



Enrolment and Orientation

Review Date: 20/10/2027

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.

This service acknowledges the rights of Aboriginal and Torres Strait Islander Peoples as set out in the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), including the rights to self-determination, culture, language, and full participation in decisions affecting their children. We are committed to working in partnership with local Aboriginal and Torres Strait Islander communities to ensure culturally safe, respectful, and responsive enrolment and orientation practices.

Good procedures provide consistent information regarding service operations and authorisations, promoting compliance and ensuring 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.
- Ensure enrolment and orientation processes respect, protect, and promote Aboriginal and Torres Strait Islander cultures, languages, and identities.
- Consult with local Elders and Aboriginal organisations to develop and review culturally responsive approaches.
- Provide equitable access by removing barriers and addressing any historical or systemic disadvantages.

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.
- Offer families the option to be welcomed through local cultural protocols such as a Welcome to Country or Acknowledgement of Country.
- Where requested, provide enrolment materials, orientation information, and discussions in local Aboriginal languages or through an Aboriginal liaison person.
- Incorporate local Aboriginal knowledge, histories, and perspectives into the environment during tours and orientation sessions.

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)

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 OWNA, 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:

- Before the child’s first day, educators and staff will familiarise themselves with the enrolment information provided, including any medical needs. They will also seek to understand the child’s cultural background, language, and family connections, recognising the child’s right to maintain and strengthen their cultural identity (UNDRIP Articles 8, 14, 30).
- The Nominated Supervisor will inform educators and staff of the intended times for any pre-commencement orientation visits, ensuring these visits respect the child’s and family’s cultural practices and preferences.
- A family member will remain on the premises during orientation visits. The family must sign the visitor’s register in OWNA on arrival and departure. The child will not be left at the service until they have formally commenced and are included in ratios. Family participation is encouraged, recognising the importance of the child’s family and community in their development (UNDRIP Articles 5, 18, 23).

- During orientation, educators and staff will begin building a positive, respectful relationship with the child, encouraging engagement in the preschool program while being responsive to their cultural identity, language, and family values. Educators will also support families by answering questions and providing information, acknowledging the family's role as primary educators and decision-makers in the child's life (UNDRIP Articles 7, 18).

Upon commencement

On the child's first day, educators and staff will warmly welcome the family and child, ensuring a safe and culturally respectful space for the child's belongings. Educators will support the family and assist with separation as needed, recognising the child's right to feel secure and maintain cultural connections (UNDRIP Articles 7, 30).

The Nominated Supervisor will review enrolment details, authorisations, and any updated information in consultation with the Finance/Administration Officer before the family departs, ensuring all cultural or medical considerations are noted and respected.

Parents and families will be encouraged to maintain ongoing communication, calling at any time with questions or concerns. Educators may also contact families during the day to provide reassurance and updates on how the child is settling, recognising the family's vital role in the child's wellbeing and development (UNDRIP Articles 5, 18).

Roles and Responsibilities

| Role | Authority/Responsibility For |
|----------------------------------|---|
| Approved Provider | <ul style="list-style-type: none"> • Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 • Provide 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. • Ensuring that enrolment forms comply with the requirements of Regulations 160, 162, 162. • Store enrolment records securely for the required retention period. • Ensure that parents/guardians of a child can enter the service premises at any time unless doing so poses a safety risk or legal conflict. • Engage with Aboriginal and Torres Strait Islander stakeholders when developing or revising enrolment and orientation procedures. |
| Nominated Supervisor | <ul style="list-style-type: none"> • Provide enrolment application forms and maintain a waiting list. • Maintain an immunisation register • Offer places in line with this policy and criteria for priority access. • Store completed enrolment application forms in accordance with privacy policies. • Establish partnerships with local Aboriginal-controlled organisations to support ongoing cultural safety in the enrolment process. |
| Early Childhood Educators | <ul style="list-style-type: none"> • Acting in accordance with the obligations outlined in this policy. • Respond to enrolment enquiries and refer to the responsible person as needed. • Ensure enrolment forms are completed prior to commencement. • Develop strategies to assist new families to feel welcomed and become familiar with service policies. • Provide comfort and reassurance to children showing signs of distress. |

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|------------------------|---|
| | <ul style="list-style-type: none"> • Undertake ongoing cultural safety and competence training, including awareness of UNDRIP principles. • Work collaboratively with Aboriginal and Torres Strait Islander families to co-design individual orientation plans that reflect cultural needs and aspirations. |
| <p>Families</p> | <ul style="list-style-type: none"> • Providing required documentation prior to their child’s first day of preschool: <ul style="list-style-type: none"> • Immunisation record, catch-up schedule or Medical Contraindication form. • Any current custody arrangements or Court orders. • Medical Action Plans for Asthma, Anaphylaxis or Diabetes. • A birth certificate or passport for a child who does not have an Australian Government-issued immunisation record. • Exercise the right to share cultural, language, and family knowledge in ways and at times determined by the family, guiding the service to embed practices that uphold the child’s cultural identity, community connections, and self-determination. • Actively participate in the enrolment and orientation process as equal partners, ensuring decisions about the child’s transition reflect family priorities, cultural protocols, and aspirations. • Contribute to cultural exchange in ways chosen by the family, such as sharing stories, language, and traditions, to strengthen the child’s sense of identity, belonging, and connection to Country. • Maintain ongoing, two-way communication with educators, ensuring that the child’s evolving needs — including cultural, spiritual, and community needs — are respected and responded to in culturally safe ways. |

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

United Nations Declaration on the Rights of Indigenous People
<https://culturalheritage.org.au/resource/undrip-undited-nations-declaration-on-the-rights-of-indigenous-peoples/>

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

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 reviewed at least every two years.

Aboriginal and Torres Strait Islander families, Elders, and community representatives will be actively invited to participate in the review of this policy.

The service will monitor implementation of UNDRIP-aligned practices and report progress annually.

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

President's Name: Ashleigh Mitchell.....

President's Signature:

Date: ...20...../....10...../...2025.....

REVIEW DATE: 01/09/2027

| Policy Dated | Adopted by | Review Date |
|--------------|-------------------|-------------|
| 06/08/2022 | Narissa Cuskelly | 06/08/2024 |
| 20/10/2025 | Ashleigh Mitchell | 20/10/2027 |
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