

POLICY/PROCEDURE NAME & REVIEW PROCESS	<p>ENROLMENT and ORIENTATION POLICY</p> <p>This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures.</p> <p>We welcome feedback and input from all stakeholders at any time, and this policy is subject to review based on feedback or due date of annual review.</p>
NATIONAL QUALITY STANDARD	<p>6.1 SUPPORTIVE RELATIONSHIPS WITH FAMILIES</p> <p>6.1.1 Engagement with the service.</p> <p>6.1.2 Parent views are respected.</p> <p>6.1.3 Families are supported.</p> <p>6.2 COLLABORATIVE PARTNERSHIPS</p> <p>6.2.1 Transitions.</p> <p>6.2.2 Access and participation.</p>
NATIONAL LAW AND REGULATIONS	<p>Section 175- Offence relating to requirement to keep enrolment and other documents</p> <p>85- Incident, injury, trauma and illness policies and procedures</p> <p>86- Notification to parents of incident, injury, trauma, and illness</p> <p>87- Incident, injury, trauma, and illness record.</p> <p>88- Infectious diseases</p> <p>90- Medical conditions policy</p> <p>91- Medical conditions policy to be provided to parents</p> <p>92- Medication record</p> <p>93- Administration of medication</p> <p>99- Children leaving the education and care service premises</p> <p>102- Authorisation for excursions</p> <p>102D- Authorisation for service to transport children</p> <p>157- Access for parents</p> <p>160- Child enrolment records to be kept by approved provider and family day care educator</p> <p>161- Authorisations to be kept in enrolment record</p> <p>162- Health information to be kept in enrolment record</p> <p>168-Education and care service must have policies and procedure</p> <p>170-Policies and procedures to be followed</p> <p>171-Policies and procedures to be kept available</p> <p>172- Notification of change to policies or procedures</p> <p>177- Prescribed enrolment and other documents to be kept by approved provider</p> <p>181- Confidentiality of records kept by approved provider</p> <p>183- Storage of records and other documents</p> <p>Section 175- Offence relating to requirement to keep enrolment and other documents</p>
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> ▪ Enrolment record ▪ Medical risk minimisation and communication record. ▪ Parent handbook ▪ Phone enquiry record ▪ Record keeping and retention of records policy ▪ Safe sleep cot to bed transition record
SCOPE OF POLICY	<p>This policy applies to all children, educators, families, management, students, volunteers, and visitors at our service.</p>
AIM OF POLICY	<p>To ensure that our service has strong guidelines, procedures, and practices in place regarding thorough enrolment and orientation for all families and children. The aim is for families and children to feel completely comfortable and confident when enrolling their child/ren. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders</p> <p>Through the implementation of our policies and procedures, we aim to meet National Law & National Regulations, National Quality Standards, Child Safe Standards and National Principles. We will promote cultural safety for Aboriginal and Torres Strait Islander children, safety for children with disability, and inclusion for children from culturally and linguistically diverse backgrounds.</p>
SERVICE IMPLEMENTATION	<p>Enrolment of a child in the service is an extremely important event.</p> <p>It is the time for forming relationships and allowing families to see the service prior to enrolling.</p>

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

It is an important time for families/ guardians to ask questions and feel confident that the service that they are choosing meets their requirements.

There are criteria that must be met, and the information below will be explained by nominated supervisor at initial orientation visit.

Priority of Enrolment.

There are no strict requirements on how vacancies must be filled, and each approved provider may establish their own enrolment guidelines. However, for Child Care Subsidy purposes, Approved Providers and Nominated Supervisors are encouraged — though not legally required — to give **priority** to 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.

Refusal of Enrolment

In some cases, an early childhood education and care service can refuse an enrolment, but only in line with the Education and Care Services National Law and Regulations, as well as anti-discrimination laws -Equal Opportunity Act, Disability Discrimination Act.

The Approved Provider/Nominated Supervisor may refuse enrolment based on the following criteria and in the best interests of the child enrolling and children attending.

- **Licensing / capacity limits**- The service is full and cannot exceed its approved number of places.
- **Maintaining correct educator-to-child ratios**- This could affect the capacity for enrolment if the educators employed can't meet ratio based on an increase in enrolments.
- **Health and Safety concerns**- The child poses a risk to the safety of other children, educators, or themselves, and reasonable adjustments cannot sufficiently reduce this risk.
- **Lack of required immunisation documentation**- No Jab No play specific to New South Wales/ Victoria /South Australia and Western Australia. While Victoria, NSW, SA and WA apply 'No Jab No Play' laws requiring up-to-date immunisation, Queensland does not mandate immunisation for enrolment. Services in QLD must not refuse enrolment solely on immunisation grounds.”
- **Failure to meet legal requirements**-Families do not provide required documentation. birth certificate, immunisation record, court orders, enrolment form completed in full.
- **Non-payment of fees**, repeated fee arrears, or refusal to sign agreements.
- **Specialised care needs beyond service capacity**-If the service genuinely cannot meet the child's additional needs after considering reasonable adjustments and support services.

You **cannot refuse** enrolment on unlawful grounds such as:

- A child's disability (unless adjustments would cause unjustifiable hardship).
- Race, religion, gender, family background, or parental marital status.
- If a family receives benefits or subsidies.

In practice, if you **do refuse enrolment**, you should:

- Document the reason clearly.
- Ensure the reason is consistent with law, regulations, and criteria classified above.
- Communicate the decision respectfully and, where appropriate, provide referrals to alternative services or support.

Eligibility basics for families to receive childcare subsidy - CCS.

- Care for a child 13 or younger and not attending secondary school, unless an exemption applies
- Use an approved childcare service
- Responsible for paying the childcare fees
- Meet residency and immunisation requirements.

There are four steps to enrol a child.

- The individual makes a claim for childcare subsidy with Centrelink
- The provider and individual agree an arrangement for care of a child
- The provider submits an enrolment notice.
- The individual confirms the enrolment through their MyGov app.

There are four types of arrangement:

- Complying Written Arrangement
- Relevant Arrangement
- Additional Child Care Subsidy (child wellbeing) - provider eligible arrangement

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Arrangement with an organisation (third party).
Parents are welcome to walk in or arrange an appointment with the nominated supervisor, most contact usually commences on the phone, and it is therefore important to take details including a phone number, email address and details of the parent and the child's name, this can be captured on the **phone enquiry record**.

At walk through the nominated supervisor will:

- Conduct a thorough walk through of the whole service.
- Take children and parent into relevant room for a meet and greet with lead educator and educator of the room.
- Families will be informed of framework, programming, fees, policies, and procedures and where to find all relevant parent information, quality improvement plan, menu, what to bring and at this time will be free to ask any questions.
- Nominated supervisor will inform family of the CCS (Child Care Subsidy) process and how to apply through MyGov online and can assist in this process at the service.
- If families have English speaking barriers the nominated supervisor will arrange assistance through an interpreter service.
- At end of the tour an enrolment pack, including a parent handbook will be given or emailed to the family and nominated supervisor will discuss availability.
- At this time nominated supervisor will discuss any known medical conditions, allergies that the child may have, and the process required for enrolment.
- Nominated supervisor will inform families about transition play mornings/ afternoons for their child/ren in order to assist them with settling in.
- There will be discussions regarding safe sleep and rest, and the process involved throughout the day from nursery right through to kindergarten, including the checking and recording of sleep for all rooms. Families will be advised of the process involved when transitioning a child from cot to bed and that when this occurs there will be a meeting and a safe sleep cot to bed transition record will be completed.
- The nominated supervisor will follow up with a phone call the following day to see if family has any further questions

Prior to enrolment families will:

- Complete **enrolment record** ensuring that authorised contacts have all details included.
- Ensure that immunisation information and birth certificate copies have been handed in or originals sighted and copied and inform nominated supervisor if child is not immunised.
- Inform the nominated supervisor of any court orders and hand in original court order to be sighted and copied for the service.
- Supply the nominated supervisor any medical plans or medication plans in order to complete **medical risk minimisation and communication record**.
- Discuss allergies if applicable and supply information regarding this.
- Pay enrolment fee and set up payment system with nominated supervisor.

Nominated supervisor will complete the following:

- Ensure that the **enrolment record** has been completed properly, and any missing information has been chased up with parents prior to enrolment.
- Ensure child's enrolment has been entered into service software system.
- Ensure parent is shown the process for signing child in and out of service according to the software process system or the paper version that is in place in the service and is set up accordingly with passwords if applicable.
- Nominated supervisor will ensure that the Child Care Subsidy assessment has been completed by the parent.
- Nominated supervisor will confirm session times with family according to their subsidy.
- Nominated supervisor will process the final step of the Child Care Subsidy by submitting an enrolment notice.
- Nominated supervisor will inform all educators of the new enrolment.
- Ensure that the family understands Complying Written Arrangement and fee structure.
- Will supply family with door code access to the service if applicable.

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

Temporary Short-Term Enrolments

- Management may at different times offer temporary or short-term enrolments to support families who require care for a limited period, this is different to casual days. Families may require it whilst travelling from overseas, emergency care, respite care, short-term employment arrangements, transition periods, or while awaiting a permanent place.
- All temporary or short-term enrolments are subject to availability and do not guarantee an ongoing or permanent place at the service.
- Families seeking a temporary or short-term enrolment must complete all required enrolment documentation prior to the child commencing care. This includes providing accurate and current information relating to the child's identity, visas, medical insurance, health issues, emergency contacts, authorised nominees, custody arrangements if applicable, and consent forms in accordance with the Education and Care Services National Law and Regulations.
- Whether families are eligible to claim Child Care Subsidy (CCS), or not a valid enrolment record will need to be completed prior to enrolment and if applicable will be created through the Child Care Subsidy System. Families must ensure their CCS details are confirmed with Services Australia.
- All families remain responsible for payment of any gap fees and applicable charges. Families who do not qualify for Child Care Subsidy must understand that they will pay full fees each week.
- Temporary or short-term enrolments must comply with all the policies and procedures, including those relating to health and safety, immunisation requirements, attendance and absences, fees, and behaviour guidance. Management reserves the right to discontinue a temporary enrolment where enrolment requirements are not met or where the placement no longer aligns with operational or regulatory requirements.

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that an enrolment record is kept for each child as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation
- Will keep prescribed enrolment and other documents, including a medication record and children's attendance records and ensure these records will be kept confidential and will be stored safely and securely according to regulatory authority archiving guidelines.
- Will ensure compliance with Regulation 162A, ensuring any sensitive information collected such as court orders, gender identity, or protected attributes is handled confidentially and disclosed only when legally required or to protect the safety and wellbeing of a child.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Will ensure that regulatory obligations are met in relation to enrolment and orientation, and they will implement procedures for enrolment and orientation.
- Will ensure that an enrolment record is kept for each child which contains all the prescribed information.

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Will support families' involvement in the service and welcome their contribution to service especially in regard to the enrolment and orientation of their child.
- Will give families copies of the relevant policies and procedures at time of enrolment, such as:
 - Acceptance and refusal of authorisation policy
 - Dealing with medical conditions policy
 - Incident, injury, trauma, and illness policy
 - Delivery and collection of children policy
- Will ensure that they are promoting quality practice approaches to enrolment and orientation.
- Will keep all documentation relating to families and children confidential ensuring that paperwork is not left lying around on desks etc. Keep confidential records locked away.
- Will ensure that enrolments and all supporting documentation is reviewed at least annually. This will involve cross referencing to the services software and checking against the physical enrolment.
- Will ensure that every 6 months a change of details record is sent out to families to update details.
- Will archive on an annual basis or when a child's enrolment is ceased or ended.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.
- Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy.

Educators

- Will support families' regarding the orientation of their child at the service, help children to settle provide families with regular feedback whilst child is transitioning into the service.
- Will be familiar with new children and family's culture, values and beliefs and incorporate their decision-making into the child's learning and wellbeing.
- Will ensure information supplied by the family regarding the child will be shared with all educators in the child's room. Staff will be expected to implement this information regarding the child to ensure a smooth transition.
- Must keep all information records and documentation about all children confidential ensuring that paperwork is not left lying around for anyone to view.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure.
- Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service.
- Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service.
- Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will provide feedback regarding policy review when required.

Families

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	<ul style="list-style-type: none"> Must complete a thorough enrolment record and any accompanying documents as requested by nominated supervisor in order to ensure enrolment at the service. Will at the time of enrolment ensure that they notify the service 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. Will ensure that when documentation needs updating and renewed that they support the service by completing any requests to update information.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 85- Incident, injury, trauma and illness policies and procedures and 86- Notification to parents of incident, injury, trauma, and illness and 87- Incident, injury, trauma, and illness record.	<p>Approved Provider, Nominated supervisor and staff will</p> <p>In the event of an emergency with a child who has an existing medical condition. The following procedure will be adhered to:</p> <ul style="list-style-type: none"> Staff will complete the medication records in accordance with requirements whenever administering of medication is required. Child will be attended to immediately and staff will follow all the guidelines of the child's medical risk minimisation and communication record. Family will be contacted as soon as is practicable. Staff will adhere to the guidelines and procedures of the policy. Nominated supervisor will inform the approved provider as soon as is possible. Nominated supervisor will ensure all documentation and all procedures are completed according to policy. Staff will complete an Injury incident trauma and illness record after the event and have the family sign at pick up. Call for an ambulance to attend should a medical intervention be required, in accordance with the child's medical management plan provided to the service for all high risk, life-threatening conditions including, but not limited to, anaphylaxis and severe asthma. In the event that the emergency services attended the service the nominated supervisor or approved provider will report the event to the regulatory authority on the NQAITS portal. This must be completed no later than 24 hours preferably as soon as possible once all documentation has been collated.
In regard to regulation 88 – Infectious Disease.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that if there is an outbreak of an infectious disease in the service that there are processes in place to ensure the reasonable steps are taken to ensure the prevention of further outbreak. Ensure families will be informed immediately via email or online software or signage relating to the infectious disease from NHRMC Staying Healthy 6th Edition. Ensure nominated supervisor will follow the process of informing families regarding the outbreak. In the event of a significant number of cases will inform the public health unit, as per guidance of NHRMC Staying Healthy 6th Edition. Ensure nominated supervisor will implement extra cleaning processes within the service.
In regard to regulation 90- Medical conditions policy and regulation 91- Medical conditions policy to be provided to parents.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that there is a policy to support and guide all staff on the management of medical conditions. The policy will have clear guidelines as to the following: Ensure any child enrolled who has a specific health need such as anaphylaxis / diabetes/ asthma, allergy or other condition with specific requirements can only attend when there is a medical risk minimisation and communication record in place. <p>Nominated Supervisor will</p> <ul style="list-style-type: none"> Ensure a plan will be developed in conjunction with the parent/guardians and nominated supervisor. The plan will include a communication record for all staff and parents. The nominated supervisor will ensure that all staff are made aware of the plan for the child and that there is notification in the child's room and staff room if applicable. Permission to display is sought from the parent / guardian on the medical risk minimisation and communication record.

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- When parent and child present with specific medical condition the nominated supervisor will provide parent with a copy of all policies relating to medical conditions to ensure that parents are well informed.
- Nominated supervisor must display a notice in the service stating that there is a child at risk of Anaphylaxis if the medical condition presents as Anaphylaxis. The notice must include the food that may cause Anaphylaxis and inform the staff and the chef if food is supplied, prior to child's attendance.
- Ensure that the process for determining how to deal with the medical condition is in place and is followed and overseen by the nominated supervisor, chef and staff in the child's room: for example – separate meal for the child on allergy designed plate/ chart attached to trolley designating who has an allergy/ names placed on meals to avoid confusion/ allergy tables if more than one child presents with anaphylaxis.
- Nominated supervisor will make regular checks of the kitchen to ensure that practices are being adhered to and ensure that the chef is supported.
- Room meeting will be conducted on a regular basis and information regarding medical conditions will be discussed and documented to advise if there are changes or updates or to gain feedback or information regarding child/rens health.
- Any new staff will be advised of medical conditions within their induction.
- Nominated supervisor in conjunction with lead educator will review the medical plan and communication record on a regular basis.
- Nominated supervisor will send out change of details record regularly to all families to ensure that opportunities to capture change to medical conditions are captured.
- Staff meetings will include updates and issues with medical conditions for all children in the service.

In regard to regulation 92- Medication and regulation 93- Administration of medication.

Approved Provider will

- Ensure that staff are provided documentation to support the administration of medication.
- Ensure parent/ guardians have completed medical administration record long term or short term prior to administering any medication to children and that any medication is in its original container and has a chemist label attached with information pertaining to the correct child and is current and has not expired.

Nominated supervisor will

- Complete in conjunction with parent/guardian prior to enrolment a **medical risk minimisation and communication record** if an ongoing medical condition exists.
- Ensure that educators only administer medication if they are first aid qualified and have a witness present, confirm the details of the medication, check for expiry date, check child's name, and complete the **medical administration record long term or short term** once administered.
- Ensure that parent/guardian is acknowledging the administration of medication at the end of each day.
- Ensure parent /guardians have completed the permission section of the **enrolment record** to request an ambulance in the event of an emergency.
- In the event that a child is authorised to self-administer medication, the nominated supervisor will complete a **risk assessment** with the family, document the arrangement, and ensure all procedures are followed by educators.

Medical administration record must include the following, and No medication will be administered unless the record is complete and meets all policy outlines.

- The name of the child.
- Ensure that the medication has been administered by a medical Practitioner and is in its original container, with its original label / is prescribed for that particular child/ has not expired and must be administered with any instructions attached to the medication or provided by a registered medical practitioner.
- Authorisation to administer medication (if applicable, self-administration), signed by a parent or person named in the child's enrolment record as authorised to consent to administration of medication.

If the medication is administered to the child:

- The dosage that was administered.

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	<ul style="list-style-type: none"> ▪ The manner in which the medication was administered. ▪ The time and date the medication was administered. ▪ The name and signature of the person who administered the medication. ▪ The name and signature of the person who checked the dosage and administration.
In regard to regulation 99 – children leaving the education and care service premises.	<p>Approved Provider and Nominated Supervisor will</p> <ul style="list-style-type: none"> ▪ Ensure parent/guardians are informed immediately if anyone other than the emergency contact arrive at the service to remove a child/ren. ▪ Ensure if a new emergency contact is to be added to child’s enrolment record, then families will be required to advise by writing (email) nominated supervisor will confirm via phone and will inform responsible person on duty to seek driver’s licence id from the new contact. ▪ Ensure authorised emergency contacts who attend service for first time will need a form of identity and an email from parents alerting service to the pickup details. ▪ Ensure the identity of the contact picking up child (example drivers’ licence) will be copied and placed on child’s file if not already there. ▪ Ensure parent/guardians have completed the excursion parent permission record prior to an excursion. ▪ Ensure parent /guardians have completed the permission section on the enrolment record to transport a child prior to allowing the child to be transported to or from the service. ▪ Ensure that a child may not leave with a parent if there is a court order in place prohibiting this, another parent must be contacted immediately. ▪ Only allow a child to leave the service on an excursion providing that all documentation has been fully completed and signed off by a parent. ▪ Allow a child to leave the service if emergency medical treatment is required and this will usually be in the care of an ambulance and a responsible person or nominated supervisor will attend the journey unless parent arrives before ambulance.
In regard to regulation 102- Authorisation for excursions and regulation 102D- Authorisation for service to transport children.	<p>Approved Provider and Nominated Supervisor will</p> <ul style="list-style-type: none"> ▪ Ensure all enrolment records are completed accurately and completely. ▪ Ensure that excursion parent permission records are fully completed for each child that is attending an excursion- these will be checked by approved provider or nominated supervisor prior to excursion. ▪ Ensure that failure to meet this requirement will result in refusal to attend excursion. ▪ Check that permission for transportation has been completed in the enrolment record and excursion parent permission record has been completed and signed by a parent and has been checked by either the approved provider or nominated supervisor prior to transportation. ▪ Ensure that failure to meet this requirement will result in refusal to attend excursion or to be transported to and from the service
In regard to regulation 157- Access for parents	<p>Approved Provider/ Nominated Supervisor will</p> <ul style="list-style-type: none"> ▪ Allow access to a parent of a child that is being educated and cared for at the service at any time. This does not mean that a family member can enter the service if they pose a risk to the safety and wellbeing of the staff and children in the service. They may not enter if there is a court order in place restricting their access to the child. ▪ Ensure staff will be made aware of court orders and these will be placed in staff room and discussed at staff meetings, inductions and at other times if new circumstances arise. ▪ Ensure nominated supervisor is responsible for sharing this information. ▪ Ensure nominated supervisor will practice regular lockdowns with staff to ensure if in the event of an aggressive parent the service can lockdown with ease. Refer emergency and evacuation policy.
160- Child enrolment records to be kept by approved provider and 161- Authorisations to be kept in enrolment record and 162 -Health information to be	<p>Approved provider will</p> <ul style="list-style-type: none"> ▪ Ensure on arrival all children will be signed in to the service. This system needs to reflect the date and time of arrival and signature of authorised person who is signing in the child/ren. <p>Enrolment records must include but not be limited to the following for each child that is enrolled:</p> <ul style="list-style-type: none"> ▪ The full name, date of birth and address of the child. ▪ The name, address and contact details of— ▪ Each known parent of the child.

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

<p>kept in enrolment record</p>	<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. ▪ Any person who is an authorised emergency contact. ▪ Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child. ▪ Any person who is authorised to authorise an educator to take the child outside the education and care service premises. ▪ Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities, or authorities of any person in relation to the child or access to the child. ▪ Details of any other court orders provided to the approved provider relating to the child’s residence or the child’s contact with a parent or other person. ▪ The gender of the child. ▪ The language used in the child’s home. ▪ The cultural background of the child and, if applicable, the child’s parents. ▪ Any special considerations for the child, for example any cultural, religious, or dietary requirements or additional needs. ▪ The relevant authorisations set out in regulation 161. ▪ The relevant health information set out in regulation 162 <p>The health information to be kept in the enrolment record for each child enrolled at the service is—</p> <ul style="list-style-type: none"> ▪ The name, address and telephone number of the child’s registered medical practitioner or medical service. ▪ The child’s Medicare number ▪ Any specific health requirements for the child including any medical condition such as anaphylaxis, asthma, diabetes. ▪ A medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed by a medical practitioner. ▪ Any dietary restrictions for the child ▪ The immunisation status of the child.
<p>In regard to regulation 168- Education and care service must have policies and procedures.</p>	<p>Approved Provider will</p> <ul style="list-style-type: none"> ▪ Ensure that obligations under the Education and Care Services National Law and National Regulations are met. ▪ Ensure they take reasonable steps to ensure that the policy and procedures are current, reviewed regularly and communicated to educators, staff, and stakeholders. ▪ Take reasonable steps to inform and support educators and staff regarding their responsibilities in implementing the policy and procedures at all times. ▪ Take reasonable steps to ensure that nominated supervisor, educators, staff, and volunteers follow the policy and procedures. ▪ Ensure copies of the policy and procedures are readily accessible to nominated supervisor, educators, staff, stakeholders, and volunteers and are available for inspection. ▪ Notify 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. ▪ Ensure policies and procedures regarding regulatory requirements are in place at the service. ▪ Ensure that a suitable Nominated supervisor is in place and will monitor practices and procedures relating to all policies in the service. ▪ Ensure policies and procedures are reviewed at least annually and changes are made if required prior to this review. ▪ Ensure all stakeholders are involved in the review. ▪ Ensure the service is conducive to a child safe environment and guidelines set out in the policy and procedure are clearly outlined.
<p>In regard to regulation 170- Policies and</p>	<p>Approved Provider will</p> <ul style="list-style-type: none"> ▪ Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process.

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

<p>procedures to be followed.</p>	<ul style="list-style-type: none"> Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
<p>In regard to Regulation 171- Policies and procedures to be kept available.</p>	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
<p>In regard to Regulation 172- Notification of change to policies or procedures</p>	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. Ensure feedback will be considered from stakeholders and educators and may result in a change in policy. Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect.
<p>In regard to Regulation 177- Prescribed enrolment and other documents to be kept by approved provider and 181- Confidentiality of records kept by approved provider and 183- Storage of records and other documents</p>	<p>Approved provider will</p> <ul style="list-style-type: none"> Ensure that there is a dedicated physical space for the secure storage of paper records, preferably in a locked filing cabinet or a dedicated room that can be locked by nominated supervisor. Ensure that the service computer is password protected and has current security protection for the storage of documents and records on the system. Ensure that nominated supervisor regularly reviews records and archives accordingly. Have a system to store, retain and dispose of records and archive correctly by utilising the archive record. Ensure that there is a process to update relevant records. Ensure that there is a process to update relevant records. Ensure that electronic records will be regularly backed up and stored securely to protect against loss, unauthorised access, or data breaches, in line with Regulation 183 and best practice data protection standards. Ensure all records relating to children and staff are to be kept confidential and private except when needing to access medical records for children or in the event of a regulatory authority visit and an officer requires access to documentation. Ensure certain records must be kept for different periods of time and when archiving the nominated supervisor /staff member must box documents according to the length of storage time required. Ensure until a child is 25 years after any Incident, injury trauma and illness that occurred at the service and is recorded. 7 years after the death of a child.

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	<ul style="list-style-type: none"> 3 years in the case of any other record relating to a child enrolled at the education and care service, until the end of 3 years after the last date on which the child was at the service. Ensure any record relating to the approved provider, until the end of 3 years after the last date on which the approved provider operated the education and care service. Ensure any record relating to a nominated supervisor or staff member of an education and care service, until the end of 3 years after the last date on which the nominated supervisor or staff member provided education and care on behalf of the service. In the event of any other record, until the end of 3 years after the date on which the record was made. Sexual abuse records relating to a child that has or is alleged to have occurred, for at least 45 years from the date the record was created.
LAW IMPLEMENTATION	The following laws and procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to section 175- Offence relating to requirement to keep enrolment and other documents	<p>Approved provider of an education and care service must keep the prescribed documents available for inspection by an authorised officer in accordance with this section. Penalty \$4000, in the case of an individual. \$20 000, in any other case.</p> <ul style="list-style-type: none"> Documents are those outlined in the record keeping and retention of records policy They must if practical be kept at the education and care service premises if they relate to: <ul style="list-style-type: none"> the operation of the service any staff member employed or engaged by the service any child cared for, or educated at, those premises in the previous 12 months. In any other case must be kept at a place, and in a manner, that they are readily accessible by an authorised officer.
CONTINUOUS IMPROVEMENT	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> Conducting regular reviews and updates of this policy with all stakeholders. Actively seeking feedback from children, families, and staff members. Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
BREACH of POLICY	<ul style="list-style-type: none"> All employees are required to comply with this policy and all associated procedures. Any alleged breach of a policy or procedure will be documented and further investigated by management. If an employee is deemed to be breaching policy and or procedure, disciplinary action will be taken, if the breach is deemed to be serious this could result in immediate termination. Breaches involving child safety or harm to a child will result in immediate suspension whilst management undergo an investigation. This could also result in immediate termination. All breaches and investigations will be documented and may be reported to the Regulatory Authority and or law enforcement.
KEY TERMS	<ul style="list-style-type: none"> ACECQA – Australian Children’s Education and Care Quality Authority. The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources, and services to support the sector to improve outcomes for children. Orientation -this is the process that the nominated supervisor completes to support the child’s and parents transition to the service. Families spend time with their child at the service a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and is usually decided by the family or the nominated supervisor can advise family. Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	<ul style="list-style-type: none"> ACECQA – Enrolment and orientation information sheet acecqa.gov.au/media/27031 Australian Children’s Education & Care Quality Authority. ACECQA Australian Government – Childcare provider handbook: The enrolment process dese.gov.au/child-care-package/ccp-resourcesproviders/child-care-provider-handbook Code of Ethics Education and Care Services National Law Act 2010

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

- Education and Care Services National Regulations.
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.
- Guide to the National Quality Framework.
- National Quality Standard.
- United Nations Convention on the Rights of the Child

Policy Name	ENROLMENT and ORIENTATION POLICY			Policy Version	V.8
Owner	Fishbowl Pty Ltd				
Policy published	February 2019	Last review date	February 2026	Next review date	February 2027
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				