

ENROLMENT, ORIENTATION, AND TERMINATION OF ENROLMENT POLICY

Related Quality Area	QA6: Collaborative Partnerships
Related Policies	<p>Additional Needs Policy Administration of Medication Policy Arrival & Departure Policy Incident, Injury, Trauma & Illness Policy Immunisation Policy Payment of Fees Policy Photography Policy Privacy and Confidentiality Policy Record Keeping & Retention Policy Sun Safety Policy</p>

PURPOSE

Nightcliff Family Centre (the Centre) acknowledges that the enrolment and orientation process is an exciting and emotional time for children and families. Nightcliff Family Centre strive to manage this time with sensitivity and support, building partnerships between families and the Centre. Through the development of strong partnerships staff and families are able to work toward the common goal of promoting consistent quality outcomes for all parties.

We aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Centre to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, staff, management, and visitors of the Centre.

IMPLEMENTATION

Nightcliff Family Centre accepts enrolments of children aged between 6 months to 5 years of age.

Enrolments will be accepted providing:

- a) The maximum daily attendance does not exceed the licensed capacity of the Centre
- b) A vacancy is available for the booking required. If chosen days are not available, families will be offered the days that are and can decide whether to accept those days, or not
- c) The adult to child ratio is maintained in each room
- d) Priority of access guidelines are adhered to.

PRIORITY OF ACCESS

Siblings of children who are already attending the Centre will be given priority. Our Centre also aims to assist, where possible, families who are most in need and may prioritise filling vacancies with children who are:

- o 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.

To secure a child's position families are required to pay the annual membership fee and pay two weeks of fees in advance prior to the child starting.

Children with disabilities will be enrolled if the Centre can meet the child's needs. Additional resources and funding may be required. Please liaise with the Director directly for consultation on specific needs and requirements.

WAITLIST PROCESS

Due to the high demand for places at Nightcliff Family Centre families are encouraged to complete a waitlist form well in advance of requiring care. For some rooms the waitlist period can be over 12 months. Families who wish to express interest in having their child/ren at the Centre will be required to complete a waitlist form. It is the responsibility of families to remain in contact with the Centre on a regular basis to confirm their ongoing interest. Families are welcome to book in for a tour and meet the staff at any time before or after completing a waitlist form. The Director cannot guarantee ahead of time a spot for a child on the waitlist will become available at the requested time.

Unborn children can be placed on the waiting list to avoid the unfair allocation of places that may occur if children can only be placed on the list after birth. If an unborn child is placed on the waiting list, the family must advise the Centre of the expected birth date. It is the responsibility of the parent to inform Management of the name and date of birth of the child within three months after the expected birth date. If this information is not provided the waitlisted spot will be forfeited and details will be removed from the list.

The Centre does not charge a waitlist fee but it is the responsibility of every family to keep the Centre informed of any changes to the information recorded on the application form.

ENROLMENT PACK

When a family has indicated their interest in enrolling their child and a position has become available, families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details
- Parent Handbook
- Enrolment forms
- Getting to know your child form
- Medical conditions policy
- Photography policy
- Panadol blanket cover permission slip
- Story Park permission slip
- Asthma record card if child has asthma
- Asthma action plan form if child has asthma
- Action plan form for allergic reactions for a child with severe allergies
- A list of all centre policies

FAMILIES MAY BE ASKED TO PROVIDE THE FOLLOWING INFORMATION

1. The parent's full name, residential address, place of employment and contact telephone number.

2. The full name, residential address, place of employment and contact telephone number of a person authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted.
3. The full name, residential address, place of employment and contact telephone number of any person authorised by the parent to collect the child from the Centre.
4. The full name of the child.
5. The child's date of birth.
6. The child's address.
7. Names of the child's parents.
8. The gender of the child.
9. Provision of care – If care is needed for full time or part time.
10. Session start and end times.
11. Agreement on fees and charges.
12. Any court orders or parenting agreements regarding the child.
13. The primary language spoken by the child; if the child has not learnt to speak, the primary language spoken by the child's family.
14. The cultural background of the child.
15. Any special requirements, for example cultural or religious requirements.
16. The needs of a child with a disability or with other additional needs.
17. A statement indicating parental permission for any medications to be administered to the child whilst at the Centre. Only a parent on the enrolment form can authorise the administration of medication.
18. The child's Medicare number.
19. Specific healthcare needs of the child, including allergies and intolerances.
20. Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
21. Details of any dietary restrictions for the child.
22. A statement indicating parental permission for the Centre to seek emergency medical treatment at a hospital or from ambulance services.
23. The name, address and telephone number of the child's doctor.
24. Excursion permission for regular occurring outings.
25. The immunisation status of the child.
26. CRN for child and claimant.
27. Families who wish to receive CCS as reduced fees must apply for CCS through the myGov website/app. Applications prior to January 2026 will require families completing the Child Care Subsidy activity test. From January 2026 the activity test will be replaced with [3-day guarantee](#) initiative.

CONTINUING ENROLMENT FOR THE NEW YEAR

- Prior to the end of each year, families will be provided with a letter to confirm their child's continuing enrolment for the New Year.
- Failure to return this letter may result in their child not being considered for a future position.
- Families with children going to school the following year will be required to complete the Re-enrolment form confirming that their child will be going to school the following year, adding an end date to their child's care requirements.
- Families who require care in the New Year until the school year starts, will need to advise management in writing on the re-enrolment form, stating their child's last date of attendance at the Service. Any extensions to the advised date will be assessed by management and subject to availability which will be confirmed in writing for families.

WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE

- If a family has accepted a place in the Centre then decides to withdraw before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks holding deposit/bond is payable to the Centre and is non-refundable.

14 WEEK RULE (CCS)

- An enrolment will end for Child Care Subsidy purposes, if a child does not attend a session of care at our Service for 14 continuous weeks. This is a rule set by CCS and the Department of Education. For further information see the CCS Handbook.

ENDING AN ENROLMENT

- Families are required to provide management with **two weeks written notice** when withdrawing their child from the Service. The letter must state:
 - the date they are writing the withdrawal notice
 - the child's last day of attendance.
- Written withdrawal notification can be emailed or handed to management
- This letter will be placed into the child's file and archived once they have left the Service

TERMINATION OF CHILD'S ENROLMENT

Nightcliff Family Centre has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families and visitors of the Centre. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached.

This may include:

- failure to comply with the enrolment contract
- disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour
- non-payment of childcare or late fees and/or recurring late payment of fees
- continuing to pick up the child past the required licensed time after consistent documented warnings
- inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within the Centre
- deliberate impertinence towards the approved provider or staff – refer to the Code of Conduct policy
- if a parent knowingly brings their child ill to the centre
- consistent differences between the parent and provider regarding style of care
- false information given by a parent either verbally or in writing
- bullying and/or harassing educators, children or families enrolled at the Service – refer to the Code of Conduct policy
- failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule).

Management or the nominated supervisor will advise families in writing that their child's enrolment will be terminated following attempts to rectify any non-compliance.

- Two weeks' notice will be provided to families, unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.
- Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial Bond payment made on enrolment will not be refunded until any outstanding fees are paid.

BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to Centre policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Centre.

ORIENTATION OF THE CENTRE

Families will be invited to bring their child into the Centre at a time that is mutually convenient to familiarise themselves with the environment and educators. Minimum 3 visits should be undertaken before the child start in the centre. During the orientation of the Centre families will be:

- Given the documentation as stated above
- Shown the signing in/out process
- Advised of appropriate clothing for children to wear to the Centre, including shoes
- Introduced to their child's Educators
- Taken on a tour around the Centre (if this has not previously occurred)
- Asked to share information on any medical management plan or specific healthcare needs of their child (if applicable)
- Encouraged to discuss their child's interests, strengths and individual needs
- Informed of the daily report and how parents can view this (for children aged 6 months – 5 years)
- Introduced to the room routine and Centre program, including, portfolios and the observation cycle
- Informed about Centre communication strategies including meetings, interviews, newsletters, emails
- Informed about the Centre's *Sun Safe Policy* regarding hats and sunscreen
- Given the opportunity to set family goals for their child
- Confirm preferred method of communication
- Invited to ask questions and seek any further information they require.

ORIENTATION FOR BABIES FROM 6 MONTHS TO 2 YEARS OLD

- Parents and babies are encouraged to undertake a minimum 3 orientation visits, with the recommended number being 5 visits before commencing in the Centre to visit the centre and get familiar with educators and routines.
- Prior to start into care Parents and new babies will have an interview with one experienced and dedicated educator from the baby room to have conversation about the child home routine and to gather information about the new baby before they enter care.
- During the interview parents and educator will read the information written in the new child home routine template that the centre did provide during the enrolment process.

Other important aspects of the enrolment process are stated below

- Any matters that are sensitive of nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any documents required in relation to court orders, or medical needs or plans.
- If a family or child uses English as a second language or speak another language at home, we request that at this time family provide us with some key words in the language/s the child speaks so that educators can learn the words. Educators will furthermore use visuals to assist the child to understand and be able to communicate with others and if required contact inclusion support for further assistance.

- It is a legal requirement that prior to the child starting at the Centre we have all required documents including the completed enrolment form, medical plans, immunisation status and any court orders.
- It is a requirement for enrolment that families must provide approved documentation that confirms the child is fully immunised for their age as per the Australian Government National Immunisation Program (NIP) schedule. It is also an ongoing requirement that all children remain up to date with their immunisations while enrolled and attending at the Centre. (Refer to Immunisation Policy).
- A child that is not immunised and has a medical reason not to be immunised and meets the Australian Government Medicare medical exemption criteria, may be considered for enrolment at the discretion of the Service.
- If a child is on a 'catch-up' schedule for immunisations they may still be considered for enrolment at the Centre.

MANAGEMENT WILL ENSURE

- Enrolment form is completed accurately and in its entirety.
- The appropriate Room Leader is informed of the new child including any medical conditions, interests, developmental needs and strengths.
- Immunisation certificate has been sighted and photocopied.
- The child is added to the observation cycle.
- The child is added to the Centre's medical characteristics sheet (if necessary) and this information is distributed to Educators.
- The enrolment is lodged with the appropriate Commonwealth Government Department.
- A file for the Child's information is created.
- Child Care Subsidy is explained to families.

CHILD CARE SUBSIDY

- Families must complete the 'Child Care Subsidy Assessment' Task online through the myGov website.
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction.
- Families will contribute to their childcare fees and pay the Centre the difference between the fee charged and the subsidy amount.
- It is the ongoing responsibility of families to ensure that the correct personal and financial information is on their myGov portal.

ON THE CHILD'S FIRST DAY

- The child and their family will be welcomed into their room.
- They will be greeted by one of the Educators who will show them where to sign in and out, discuss what is happening in the room, and show where the child's locker is located.
- Families are encouraged to stay if they feel this is needed to help settle their child, particularly for babies entering care. Staff may also suggest a parent leaves the room where a parent's presence may be impacting an unsettled child. Parents will be encouraged to provide space to children to independently settle with Educators.
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

EVALUATION AND FOLLOW UP

Once the child has attended the Service for a few days, Educators will ensure they:

- speak directly with the family to ask how their child and the family has settled into the routine of childcare
- welcome any questions or concerns the family may have

- provide information to the family of how their child has settled in these early days (interests, friends, songs they like to sing, craft activities etc.)
- request families to offer suggestions of how the Service could improve the orientation process.

ROOM TRANSITION

- Children will only be transitioned when:
 - they are ready developmentally
 - in accordance with their age
 - there is a vacant position for the child.
- Management will consult with families when a child is transitioning to the next room, discussing their expectations and requirement to ensure the child settles into their new environment.
- Management and Educators aim to ensure the transition between rooms is positive and smooth, communicating with families about how the transition is progressing.
- Management will invite families to meet with them to discuss room transitions, if required.

ENROLMENT RECORD KEEPING

- The centres Record Keeping Policy outlines the information and authorisations that we will include in all child enrolment records.

REVIEW

POLICY REVIEWED	May 2021	NEXT REVIEW DATE	November 2022
MODIFICATIONS	<p>BABIES FROM 6 MONTHS TO 2 YEARS OLD</p> <ul style="list-style-type: none"> • Parents and babies are more than welcome to come as many times as they want to (minimum 3 times), to visit the centre and get familiar with educators and routines. • Prior to start into care, Parents and new babies will have and interview with one experienced and dedicated educator from the baby room to have conversation about the child home routine and to gather information about the new baby into care. • During the interview, parents and educator will read the information written in the new child home routine template that the centre did provide during the enrolment process. 		

POLICY REVIEWED BY	Judy Rondon	Director	November 2022
POLICY REVIEWED	November 2022	NEXT REVIEW DATE	November 2024
MODIFICATIONS	<ul style="list-style-type: none"> • No changes or Additional information added • Sources checked for currency • Spell check 		

POLICY REVIEWED BY	Judy Rondon Hannah West	Director Chairperson	October 2025
POLICY REVIEWED	October 2025	NEXT REVIEW DATE	October 2026
MODIFICATIONS	<ul style="list-style-type: none"> • Minor text updates • Additions based federal policy changes to the CCS 		