

POLICY NO 31: ENROLMENT AND ORIENTATION

Key Policy Contact Person: Manager, Our Village Family Childcare

POLICY STATEMENT:

The process of enrolling and orientating new families will be conducted in a sensitive and supportive way so the experience can build the foundations for an ongoing partnership between the family, Educators, and the service. Our Village Family Childcare (OVFC) has a comprehensive enrolment process to support a smooth transition for the child as well as the family and the Educator. All information collated during the enrolment and orientation is in line with the Education and Care services national Regulations as well as OVFC procedures.

CRITICAL INFORMATION:

- No child is to commence care until the Educator has been notified by the Coordination Unit that care is authorised to commence and that they have access to all required documents through the Harmony Program e.g., Enrolment information, Medical Action Plans and Parenting Orders (see Policies 1: Anaphylaxis, 4: Asthma, 45: Dealing with Medical Conditions)
- Parents must advise the Coordination Unit of any alterations to their family or child’s information or booked hours of care.
- It is the responsibility of the parent to contact the Educators interviewed, to notify them whether they will or will not be starting care with them. The Coordination Unit must also be notified about the parent’s choice of Educator

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PURPOSE:

OVFC will **ensure** there is a smooth transition for children and families from home to the service. The service will endeavor to ensure that children are placed where a suitable vacancy occurs and where there is a match between the needs of the child, family expectation and the Educator’s program. At all times

the needs of the children will be paramount.

SCOPE/RESPONSIBILITIES:

This document applies to all Educators, Families, and Coordination Unit Staff of OVFC.

STATEMENT OF DIVERSITY

Sunbury and Cobaw Community Health is committed to improving the health of our community and being accessible to all, including people from culturally and linguistically diverse (CALD) communities, those from Aboriginal and Torres Strait Islander background, people with a disability, Lesbian Gay Bisexual Transgender Intersex and Queer (LGBTIQA+) people and other socially vulnerable groups and supporting their communities across the lifespan from birth to older age.

DEFINITIONS:

“No job No Play” Law	Under the ‘No Jab, No Play’ legislation, before enrolling a child, early childhood education and care services have to first obtain evidence that the child is up to date with all vaccinations that are due for their age, or that they are able to receive.
Support Period (also known as the 16-week Grace Period)	Under the legislation ‘No Jab No Play’, some families are eligible to enrol and commence at the childcare/kindergarten service, under a 'Support Period' provision, while they bring their children's vaccinations up-to-date and/or obtain the required documentation.

PROCEDURES:

Enrolment

All enrolments and applications are made via the OVFC website. Upon application for education and care:

- Families will be directed to OVFC website to complete the on-line enrolment.
- On receipt of the completed child enrolment applications for care the Coordination Unit will determine the Family Day Care Educator Vacancies, contacts potential Educators and develops of list of potential Educators.
- Details of the potential Educators are sent shared with the families, and they are asked to contact the Educators to make a time for an initial meet and greet and interview. The following information is shared with the families:
 - Our Village Family Handbook
 - Parent Agreement
 - Fee Range Schedule
 - Authorisation for Payment of fees
 - The names and mobile telephone numbers of available Educator/s are given to the family who may make an appointment with the Educator/s for a visit and interview.
- Details of potential families are also shared with the Educators prior to the interview.

Priority of Access

As per Policy 33 – Priority of Access

When a family enrolls their child, OVFC are asked to (but not legally obligated to) prioritise children who are:

- *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.*

Interview

- During the interview, the Educators alongside the Parent/Guardian need to complete the Educator/Parent Agreement. The Educator Parent Agreement provides the Educator to ensure all aspects of the Educator and Care and environment have been covered. The agreement includes:
 - All aspects of the placement are discussed including the expectations and needs of the child, family, and Educator. Including Sleep and rest, allergies etc.
 - Information to the family about themselves, their family, their philosophy, expectations, routines, family members who will be present during the care hours.
 - Promote themselves and their business – discuss education qualifications (childcare, first aid, anaphylaxis, etc), years of experience, programming approach, routines, behaviour guidance techniques, excursions.
 - Show the family the areas of the residence that are registered to provide care.
 - Discuss with the family the orientation and settling process.
 - Provide the family opportunity to ask questions.
 - Discuss with the family the service they provide and gather knowledge about the child they will be providing education and care for
 - Provide Medical Management Plans (if relevant)

Following Interview

- Families are asked to contact the Coordination Unit to advise them of their decision and their preferred Educator.
- Upon enrolment, under the No Job No Play legislation state parents/guardians seeking to enrol their child at an early childhood service in Victoria will be required to provide evidence that the child is:
 - Fully immunised for their age by supplying an up to date Immunise History Statement from the Australian Immunisation Register (AIR) OR
 - Eligible for the “Support Period” (also known as the 16week grace period) OR
 - Unable to be fully immunised for medical reasons.
- During the 16-week Support Period, early childhood education and care services are required to take reasonable steps to obtain the required Immunisation History Statement from the AIR. (see Work Instruction 26: Support Period (also known as the 16-week Grace Period))
- 'No Job, No Play' regulations specify that parents must provide your service with a current statement (if the one you have on record is no longer current) at intervals of no greater than seven months protect the service and community from vaccine-preventable diseases.
- No child is to commence care until all necessary enrolment information has been received and reviewed by the Coordination Unit, the Educator has been notified by the Coordination Unit that care is authorised to commence and that they have access to all required documents through the Harmony Program e.g., Enrolment information (including up to date immunisation status), Medical Action Plans and Parenting Orders (see Policies 1: Anaphylaxis, 4: Asthma, 45: Dealing with Medical Conditions 24: Dealing with infectious diseases).

- Parents must advise the Coordination Unit of any alterations to their family or child's information or booked hours of care.
- All information collected through the enrolment process will be kept strictly confidential in accordance with **Policy 8 – Governance and Management of FDC Service Including Confidentiality of Records**.
- It is the responsibility of the parent to notify both Educators interviewed, as to whether they will or will not be starting care with them, the Coordination Unit must also be notified about the parent's choice of Educator.
- All enrolment details can be updated at any time by the Coordination Unit after receiving this information via phone call or email from families.

ORIENTATION

- Once enrolment is confirmed to minimise distress and to facilitate a smooth transition from home to care for the child/family/Educator and other children it is important that an appropriate orientation process is discussed and provided that suits the individual needs of the child.
- Discussions and agreements are made with families regarding the needs of the child and the preferred orientation program.
- The Educator will ensure information is gathered from the family surrounding the child's routines, likes, needs etc.
- Families are encouraged to stay with the child for a settling period (the time frame to be in consultation with the Educator and the family)
- Families are encouraged to develop and maintain a routine for saying goodbye to their child.
- A communication system is to be discussed with families about the preferred method of informing them of how their child is settling into care during the orientation phase.

First Weeks of Care

- Within the first few weeks of care, the Educator as well as the coordination unit will monitor and observe the child within the education and care environment including service activities to ensure the child is settling into care.
- A member of the Confirmation unit will contact the family to seek feedback about their experience.
- Families have the right and responsibility to determine that the Educator shares similar values and can meet the expectation of the education and care required for their child. The Educator has the right and responsibility to decide whether the child's needs and parents' expectations will be met through the placement. Families and Educator are under no obligation at this stage to accept any placement.
- Notice is to be given in writing by the family via email to the Coordination Unit and Educator that they are discontinuing care. This is to be kept on the child's file.
- All records held by the Educator pertaining to the child are to be returned to the Co-ordination Unit and these will be stored electronically.
- Minimum 2 weeks' notice is required before terminating a placement. No Child Care Subsidy (CCS) is available for children who do not attend the last day of booked care. Families will be required to pay full fee.

APPENDIX:

- [Minimum period of exclusion from primary schools and children’s services for infectious diseases and contacts](#)
- [Support period eligibility assessment form](#)

REFERENCES:

- [Education and Care Services National Regulations, 2011 \(current version July 1, 2023\) – Regulation 168](#)
- [Child Care Provider Handbook – Current 26th July 2023](#)
- [No Jab No Play for Early Childhood Education and Care Services](#)
- Our Village Family Childcare Family Handbook
- Our Village Family Childcare Fee Range – Families
- Our Village Family Childcare Educator/Parent Agreement
- Our Village Family Childcare Parent Agreement

RELATED POLICIES & PROCEDURES/ WORK INSTRUCTIONS:

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- Asthma Management – 4
- Anaphylaxis, Allergies and Food Intolerances Management – 1
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VERSION CONTROL AND LEGISLATION:

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