



5.3 Enrolment & Orientation Policy

Policy number: 5.3
Date last reviewed: December 2024
Reviewed by: Child Care Team

This policy relates to	
Child Care Provider Handbook	
National Quality Standards Early Childhood Education & Care	

Purpose

To facilitate a smooth transition for children and families from home to the service. To ensure that each child’s enrolment is completed as per legal requirements. We aim to ensure that each child and family receives an enrolment process that meets their needs, allowing the family and child to feel safe and secure in the level of care that we provide. At all times the needs of the child will be paramount.

Enrolment is between the family and Beaucare Family Day Care.

Policy

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 ongoing partnership between the family, educators and the service.

Parents/ guardians need to complete, sign and submit an enrolment form to the service a minimum of two working days prior to commencement of care occurring. Parents/guardians also need to confirm the enrolment on my.gov website before care can commence.

When children are enrolled at Beaucare FDC it is necessary to gather personal information relating to the child and the child’s parent/guardian.

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Procedure

- A family seeking care will be provided with the names and contact details of available Educator/s. The family is to make an appointment with the Educator/s to visit premises and interview Educator/s.
- Educators will provide children and families with an orientation process for their individual service.
- The Educator should:
 - Discuss all aspects of the placement. The expectation and needs of the child, family and Educator.

- Provide information to the family about themselves, their family, their fee schedule including payment collection method (iPay), philosophy, expectations and routines.
- Promote themselves and their business – discuss education qualifications (child care, 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.
- Families have the right and responsibility to determine that the Educator shares similar values and can meet the expectation of the care required for their child.
- The Educator has the right and responsibility to decide whether the child's need and family expectations will be met through the placement.
- It is the responsibility of the parent/guardian to contact the Educators interviewed, to notify them whether they will or will not be starting care with them.
- It is the responsibility of the Educator to advise the family if they will not be accepting the placement.
- The parents/guardians must contact Beaucare Family Day Care to make arrangements to complete an enrolment after meeting the Educator.
- Upon enrolment for care, the service will provide families with an enrolment pack with the following information and documentation:
 - Family Handbook
 - Family Day Care Enrolment Form – via link to complete on Hubworks
 - Child Care Subsidy and other government assistance information
 - Relevant policies (mandatory legislative ones)
 - Community and Government Information
 - National Quality Standards information
 - Hygiene, Health and Dental information including Safe Sleeping
 - Sun Protection information
 - Child / Educator Discussion sheet
- As per the Education Care and Services National Regulations and for the purposes of enabling Beaucare FDC to fulfil its Duty of Care responsibilities, the following information on a child is required and will be kept on site:
 - ✓ Personal details (name, address, gender, etc.)
 - ✓ Dates of birth for all children and the parent/guardian nominated as the account holder
 - ✓ Customer Reference Numbers for both the family and all children
 - ✓ Primary language spoken at home
 - ✓ Relevant parental/guardianship and residential details (if any)
 - ✓ Details of people authorised to collect children from the FDC premises
 - ✓ Signing in and out of children at the beginning and/or end of FDC
 - ✓ Name, home and work address, email and phone numbers of parent/guardian
 - ✓ Name, address and phone number and email of persons who may be contacted in an emergency
 - ✓ Name, address and phone number of the child's doctor
 - ✓ Authorisation to seek emergency medical, hospital and ambulance services
 - ✓ Any special medical, physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child including individual behaviour management plans
 - ✓ Medication Records/Medical Conditions
 - ✓ Immunisation/Health records (sighted or copy provided)

- ✓ Outings permission forms
- ✓ Copies of relevant court orders
- ✓ Bank account details for direct debit payments of Parent Gap fees via iPay
- The Australian Government Department of Education requires Approved Services to collect data from families relating to Aboriginal and Torres Strait Islander status, children's additional needs and children's disabilities. The Australian Government uses this information for reporting purposes only.
- Irrespective of the families intent to claim Child Care Subsidy all families attending must be formally enrolled at the service, in accordance with the Family Assistance Law requirements. This is to allow the service to submit attendance and utilisation statistics as required under the Family Assistance Law.
- Care cannot commence until the enrolment process has been completed in full with the service.
- All families must have a MyGov account that is linked to their Centrelink account, if they wish to claim child care subsidy towards fees.
- Families must log into their MyGov account and confirm their enrolment and care arrangement with Beaucare Family Day Care. FULL FEES will apply until this is confirmed.
- All information obtained through the enrolment process will be kept in strictest confidence and used only for the purposes for which it is obtained.
- Parents/Guardians will be asked to disclose if there are any custody, access or court orders relating to the children they are placing in care. In the event that a parent/guardian indicated that such an order exists, a copy of the order will be required at Beaucare Family Day Care and the Educators approved premises. Failure to provide this information could compromise Beaucare Family Day Care and the Educators' ability to carry out the instructions of the order.
- Parents/Guardians are asked to ensure that the information on existing forms is kept current. Correct contact phone numbers are vital in the case of an emergency.
- All parents/guardians must specify what the number of days, sessions, hours of care is required per week care for their child. Child Care Subsidy (CCS) applies to approved and allowable absences in accordance with Family Assistance Office guidelines.
- Under Family Assistance Law, CCS will not be paid for absences where fees are charged for the first day of care and the child/ren does not attend. This also applies to the last day of care. Subsidy will be revoked to the last physical day of attendance.
- Beaucare FDC will discuss the ongoing communication opportunities with families at the time of enrolment and determine the best ways of maintaining communication with them, e.g. by email.
- Families will be given the opportunity to show their interest in receiving ongoing Beaucare Family Day Care information such as participation in meetings and other activities.
- Parent Gap Fees must be paid via EFT in line with Government Legislation (Family Assistance Law) and will be deducted from parent bank accounts via iPay

Provision of care to Educators own children / related children

- Educators will be expected to professionally carry out all duties as expected of them while they are providing Family Day Care regardless of the attendance of their own children. Children of educators shall be provided with consistent care, consideration and involvement in the FDC as any other child participating in the care. The behaviour of children of educators shall be managed as it would any other child participating in the service.
- Educators' own children until the age of 13 years will be counted in ratio of the educator unless in formal childcare eg OSHC, LDC or kindergarten.

- The educator is permitted to “backfill” this place of own child when they are in physical attendance at formal childcare. The booking may only be made subject to written agreement with the family (“Backfill for Educators Own Child Form” or statement signed by educator and authorised person). This place may not be available during school holidays, own child is ill or other unforeseen circumstances.
- Backfill care is to be discussed and approved by Manager prior to commencement.
- Other circumstances not identified in policy, need to be approved by manager before backfill placement can be made.
- Ratios can never be exceeded.

Note specific conditions for FDC Educators in relation to caring for Relatives.

The Family Assistance Law has put restrictions on the amount of care that can be provided by FDC educators to relatives, and has set a threshold for the ratio of that care that;

- Ensures less than 50% of the children in care are related to the educator including a niece, nephew, cousin or grandchild (including great grandchild)
- This ratio is applied across all of the children cared for across the whole fortnight, and not to just one particular care session. Educators cannot charge for a session of care for any child whom the educator or their partner has legal responsibility.
- Parents/Guardians will be asked to supply written disclosure if either they or their partner are currently a Family Day Care Educator.
- Parents/Guardians will be asked to supply written disclosure if the child/ren been enrolled is related to the Family Day Care Educator.
- Parents/Guardians will agree to inform Beaucare Family Day Care if either parent/guardian becomes a Family Day Care Educator.

Orientation to the Service

An **interview** meeting with educators is required by families before the formal enrolment of their child/ren. This is an excellent opportunity for families to discuss what will help to make their child/rens’ time in FDC enjoyable, particularly during the initial few weeks. Families will be shown around the care environment and be given a brief explanation on basic operations and programming. Opportunity exists where a parent/guardian is able to bring their child/ren to an orientation/settling in visit prior to commencement.



Relevant Legislation

Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
A New Tax System (Family Assistance) (Administration) Act 1999
CCMS Child Care Service Handbook

Key Resources

Australian Government Department of Education and Training: *Child Care Service Handbook*
<https://www.education.gov.au/child-care-service-handbook>

Related Policies

[Appendix A Legislation](#)
[Appendix F QIP and Compliance](#)