

Collaborative Partnerships with Families & Communities

Child Enrolment and Orientation Policy.

Our Vision.

To give every child **the best start in life.**

Our Mission.

To deliver high quality childcare and exciting learning opportunities for every child, giving them a head start as they prepare for school.

Our Values.

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|----------------|--------------------------------------------------------------------------------------------------------------------|
| Care | We take care of the children entrusted to us and our dedicated staff. All are appreciated and diversity is valued. |
| Quality | We maintain the highest standards in care and safety and provide exceptional early years education. |
| Service | We provide exceptional service and are integral to supporting parents bringing up children. |
| Value | We provide outstanding value for our families. |



Busy Bees Early Learning Australia aims to ensure children and Families receive a positive and informative enrolment and orientation process. We aim to provide an orientation procedure that allows the Family to transition into the Service positively and well-informed, meeting the children and Families' individual needs. We strive to establish respectful and supportive relationships between Families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

NATIONAL QUALITY STANDARDS (NQS)

QUALITY AREA 5 – Relationships with Children	
5.1 – Relationships with Children	5.1.1 – Positive Educator to Child Interactions
QUALITY AREA 6 – Collaborative Partnerships with Families and Communities	
6.1 – Supportive Relationships with Families	6.1.1 – Engagement with the Service
	6.1.2 – Parents Views are Respected
	6.1.3 – Families are Supported
6.2 – Collaborative Partnerships Enhance Children's Inclusion, Learning and Wellbeing	6.2.1 – Transitions
	6.2.2 – Access and Participation
	6.2.3 – Community Engagement

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS

Part 3	Service Approval (Law 51, 52)
Part 4.2	Children's Health and Safety (Reg - 77, 78, 79, 80, 81, 88, 90, 92, 93, 96, 97, 98, 99, 100, 101, 102)
Part 4.5	Relationships with Children (Reg - 155, 156)
Part 4.6	Collaborative Partnerships with Families and Communities (Reg - 157)
Part 4.7	Governance and Leadership (Reg - 160, 161, 162, 168, 173, 175, 177, 181, 183)

RELATED POLICIES

Acceptance and Refusal of Authorisation Policy	Fee Payment Policy
Child Protection and Safeguarding Policy	Incident, Injury, Trauma and Illness Policy
Child Safe Environment Policy	Medical Conditions Policy
Code of Conduct Policy	Priority of Access policy
Complaints Policy	Record Keeping and Retention Policy
Confidentiality and Privacy Policy	Respectful Relationships with Children Policy
Delivery and Collection of Children Policy	Sun Protection policy

PURPOSE

Busy Bees Early Learning Australia recognises the experience for Child Enrolment differs for each individual and therefore we aim to ensure that our orientation process assists not only children but also their Families in successfully making this transition from home to care. It is our intention to assist our new Families to become familiar and comfortable with our Service and employees, as well as our policies, procedures, and established routines, as quickly as possible. The physical and emotional welfare of children in our care and their Families is a priority for us. We will manage this time with sensitivity and support, building partnerships between Families and the Service and importantly, trust with the child.

SCOPE

This policy applies to Children, Families, Employees, Visitors and Management

POLICY

According to the Child Care Provider Handbook 'enrolling children is a requirement under Family Assistance Law for all children who attend childcare (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy. An enrolment links the child, the individual claiming the subsidy and the childcare service.' An enrolment notice is required for each child attending the Service. This reflects the type of arrangement that is in place between the provider and the Family/individual or organisation.

Enrolment in a Busy Bees Early Learning Service will be accepted providing:

- a) The maximum daily attendance does not exceed the licensed capacity of the Service
- b) A vacancy is available for the booking required
- c) The adult to child ratio is maintained in each room
- d) The child has participated in a tour of our Service

Children with additional needs/disabilities will be enrolled, if in the opinion of management, the Service can meet the child's needs. Additional resources and funding may be required through disability and inclusion programs. Recognised additional support must be in place prior to the child beginning care.

Priority of Access

Providers are asked to (but are not legally obliged to prioritise children), however, Busy Bees aims to assist Families who are most in need and may prioritise filling vacancies with children who are:

Priority 1 - a child at risk of serious abuse or neglect

Priority 2 - a child of a sole parent who satisfies, or parents who both satisfy, the work, training, study test

Priority 3 - any other child

Priority considerations to the Department of Family and Community Services and Indigenous Affairs guidelines will also be provided.

Priority of access will be considered for eligible children enrolling in the universal access to early childhood programs, in accordance with Busy Bees' Priority of Access Policy.

Busy Bees National Enrolments Team

The Busy Bees Enrolments Team provides the best start to Busy Bees for all children and their Families. They will be able to assist Families with all enrolment enquiries and placements and can be contacted via enrolments@busybees.edu.au or on 1300 851 331.

Enrolment

When a Family has indicated their interest in enrolling their child in a Busy Bees Service, an enrolment discussion and/or meeting to share information and build relationships will be arranged.

Families will be invited to ask questions and seek any further information they may require and be invited to a tour of the Service. They will be provided with possible vacancies and start date.

All Families will be provided a digital enrolment pack which consists of a variety of forms and consents requested in line with current regulations, direct debit authorisation for payment of fees, and be provided with a range of information about the Service. Information about gap fees and absences will be discussed, and Families who wish to receive CCS as reduced fees will be advised they must apply for CCS through the myGov website/app, this includes completing the Child Care Subsidy activity test.

Any matters that are of a sensitive 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 provide any documents required in relation to court orders, medical needs, or plans.

Families will complete the enrolment form informing management of their child's individual needs. If a Family or child uses English as a second language or speak another language at home, we request that Families provide us with some key words in the language/s the child speaks so that educators can learn these words. Educators may use visuals to assist the child's understanding and be able to communicate with others.

Unborn children may be placed on the waiting list. If an unborn child is placed on the waiting list, the Family must advise the Busy Bees of the expected birth date. It is the responsibility of the parent to inform of the name and date of birth of the child within three months after the expected birth date. If this information is not provided, then the child and Family details may be removed from the list.

It is a legal requirement that prior to the child starting at the Service we have all required documentation records including:

- The completed enrolment form
- Medical management plans (if relevant) completed by the child's general practitioner
- A current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations for their age
- Details of any court orders, parenting orders, or parenting plans
- Birth certificate or passport - Please note: Birth Certificates are a legal requirement for children enrolled in Funded / Kindergarten programs. Children may commence care without this initially but it must be provided to the Service as soon as possible.

The information gathered will be used to initiate the enrolment of a child into the Service. Information about a child and their Family is respected and all employees will respect and maintain the confidentiality and privacy of the child and Family. Any breach of a child or Family's confidentiality will result in disciplinary action.

It is the Family's responsibility to keep Busy Bees informed of any changes to the information recorded on the enrolment form, and periodically as any details on the enrolment form change.

Immunisation

State and Territory based legislation and initiatives will be implemented. It is a requirement of the Family Assistance Office that immunisation information held by the Service is kept current. Families must notify the Service if their child is not up to date with their immunisations for their age via the enrolment form and attach the required Immunisation History Statement prior to commencement and are required to provide any immunisation updates to the Service throughout the year to continue receiving childcare subsidy under the National **"No Jab No Pay"** Laws.

Families are advised that children who have not been immunised due to parent's conscientious objection cannot be enrolled at an early childhood education and care service in some Australian states and territories under the **"No Jab No Play"** Laws. If a child cannot be immunised due to a medical condition, they may still be enrolled at the Service with supporting documentation (Medical Exemption Form). If a child is on a 'catch-up' schedule for immunisations, they may still be enrolled at the Service. The child's Immunisation History Statement will indicate that the child is on a catch-up schedule.

Where a child's enrolment can be accepted under government guidelines, i.e. 'Grace Period', the child's vaccination status will be monitored in line with stipulated timeframes. If the child's vaccinations are not compliant with government guidelines, their enrolment will be terminated.

Medical Conditions

Any current Medical Management Plans in place must be provided upon enrolment and additionally, a Busy Bees Medical Condition Risk Minimisation and Communication Plan be developed in consultation with the Service, Families, and the child's medical practitioner, for a child with a diagnosed medical condition that requires management. These plans will be reviewed and updated every 12 months. Refer to the Medical Conditions Policy for further information.

In medicine, a contraindication is a condition (a situation or factor) that serves as a reason not to take a certain medical treatment due to the harm that it would cause the patient. Busy Bees requests the family advise of contraindication to general use medications on their child's enrolment profile.

Complying Written Arrangement

The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a Complying Written Arrangement (CWA) and is an agreement to provide care in return for fees. The CWA must be recorded, and the parent must confirm the terms of the agreement either electronically or in hard copy and this must be kept by the Provider.

Where there are certain changes (fees or booked days) to the individual CWA for care between the provider and an individual, the provider must update the arrangement in writing, and the Families are required to confirm the changes by signing the updated CWA.

An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance. Once the provider submits an enrolment notice the Family will be asked to confirm the enrolment through their myGov account.

Additional Childcare Subsidy (Child wellbeing)

Busy Bees will ensure all ACCS applications are managed in line with the Australian Government guidelines to support children at risk of serious neglect or abuse.

Orientation

Orientation is an important process for children, Families, and educators to gain vital information about the individual child's needs, interests and strengths. To enable children to feel safe and secure, and to set the foundations for a trusting partnership, we feel that it is necessary for the family to attend an orientation visit. This visit, or visits, assist the child to adjust to a new setting and helps to make the transition from home to the Service a smooth and positive experience.

Families will be invited to attend the Service with their child at a time that is convenient to familiarise themselves with the environment and educators. Families may leave the care environment allowing the child time without them present, however, at no time the parent/guardian can leave the premises without their child.

During the Enrolment and Orientation Journey, Families Will Be:

- Provided with the enrolment form to be completed (assistance to complete is available if required)
- Provided with an outline of the Service policies, which will include payment of fees, sun safety, incident, injury, trauma and illness, medical conditions, child safe environments, and complaints
- Provided with information about Child Care Subsidy (CCS), myGov, and state government funding (i.e. Kindergarten/Preschool) relevant to the age of their child
- Provided with a Family Handbook
- Asked to provide their child's immunisation history statement upon enrolment and periodically
- Required to discuss medical management plans and allergies (if applicable), and provide documents
- Informed that a child requiring medication for a medical condition cannot attend without it
- Advised that General-use Anaphylaxis and Asthma medications are provided for use in emergencies

- Shown the signing in/out process
- Informed of any in-nature programs and regular outings being implemented at the Service
- Provided with information about family account and statements
- Advised of appropriate clothing for the child to wear to the Service, including appropriate shoes
- Advised of what the child will be required to bring each day
- Informed about guidelines regarding children bringing in toys from home
- Informed about sun safe procedures, wearing sun safe hats and application of sunscreen
- Introduced to the educators and taken on a tour around the service
- Shown where children's belongings will be kept each day
- Informed of menus, meals, snacks and drinks provided by the service
- Advised about the daily report/journal and how parents can view this and contribute
- Introduced to the room routine, service program, philosophy and curriculum
- Informed about communication methods including education and learning platforms, newsletters, emails, service events
- Provided any access codes as required

Busy Bees will discuss the following to gain a better understanding in supporting the Family:

- The cultural and/or linguistic background for Families from non-English speaking backgrounds (external support may be required)
- The Family's needs in relation to work or other commitments
- Days and times childcare is required
- The Family's previous knowledge or experience of other children's services
- Any additional needs of the child and/or their family
- Any court orders, parenting orders that are applicable to the child
- The child's interests
- Family goals and expectations
- Any allergies or dietary needs for the child, emergency, or health care plans for the child if relevant

First Day

Families will be reassured that they are able to stay with their child for as long as they feel comfortable; speak to their child's educator; contact the Service during the day to 'check' in on their child, and request help with separation if this is a problem for their child.

The child and their Family will be welcomed to the Service and shown where and how to sign their child in/out of the Service. Management will ensure all required enrolment and orientation documentation and information has been received from Families. Information about collecting their child at the end of the day will also be discussed.

Educators will greet the child, assist them in locating the designated place for their belongings, discuss the educational program and routine, and begin settling the child. Educators will ensure information about the child's first day is shared with the Family via online communication.

Room Transition

The transition between rooms should be a positive and smooth process. Children will be transitioned across the Service when they are ready in all aspects of their development and in accordance with their age. Room transitions will occur when there is a vacant and suitable position for the child, who will be provided opportunities to become orientated to their new educators, environments and peers in the weeks leading up to their scheduled transition date.

Busy Bees will consult with Families when a child is ready to be transitioned, discussing their expectations and requirements to ensure the child settles into their new environment and overcomes any potential anxiety. Communication with Families about how the transition is progressing will be maintained.

Families will be provided the opportunity to tour the transitioning room, meet the new educators, and become familiar with the new environments and play spaces. Families will also be invited to information evenings, which will include room transition discussions, at key times in the year.

Change of Enrolment

Two weeks written notice is required for changing, increasing, or reducing days, and for termination of care. A Change of Enrolment form should be used to advise of changes to a child's permanent days of attendance and for terminating care. This can also be advised via email or a letter.

Changes to Routine Attendances

Two weeks written notice is required to request a change to a child's routine booking. These requests will be accommodated where possible. For all permanent changes to a child's routine booking, an updated Complying Written Arrangement will be required to be agreed upon by both parties (Service and Family) within seven days of the change occurring.

Termination of Enrolment

Two weeks written notice is required of the intention to withdraw a child from the Service. If termination is required without providing such notification, Child Care Subsidy (CCS) will be jeopardised resulting in full fees being charged as per Family Assistance Laws.

Enrolment Record Keeping

Child enrolment records, information and authorisations will be kept in accordance with the Education and Care Services National Regulations.

To assist with the continuous improvement of our Service, Families will be invited to participate in orientation evaluations and ongoing relationship feedback.

The Busy Bees Enrolments Team will, in conjunction with the Service:

Assist Families looking for education and care requirements from Initial enquiry through to Enrolment in line with Busy Bees processes.

Service Management will ensure:

In relation to enrolment;

- The enrolment form is completed accurately and, in its entirety, and is lodged through the relevant Childcare Management system
- Fee payment details are confirmed
- Authorisations are signed by legal parents/guardians
- Immunisation History Statement and Birth Certificate have been sighted and photocopied
- Action plans are provided and completed in full (if relevant) and Medical Conditions Risk Minimisation and Communication Plans are also completed for children with medical needs, prior to the commencement of care, as medical conditions change, and are updated annually
- A child with medical needs does not commence care at the Service unless a medical management plan is received and medication is brought to the Service each day
- The child's medical management plan is added to the designated allocated health alert area/display (e.g., staffroom, prep areas etc.) and information is communicated and shared with employees, ensuring the appropriate room leader is informed of the new child, provided the child's enrolment details, any medical conditions, individual needs, and strengths
- Administration of Medication forms are completed (if relevant)

- The child is added to the observation cycle in Busy Bees parent communication platform
- A file for the child's information is created
- Families are invited to participate in a feedback survey via our online platform to gain feedback about the orientation and enrolment process, and ongoing engagement
- Families are aware of Busy Bees policies and procedures, and feedback/evaluation cycle
- Families are aware, and have read, the Family Code of Conduct Guidelines within the Family Communication Policy

In relation to orientation;

- The orientation process is well organised, flexible, and informative
- Create a welcoming environment and interact positively with the child and Family ensuring all environments are neat, tidy and inviting including music, lighting, smell and presentation
- The child and Family visit the Service and familiarise themselves with the environment. The child may participate in the activities and experiences if they feel comfortable
- The Family and child/children are introduced to the educators in the room
- The child and Family are respected, acknowledging the individuality of each parenting style
- Families are encouraged to ring, email, or visit the service as often as they like when their child has commenced care
- Families are reassured that if the child is distressed over a long period of time the educators will contact them
- Support agencies are contacted for children with additional needs
- Inform Families on how to provide feedback
- Families are informed that critical information from their child's enrolment form is communicated with educators (emergency contacts, authorised nominees, court orders, immunisation status, medical and health conditions where relevant)
- Follow health, hygiene and safety procedures

Employees including Chef, Bus Drivers and Administrators Will:

- Read all enrolment information provided by management, regarding the child, paying particular attention to any health requirements of the child and specifically any dietary requirements are confirmed by the chef
- If necessary, add child's medical action plan to the designated health alert area
- Prepare child portfolio and ensure online profile is ready
- Include child in the room e.g., prepare locker and pocket tags, celebration charts, Family tree etc.
- Manage and store information confidentially, including after the child or Family have left the Service, within the legislatively required timeframe
- Create a welcoming and inviting environment and greet children and Families upon arrival
- Discuss with Families the best transition process for their child and seek information about the child
- Encourage Families to stay as long as they need to in order to reassure their child and to say good-bye to the child when leaving

Families will:

- Complete all areas of the enrolment form for each child prior to child's first day at the Service. Children will not be able to commence care and education at the Service until all forms are completed in full
- Provide all information for their child's enrolment required by law and the Service
- Provide child's Immunisation History Statement (please note: no other document is accepted), or provide certified medical exemption from medical practitioner
- Complete direct debit details as Direct debit is our method of payment, and forms part of the enrolment confirmation and process

- Complete the provided Complying Written Arrangement within seven days of enrolment or change to attendances
- Provide information about their child's health needs, allergies, medical conditions and medications, and/or additional needs upon enrolment
- Provide Medical Management Plan and Medical Condition Risk Minimisation and Communication Plans as necessary, and update at least annually
- Complete a Child Care Subsidy (CCS) assessment online to check eligibility and entitlements to CCS through the myGov website prior to commencement
- Agree that full fees will be charged until Family's application for child care subsidy has been accepted and applied. Child Care Subsidy is paid directly to providers to be passed on to Families as a fee reduction. Families must pay to the Service the difference/gap between the fee charged and the subsidy amount
- Pay fees as per Service policy prior to first day of care and keep fees up to date at all times
- Read the Family Handbook prior to their child's first day at the Service to understand the basic policies and procedures published by the Service. All Policies and Procedures are available for Families in the Service upon request –please ask for copies or access to these
- Complete re-enrolment details each year to ensure information is current and up to date
- Notify the Service as soon as practicable of any changes or updates to the original enrolment information – ensuring any changes to the details provided upon enrolment are communicated to the Service as soon as they occur i.e., Change in address or phone number, emergency contacts, child's medical or additional needs etc.
- Agree to abide by the Family Code of Conduct Guidelines

Family Code of Conduct

Busy Bees maintain the expectation that Families will adhere to our Family Code of Conduct Guidelines within the Family Communication Policy and do not threaten, intimidate, or harm any employee or child enrolled in the Service, either physically or verbally, otherwise their child's enrolment may be terminated.

SOURCES

[ACECQA](#)

[National Quality Standard](#)

[Education and Care services National Regulations](#)

[Education and Care Service National Law Act 2010](#)

[Early Childhood Australia](#)

[The Early Years Learning Framework for Australia](#)

[Guide to the National Quality Standard](#)

[Guide to the National Quality Framework](#)

[Australian Government - Child Care Provider Handbook](#)

[Australian Government - Guide to Additional Child Care Subsidy \(child wellbeing\)](#)

[Australian Government - Services Australia](#)

[Australian Government - Child Care Subsidy](#)

VERSION CONTROL

This policy will be reviewed every 2 years and/or in line with legislation and organisation requirements.

Version	Date	Owner	Responsibility	Change Description
1	01/10/2023	Chief Operating Officer	Policy Development Officer	Replace all previous versions
2	01/07/2024	Chief Operating Officer	Policy Development Officer	Inclusion of Vaccination Grace Period and General Use Medication

This document is uncontrolled when printed and may be varied, replaced, or terminated without notice.