



Maldon Neighbourhood Centre Occasional Childcare

Enrolment and Orientation Policy

Rationale:

To provide clear guidelines for enrolment and to ensure that all relevant information is shared between families and staff before the child is enrolled so that continuity of care between the service and the home environment is assured. The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.

Aim:

The Maldon Neighbourhood Centre aims to provide quality, flexible Child Care to families who seek to enrol their child or children and is committed to:

- ensuring that the health, safety and wellbeing of children at the service is protected whilst in our care.
- staying informed (where appropriate) of the changing circumstances of our families
- supporting the rights of all children to feel safe, and be safe, at all times
- developing and maintaining a culture in which children feel valued, respected and cared for
- taking into account any additional needs, special considerations, cultural backgrounds when planning our activities so that all children are valued.

Purpose:

The purpose of this policy is:

- to have all the documents required to legally and sufficiently provide care
- to ensure that planning can take place to appropriately meet the needs of each child
- to provide warm and welcoming space to all families regardless of background or additional needs
- to meet the legal obligations to keep up to date and accurate records relating to a child attending the centre.

Policy:

Maldon Neighbourhood Centre's Occasional Childcare service believes meaningful, respectful and supportive relationships with families contribute to a smooth transition and quality outcomes for children attending our service. Enrolment and orientation are an opportunity to get to know each child and their family and enable families to become familiar with the service, its educators, and the program.

We aim to support families through our enrolment and orientation processes, building communication and trust between families and our team.

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Enrolment Procedure

The Centre Coordinator or Childcare Coordinator are responsible for initially enrolling a child at Maldon Neighbourhood Centre Occasional Care.

Enrolment forms are to be fully completed and returned before the child's commencement day. Individual enrolment forms need to be completed for each child from the same family. Children are not permitted to attend childcare without a fully completed enrolment form being filled in

The forms you are legally required to fill out include:

- a) the full name, date of birth and address of the child;
- b) the name, address and contact details of—
 - (i) each known parent of the child; and
 - (ii) any person who is to be notified of an emergency involving the child if any parent of the child cannot be immediately contacted; and
 - (iii) any person who is an authorised nominee
 - (iv) any person who is authorised to consent to medical treatment of, or to authorise
 - (v) administration of medication to, the child; and
 - (vi) any person who is authorised to authorise an educator to take the child outside the children's service premises;
- c) details of any court or tribunal orders, parenting orders or parenting plans provided
- d) to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
- e) details of any other court or tribunal orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;
- f) the gender of the child;
- g) the language used in the child's home;
- h) the cultural background of the child and, if applicable, the child's parents;
- i) any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
- j) Authorisations for:
 - the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child
 - the service to take the child on regular outings
 - regular transportation of the child.
- k) Name, address and telephone number of the child's registered medical practitioner or medical service.
- l) Medicare number (if available).
- m) Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis.
- n) Any medical management plan, anaphylaxis medical management plan or risk minimisation plan.
- o) Any dietary restrictions.
- p) Immunisation status.
- q) If the approved provider or a staff member has sighted a child health record, a notation to that effect



Enrolment of a child cannot be confirmed unless the parent/carer has provided the most recent copy of the child's Immunisation History Statement that shows the child:

- Is fully vaccinated for their age
- Is on a recognised catch-up schedule if their child has fallen behind with their vaccinations or
- Has a medical reason not to be vaccinated.

On enrolment, the staff will confirm start date, orientation and fees and families will be sent a Welcome Email inviting them to create an account with Xplor (third party app endorsed by the federal government). Maldon Neighbourhood Centre Occasional Childcare service uses Xplor to manage enrolments, childcare subsidy entitlements, payments and attendance. Maldon Neighbourhood Centre is a CCS (Child Care Subsidy) approved centre which means that you may be eligible (as per Centrelink approval) for reduced fees according to your circumstances. Being approved for CCS is through Centrelink and it is important that you apply as soon as possible. This process can take 6 weeks once submitted and can delay your entitlement for reduced fees.

Information on how to apply is through

<https://www.humanservices.gov.au/individuals/services/centrelink/child-caresubsidy/how-claim>.

Medical conditions

On enrolment it is vital to let childcare staff know if your child suffers from a medical condition. Families must provide a Medical Management Plan prepared by the child's doctor in respect of any specific health care needs or medical conditions. The Childcare Coordinator and relevant staff will prepare and implement a medical conditions risk minimisation plan in consultation with families which is informed by the child's Medical Management Plan.

Centrelink absences and child care subsidy (CCS)

To receive the Child Care Subsidy, families must make a claim directly to Centrelink.

Centrelink will pay the CCS subsidy for up to 42 absences for each child per financial year.

You can only use an absence day after your child has physically attended the service for the first time. CCS will not be paid if your child has not yet attended the service. Maldon Neighbourhood Centre has its own policies on absences and fees.

More information: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-manageyour-payment/if-your-child-absent-from-child-care>

Centrelink will cancel your CCS enrolment if either of the following occurs:

- your child hasn't attended child care for 8 continuous weeks
- Maldon Neighbourhood Centre advises Centrelink that your child is no longer attending.

Waiting list and priority of care

If all available places are filled, staff will advise parents that the child/ren will have their name placed on a waiting list. A position will be offered as soon as one becomes available. Places will be offered in order and according to priority of access. As per CCS guidelines (as a CCS approved centre) we are legally required to

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prioritise families who meet the following guidelines: <https://www.education.gov.au/priority-filling-child-care-places>.

Changes to enrolment information

Please inform the Childcare Coordinator or Centre Coordinator, as soon as possible in writing if any details recorded on the enrolment form should change such as address, telephone numbers, emergency contact details, parenting plans and immunisation updates. Requests for change of enrolment must be addressed to the Childcare Coordinator childcare@maldonnc.org.au.

Record Keeping

Maldon Neighbourhood Centre keep an enrolment record for each child with the information outlined above, as well as keeping children's attendance records. All records are kept according to our Privacy and Confidentiality Policy and are stored safely and securely for the relevant periods.



Orientation Procedure

An orientation process is encouraged for new children and their families with the aim to settle the child/ren in a positive manner. This short visit will give parents and children the opportunity to get to know the centre and staff, and for the staff to get to know the parents and child.

An Occasional Child Care Enrolment Pack must be given to the parent before enrolment. This will include the Centre's Policies and the following information:

- Hours and days of operation
- Ages and number of children the Centre is licensed for
- Booking procedure
- Fee amount and procedure for payment
- Settling children into the centre
- Program and types of experiences available to the children
- Staffing – qualification and experience, ratios
- Expectations and benefits of parent involvement
- Safety and emergency procedures

Related Documents

Medical Conditions Management Policy

Privacy and Confidentiality Policy

CCS Management Policy

Fees Policy

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