking Policy
- Fee Policy
- 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.

ATTACHMENTS

Attachment 1: Complying with Child Care Subsidy guidelines

Attachment 2: Edenhope Early Childhood Service: Priority of Access Guidelines



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AUTHORISATION

The Approved Provider of West Wimmera Shire Edenhope Early Childhood Service adopted this document on 26/04/2022.

REVISION	DATE APPROVED	AUTHOR	SIGNATURE	DATE OF NEXT REVISION
1	05/01/23	Tracey Bone	<i>TL Bone</i>	05/01/24



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Acknowledgement

I acknowledge:

- receiving the Edenhope Early Childhood Service Enrolment and Orientation Policy;
- that I will comply with the policy; and
- that dependent on the seriousness of any breach there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

Your Name:	
Signed:	
Date:	
Edenhope Early Childhood Service sign off:	Date:



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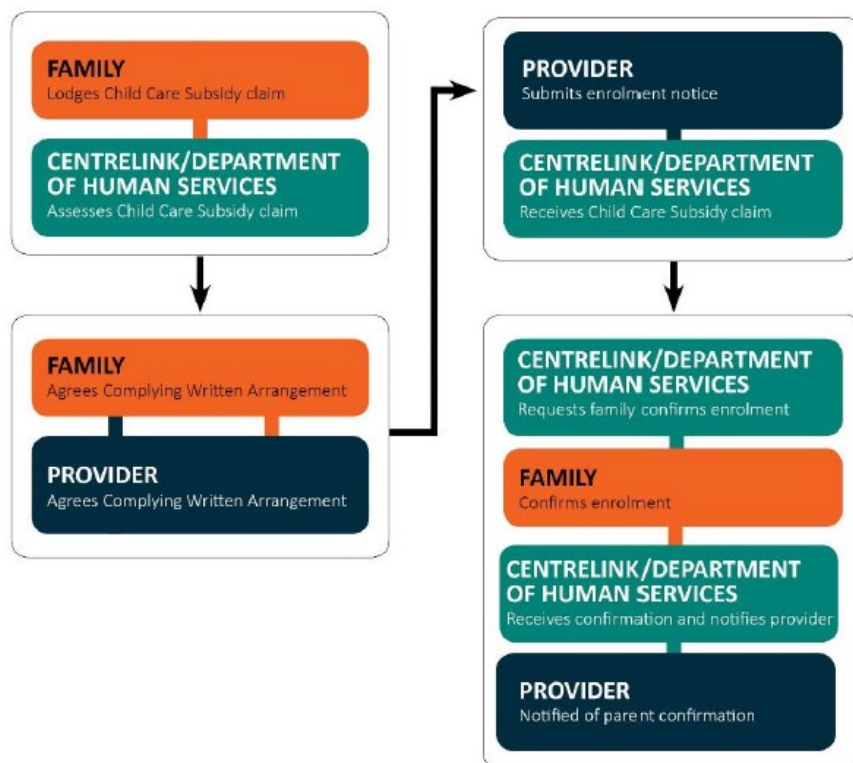
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Attachment 1

Complying with Child Care Subsidy guidelines

- The provider West Wimmera Shire Council CBC will keep up to date with Child Care Subsidy enrolment processes following steps outlined in the [Child Care Subsidy Enrolment Process](#)
- The CBC provider and individual (the fee paying parent or carer) will agree on arrangement, which can be any of the following (refer to table below):
 - Complying Written Arrangement (CWA)
 - Relevant Arrangement
 - Arrangement with an organisation (third party)
- The CBC provider will submit an enrolment notice, which requires the following information:
 - Enrolment circumstance
 - Expected pattern of care dates
 - Parties to the arrangement
 - Child receiving care
 - Service providing care
 - Child Care Subsidy claimant
 - Session details and liability

Child Care Subsidy Enrolment Process diagram



For more information refer to [Child Care Provider Handbook, Chapter: Enrolling Children](#).



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Attachment 2

Edenhope Early Childhood Service: Priority of Access Guidelines

West Wimmera Shire Council aim to give preference to working families who reside or work in Edenhope catchment and will maintain a waiting list from the date of initial enquiry.

STEP 1: Additional Child Care Subsidy (Refer to [Guide to Additional Child Care Subsidy](#))

Priority will be first given to families accessing Additional Child Care Subsidy Safety Net. The Safety Net aims to give the most vulnerable and disadvantaged children, as well as those from regional and remote communities, a strong start through access to quality early childhood education and care.

The ACCS includes four elements:

- ACCS (child wellbeing) - for families who require practical help to support their children's safety and wellbeing (the focus of this guide)
- ACCS (grandparent) - for grandparents who are the primary carers of their grandchildren
- ACCS (temporary financial hardship) - for families experiencing temporary financial hardship
- ACCS (transition to work) – for families transitioning from income support to work.

STEP 2: Local Service Priorities

The Edenhope Early Childhood Service *Priority of Access Guidelines* will be used to allocate available places where there are more families requiring care than places available.

When filling vacant places, Edenhope Early Childhood Service will fill places according to the following priorities:

- **Priority 1** – a child at risk of serious abuse or neglect.
- **Priority 2** – a child of a sole parent who satisfies, or of parents/carers who both satisfy, the work, training, study test
- **Priority 3** – any other child.

Within these main Priority categories, priority will be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a person with a disability
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold of or who or whose partner is on income support
- families from a non-English speaking background
- socially isolated families
- sole parent families.

Requiring a child to vacate a place

Under the Priority of Access Guidelines a child care service may require a Priority 3 child only to vacate a place to make room for a higher priority child. The service will only do so if:

- The person liable for the payment of the child care fees was notified when the child first entered care that the service followed this policy, and
- The service gives the person at least 14 days' notice of the requirement for the child to vacate the place.