



# Enrolment and Orientation

Review Date: 20/07/2025

## Introduction

Enrolment and orientation procedures form the foundation for strong relationships between families and early education and care settings and promote a quality experience of education and care for children.

Good procedures include consistent information around service operation and authorisations promoting compliance and a safe and secure environment for children and families.

## Goals – What are we going to do?

- Enrolment and orientation processes are planned and implemented.
- Due consideration is given to culture and language in undertaking processes.
- Documentation, including authorisations, are completed during the enrolment and orientation process.
- A thoughtful process is planned in consultation with families, to orient a child and family to the preschool.

## Strategies - How will it be done?

### Pre-enrolment orientation

Our preschools welcome visits from prospective families and children. The Nominated Supervisor or Responsible Person will offer the visiting family a tour of the service environment and information including:

- Discussion of the child's/family's circumstances, health and wellbeing, expectations, etc.
- service philosophy and curriculum;
- approaches to documentation, curriculum and planning;
- introduction to educators and staff;
- the physical environment;
- administrative matters, cost, and fee payment methods;
- opportunity for the family to ask questions.

## Next steps

Following a pre-enrolment orientation, a family may wish to place their child's name on the waiting list.

To be placed on the waiting list, families return a completed enrolment form (compliant with Regulations 160, 161 & 162), and pay an membership fee.

A waiting list will be kept for:

- Children who have not yet turned three but wish to be considered for enrolment should a place be available on or after their third birthday.
- Children who are eligible to attend pre-school but cannot be accommodated due to a lack of places i.e. there are no current vacancies.
- Children who currently attend Evans Head or Woodburn Pre-School, but they require additional days or they would prefer to access alternative days to those they currently occupy.

If there is a vacancy, a place will be offered in line with this policy and criteria for priority access.

Enrolment forms will be updated annually, via OWINA, or when a family's circumstances change.

## Enrolment

The Management Team will conduct an enrolment process following the acceptance of an offer. An enrolment package will be given to the family and will include:

- Family Handbook;
- Evans Head Pre-School Association Inc. brochure;
- Lunchbox Ideas brochure and "The Magic Lunchbox" book;
- Letter outlining the current fee structure, fees information, payment information and attached Centrepay Deduction Authority form;
- "All in a Day's Play" children's book
- Privacy and Collection Statement
- NSW Government "Childcare and Preschool Entry & Immunisation" brochure
- Parent/Guardian Code of Conduct Policy

The information in the enrolment package is retained by the family for future reference. Prior to conducting the enrolment interview, the Nominated Supervisor will consider the language and cultural needs of the family. A translator may be required along with an alternative venue for the enrolment visit.

During the enrolment interview a process of orientation will be planned in collaboration with families to provide the best possible start for the child at the service.

Families will provide the following, prior to the agreed start date for the child:

- A completed OWNA enrolment form including authorisations;
- A membership fee as outlined in service fee policy;
- An approved and up to date immunisation document;
- Birth Certificate, passport or other identification (if immunisation records are not issued by the Australian Government);
- Current contact information for parents and all emergency contacts;
- Information on children's additional needs (including medical conditions, health and developmental concerns);
- A Health Care Action Plan if necessary;
- All relevant legal documentation regarding custody arrangements, parenting arrangements or court orders.

This information will be kept at the service premises in accordance with service policies and the Education and Care Services National Regulations 2011.

### **Prior to formally commencing at the service:**

1. Prior to the child's first day educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.
2. The Nominated Supervisor will inform the educators and staff of the intended time for any pre-commencement orientation visits.
3. A family member will remain on the premises during these orientation visits. The family must sign the visitor's register in OWNA on arrival and when they leave. The child will not be left at the service until they have formally commenced at the service and are, therefore, not included in the ratios.
4. During the orientation process, educators and staff will begin to build a relationship with the child actively encouraging them to engage in the preschool program and experiences. They will also be available to the family to answer any questions they may have.

## Upon commencement

On the child's first day of attendance educators and staff will welcome the family and the child, ensuring that there is a space ready for the child's belongings. Educators will reassure the family and assist with separation if required.

The Nominated Supervisor will undertake a final check of enrolment details, authorisations and information updates prior to the family departing the service in consultation with the Finance/Administration Officer.

Parents will be encouraged to call and enquire about their child at any time. Throughout the day, educators may contact the family to let them know how their child is settling if the parent appears anxious.

## Roles and Responsibilities

Role	Authority/Responsibility For
<b>Approved Provider</b>	<ul style="list-style-type: none"><li>• Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the delivery and collection of children at all times.</li><li>• Providing opportunities (in consultation with the Nominated Supervisor and staff) for interested families 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.</li><li>• Ensuring that enrolment forms comply with the requirements of Regulations 160, 162, 162.</li><li>• 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 (Regulation 183).</li><li>• Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, 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 or staff under the Law (Regulation 157).</li></ul>

<b>Role</b>	<b>Authority/Responsibility For</b>
<b>Nominated Supervisor</b>	<ul style="list-style-type: none"> <li>• Providing enrolment application forms.</li> <li>• Maintaining a waiting list.</li> <li>• Maintain an immunisation register.</li> <li>• Collecting, receipting and banking enrolment fees.</li> <li>• Offering places in line with this policy and criteria for priority access, and providing relevant paperwork to families in accordance with this policy.</li> <li>• Providing a monthly report to the approved provider regarding the status of enrolments.</li> <li>• Storing completed enrolment application forms in a lockable file (refer to privacy and confidentiality policy) as soon as is practicable.</li> </ul>
<b>Early Childhood Educators</b>	<ul style="list-style-type: none"> <li>• Acting in accordance with the obligations outlined in this policy.</li> <li>• Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process, as required.</li> <li>• Ensuring that enrolment forms are completed prior to the child's commencement at the service.</li> <li>• Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, 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 or staff under the Law (Regulation 157).</li> <li>• Developing strategies to assist new families to: <ul style="list-style-type: none"> <li>» feel welcomed into the service;</li> <li>» become familiar with service policies and procedures;</li> <li>» to develop and maintain a routine for saying goodbye to their child.</li> </ul> </li> <li>• Providing comfort and reassurance to children who are showing signs of distress when separating from family members. ◁ Sharing information with parents/guardians regarding their child's progress with regard to settling in to the service.</li> </ul>

Role	Authority/Responsibility For
<b>Families</b>	<ul style="list-style-type: none"> <li>• Providing required documentation prior to their child's first day of preschool: <ul style="list-style-type: none"> <li>▸ Immunisation record, catch-up schedule or Medical Contraindication form;</li> <li>▸ Any current custody arrangements or Court orders;</li> <li>▸ Medical Action Plans for Asthma, Anaphlyaxis or Diabetes;</li> <li>▸ A birth certificate, passport for a chid who does not have Australian Government issued immunisation record.</li> </ul> </li> </ul>

## Related Legislation

Education and Care Services National Law Act 2010

Education and Care Services National Regulations: Regulations 168(2) (k), 160, 161, 162, 177, 183

Privacy Act 1988 (Cth)

Public Health Act 2010 No 127: Part 5 Division 4, Section 87

Health records and Information Privacy Act 2002 (NSW)

Family Assistance Law [www.dss.gov.au](http://www.dss.gov.au)

## Links to Policies & Procedures

- › Service Philosophy
- › Arrivals and Departure
- › Infectious Diseases
- › Medication Administration
- › Medical Conditions
- › Nutrition/Food/Beverages/Dietary Requirements
- › Providing a Child Safe Environment
- › Sleep and Rest
- › Toileting
- › Guiding Children's Behaviour
- › Inclusion
- › Interactions with Children
- › Family Participation and Communication
- › Parent/Guardian Code of Conduct
- › Acceptance and Refusal of Authorisation
- › Complaints and Feedback
- › Payment of Fees
- › Priority of Access
- › Privacy

## Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

### **Approved Provider Representative:**

**Name:** ..... Narissa Cuskelly .....

**Role:** ..... President .....

**Signature:** .....

**Date Adopted:** ..... 20/06/2023 .....

**REVIEW DATE:** ..... 20/06/2025 .....

## Sources

Community Early Learning Australia Sample Policies  
[www.cela.org.au](http://www.cela.org.au)

Priority of Access Guidelines for Childcare Services  
[https://docs.education.gov.au/system/files/doc/other/instruction\\_sheet\\_10\\_-\\_priority\\_of\\_access\\_guidelines\\_for\\_child\\_care\\_services\\_0.pdf](https://docs.education.gov.au/system/files/doc/other/instruction_sheet_10_-_priority_of_access_guidelines_for_child_care_services_0.pdf)

Public Health Act 2010 No 127  
[www.legislation.nsw.gov.au/#/view/act/2010/127/full](http://www.legislation.nsw.gov.au/#/view/act/2010/127/full)