

CEEC GOV PRO ENROLMENT ORIENTATION AND BOOKING PROCEDURE

Policy Sponsor	GOVERNANCE AND PERFORMANCE
Document type	PROCEDURE
Applicable to	CATHOLIC EARLY EDCARE
Approved by	DIRECTOR, CATHOLIC EARLY EDCARE

POLICY AND PHILOSOPHY

The CEEC GOV POL Enrolment Orientation and Booking Policy ensures the unique needs of children and families are met during the booking, enrolment and orientation process. This procedure outlines the steps to support children and families transitioning into services and appropriate recording and storage of documents.

PROCEDURES

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1. Orientation

1.1 When families initiate **initial contact** Service Leaders will:

- ensure emails, phone messages or website enquires are returned within a reasonable timeframe (e.g. 1-2 business days).
- provide families with personalised answers to their initial questions
- email initial documentation (e.g. Fee Schedule, Request for Booking)
- invite families for a tour of the service

1.2 When families arrive for a **service tour** the Responsible Person in Charge will:

- provide information catering to families current and future needs, discussing children's transition through our service
- introduce families to key staff during the tour; ensure staff interact with families and engage with the child, making them feel as relaxed and welcome as possible.
 - families may return the Request for Booking at this point or email it to the service.

2. Enrolment

2.1 When the Request for Booking is received Service Leaders will:

- email families the appropriate link (enrolment/waitlist) pending their booking needs, once
- provide families a link to the prescribed policies and procedures, Information Handbook, and service specific information

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- encourage families who have not already done so to attend orientation visits before the child begins attending to familiarise both child and family with the service
- discuss any specific support needs for the child and family to successfully transition into care (e.g. medical needs, making the service a culturally safe space for child and family, significant routines, health information)
- discuss the Safe Conduct Agreement with families
- invite families to individual enrolment meetings to share information and build relationships. Prior to the meeting, email:
 - confirmation of the meeting date and time
 - directions to the service, parking and access information
 - an invitation to bring their child/ren
 - a list of important documents to bring, e.g. immunisation record, birth certificate, medical plans, support from referral agencies, relevant court orders. ***Children cannot commence care until all required documents have been received, including the Safe Conduct Agreement.***
 - what they may like to share with you at the meeting
 - confirmation of fees payable at the meeting and how payment is accepted
 - ensure all enrolment and required documentation has been received before the child commences care

2.2 On the first day of attendance the Responsible Person in Charge will:

- ensure staff are aware that there is a child starting in a specific session
- ensure staff are prepared to support both child, and parents; to remind them where to sign in, read important information, leave important messages etc

3. Re-enrolment

3.1 The initial enrolment form completed remains current for the child's full period of attendance. For **re-enrolment**:

- A data confirmation of enrolment information and consents will be emailed to families annually to confirm information is current and correct
- Supporting documents e.g. medical information, court orders, risk minimisation plans, and action plans, **must** remain current at all times
- Data confirmation and any communication from families regarding changes to enrolment must be saved to the child's profile in Xplor following naming conventions:
 - Enrolment Amendment [2023_1]

4. Priority of Access

4.1 In order to meet the [Australian Government's](#) aim of helping families who are most in need and supporting the safety and wellbeing of children at risk, while processing enrolments Service Leaders must prioritise the enrolments of children in the following order:

- Children 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.

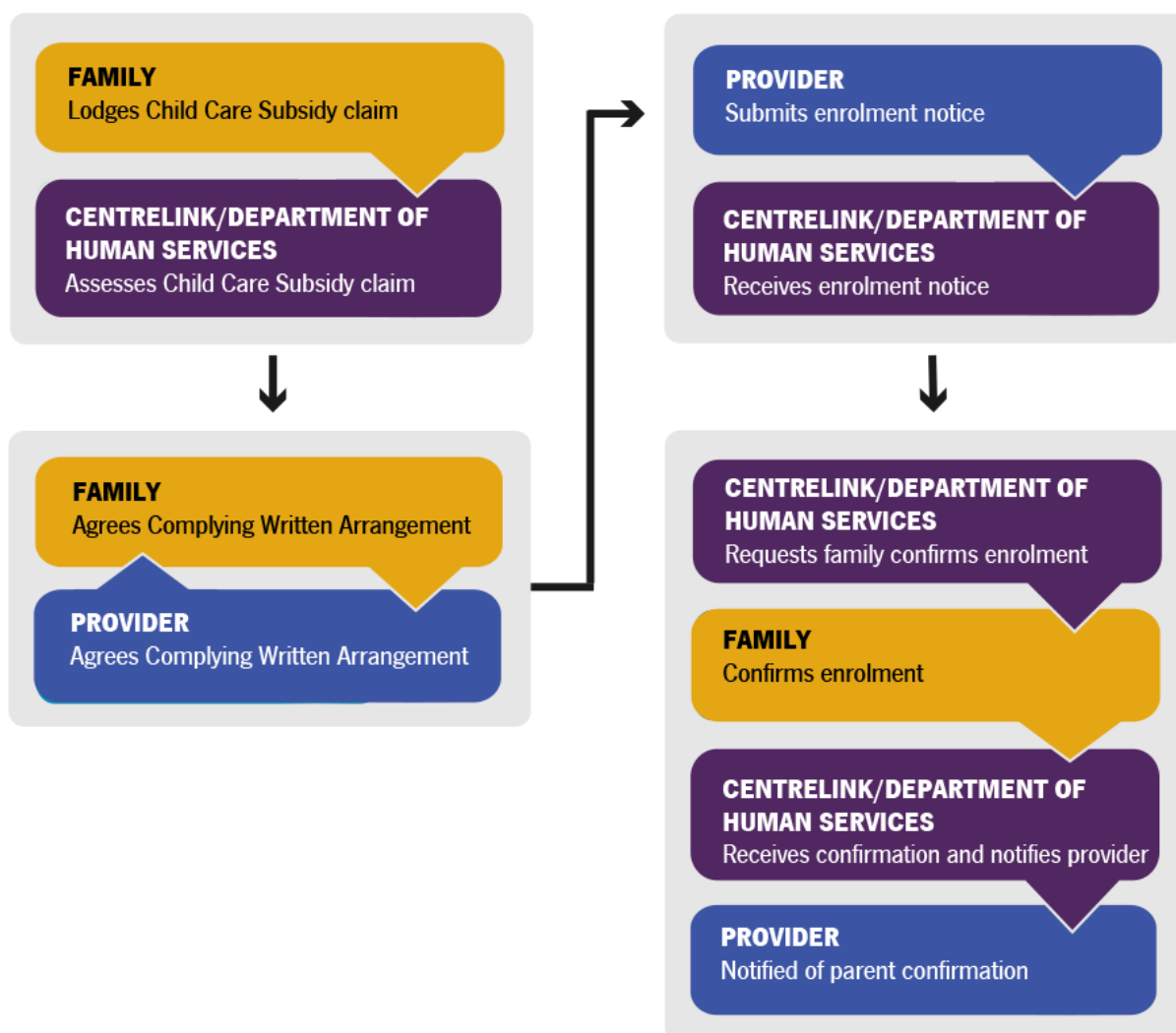
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- Siblings of existing children enrolled at the service
- Children attending the Catholic School
- Children attending a Catholic Early EdCare Service

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

- the service gives the person liable for the payment of the child care fees at least 14 days' notice of the requirement for the child to vacate the place.

5. Enrolment Process – Family Assistance Law



Source: [Australian Government – Department of Education](#)

ROLES AND RESPONSIBILITIES

Roles	Responsibilities
Approved Providers (including Leadership and	<ul style="list-style-type: none"> ▪ Ensure all obligations under the Education and Care Services National Law and National Regulations are met. ▪ Maintain prescribed enrolment and other documents as set out in Regulation 177, including a medication record and children's attendance record

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Management teams)	<ul style="list-style-type: none"> ▪ Maintain confidential records, and store safely and securely for the relevant period listed in Regulation 183 ▪ Inform families of relevant policies and procedures at time of enrolment ▪ Ensure compliance with the Family Assistance Law and the requirements set out in the Child Care Provider Handbook ▪ Be conversant and compliant with the legislative guidelines and parameters for fee responsibilities ie: <ul style="list-style-type: none"> ○ the individual is the person responsible for a child's care and the person who must pay childcare fees. ○ only individuals are eligible for Child Care Subsidy or Additional Child Care Subsidy. Where another party, such as the state, an employer or another organisation is paying all or part of a child's childcare fees, no subsidy can be paid for the fees paid by the other party. ○ any back payment of subsidy that is payable for the 28-day period before a claim was made will generally be paid to the individual, not the provider. ○ if it is decided not to charge the family full fees while the family's entitlement to Child Care Subsidy is being assessed, the service is responsible for recovering any unpaid amounts from the family. ▪ Inform families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> ○ affect the fees charged or the way they are collected or ○ significantly impact the service's education and care of children or ○ significantly impact the family's ability to utilise the service
Nominated Supervisors and Responsible Persons	<ul style="list-style-type: none"> ▪ Ensure procedures for enrolment and orientation are implemented ▪ Provide support for families' involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service ▪ Respectfully enquire about family structure, lifestyle, child rearing practices, beliefs and values, and their expectations in relation to the child's time at the service, both during and following enrolment and orientation. ▪ Discuss any concerns families may have about their child commencing at the service. ▪ Provide information about the service's philosophy, and policy and procedures. ▪ Inform families feedback is valued and what procedures are in place for families to be decision-makers. ▪ Ensure all enrolment information is complete before attendance commences. ▪ Ensure all enrolment related forms are reviewed annually, prior to the commencement of each year ▪ Ensure that an enrolment record is kept for each child which contains all the information set out in Regulation 160, as well as authorisations from families relating to medical treatment, regular outings and health information ▪ Develop and review Risk Minimisation plans for any child with a medical condition prior to attendance, in consultation with the family ▪ Ensure all information is collected and used appropriately for the enrolment of the child into the service to provide high quality education and care. ▪ Enrol all children through the Registered Child Care Subsidy software (Xplor) prior to using the service. ▪ Work actively with families to fully understand children's care needs, prior to the child's enrolment beginning to provide safe and suitable care, and a successful placement. ▪ Ensure copies of the policy and procedures are readily accessible ▪ Apply for support funding through the relevant external agency, where additional support is required for a child with complex needs. ▪ Actively work together with families to identify specific resources or staff training that may be utilised in order to fully understand children's care needs, and to provide safe and suitable care. ▪ Understand if it is identified that a service may be unable to meet the needs of a child, the concern will be discussed with the Manager, Service Operations

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Educators	<ul style="list-style-type: none"> ▪ Encourage families to bring their child in for a visit/orientation prior to commencing care ▪ Ensure information about children, their routines and belongings is exchanged by staff and families during enrolment, orientation and transitions. ▪ Share information with families to support the child's transition into the service ▪ Respect the culture, values and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing ▪ Provide opportunities for families to feel comfortable talking about their child and their expectations of the service. ▪ Maintain familiarity with regulatory requirements ▪ Maintain familiarity with the information supplied by the family about the child and use this to support the child to transition into the service
Families	<ul style="list-style-type: none"> ▪ Ensure all necessary forms for each child are completed in order to receive confirmation of enrolment. ▪ Understand children cannot attend a service if there is outstanding enrolment information ▪ If claiming CCS, a signed Complying Written Agreement (CWA) and approved Government Enrolment is required prior to commencement or full fees will apply. ▪ Individuals designated as authorised nominees are aware and agree to the consents assigned to them. The consents outlined in this policy are referred to in the Enrolment Forms as: <ul style="list-style-type: none"> ○ Emergency contact ○ Authorised nominee to collect the child ○ Authorised nominee is authorised to authorise administration of medication on behalf of this child ○ Authorised nominee is authorised to allow an educator to take this child outside the education and care service premises ○ Authorised nominee is authorised to allow this child to be transported by the service or on transportation arranged by the service ▪ Notify the service prior to enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed ▪ Participate in the development and/or review of Risk Minimisation plans for any child with a medical condition prior to attendance ▪ Ensure information about the child and family held by the service is kept up-to-date ▪ Upload an up to date Health Record when completing the online Enrolment Form. ▪ Provide the name, address and contact details of: <ul style="list-style-type: none"> ○ any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and ○ any person who is an authorised nominee; and ○ any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and ○ any person who is authorised to authorise an educator to take the child outside the education and care service premises; ▪ Provide 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 ▪ Understand an enrolment fee is payable upon receipt of the family confirmation each year. ▪ Understand bookings are based on vacancies and staff rostering and must be confirmed by a Service prior to the child's attendance.

MONITORING, EVALUATION AND REVIEW

Centacare will place this policy on the Archdiocesan Intranet (AI). Service Leaders and Managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred.

- All staff are responsible for understanding and complying with this policy.
- Summary information about fees and related procedures will be included in the CEEC information handbooks.
- Educators and families will be invited to participate in the review of this procedure.
- Changes to this document will be shared with families and educators.
- Ongoing training opportunities for Service Leaders and Responsible Persons in Charge will be provided using a range of learning platforms. Videos of some Xplor processes are available on [AI](#).
- Contact the Policy Sponsor for further interpretation of this policy.

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