EASTWOOD HEIGHTS OOSH

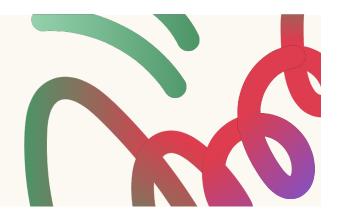# Enrolment and Orientation Policy

Policy Number	QA 7/12	Title	Enrolment and Orientation Policy
Revision	2.0	Written By	Policy Team and Nominated Supervisor
Reviewed By	EHOOSH Management Committee	Approved By	EHOOSH Management Committee
Supersedes	1.2	Effective Date	June 2025

1. Policy Statement

Our service ensures that enrolment and orientation procedures are inclusive, equitable, and responsive to the needs of all children and families. These procedures lay the foundation for strong, respectful partnerships with families and create a welcoming, safe, and secure environment for children.

We are committed to upholding the rights of children and ensuring compliance with the Education and Care Services National Law and Regulations, the National Quality Standard, and the Australian Government's Priority of Access Guidelines.

2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to enrolment and orientation.

3. Procedure

The implementation of this policy ensures that enrolment and orientation processes are inclusive, systematic, and responsive to the diverse needs of children and families. Through clear communication, support for family circumstances, and careful documentation, the service upholds its legal obligations while establishing a warm, welcoming environment. Procedures outlined below reflect a commitment to equitable access, continuity of care, and child safety.

3.1. Enrolment Process

Our service accepts enrolments for children currently enrolled at Eastwood Heights Public School, and for Year 6 graduates attending vacation care prior to commencing high school. Families initiating an enrolment enquiry are provided with a comprehensive enrolment package that includes service information, booking procedures, and policy summaries. In cases of shared custody, separate enrolment forms and booking accounts are encouraged to reflect the distinct care and financial arrangements of each parent or guardian. Enrolments are managed in accordance with the Australian Government's Priority of Access Guidelines to ensure equitable access for families who meet priority criteria.

3.2. Custody Arrangements

It is essential that all custody arrangements are communicated clearly at the time of enrolment. Families are required to provide current copies of any court orders or parenting plans. These documents are securely stored. Changes to custody or court orders must be submitted in writing, and families are encouraged to maintain open communication with the Nominated Supervisor regarding any legal developments that affect the child's care or authorised contacts.

3.3. Enrolment Form Requirements

Families must complete an enrolment form that captures all required details. This includes the child's full name, date of birth, address, and gender, parent and emergency contact details, and authorisations related to collection, medical treatment, medication administration, excursions, and emergency relocation. Additional information includes the child's medical history, immunisation status, dietary restrictions, cultural background, and

any specific support requirements. Families are also asked to identify the child's language(s) spoken at home and any parenting or court orders relevant to the child's care.

3.4. Additional Support Needs

Families are encouraged to disclose any specific needs or additional support their child may require. This may include learning, behavioural, physical, medical, or developmental considerations. Where necessary, the service will make reasonable adjustments to accommodate the child's participation and wellbeing, in collaboration with parents and, where applicable, allied health professionals or referral agencies. The goal is to ensure a smooth transition and continuity of care between home and the service.

3.5. Waiting List and Priority Access

When demand exceeds availability, a waiting list is established and maintained. The service follows the Priority of Access Guidelines to allocate places, giving precedence to children at risk, children of working or studying parents, and other identified groups. Siblings of currently enrolled children and families with earlier application dates are also considered. All families on the waiting list are informed of their position and notified of any changes in availability as places become open.

3.6. Orientation Process

Our orientation process is designed to ease each child's transition into care and help families feel welcomed and informed. Upon enrolment confirmation, families are invited to attend an orientation session that includes a tour of the service, introductions to staff, and an overview of the daily routine, expectations, and health and safety practices. During this visit, educators gather valuable information about the child's interests, routines, cultural background, and any anxieties related to separation. We aim to ensure the child feels safe, supported, and familiar with the new environment, helping them to build trusting relationships and a strong sense of belonging.

4. Roles and Responsibilities

Approved Provider	• Ensure policy development, review, and approval. • Allocate resources for effective enrolment systems. • Monitor compliance with the National Law and Regulations. • Ensure inclusive and equitable access practices. • Approve procedures that ensure accurate records and privacy compliance.
Nominated Supervisor	• Oversee the implementation of enrolment and orientation procedures. • Verify all enrolment documents are complete and meet regulatory requirements. • Ensure custody, medical, and risk management information is correctly documented. • Provide training and guidance on cultural competence and inclusive practices. • Communicate regularly with families and manage enrolment related queries • Supervise the orientation process and assess its effectiveness • Communicate legislative and policy updates to the orientation team
Responsible Person in Charge	• Manage daily enrolment and attendance documentation. • Ensure custody arrangements are followed during sign-in and collection.
Administration Officer	• Issue and process enrolment forms and related documentation. • Maintain records securely • Manage and communicate with families on the waiting list. • Enter and maintain data relevant to CCS and compliance

	systems.
	• Provide assistance to families completing enrolment paperwork.
	• Ensure timely updates to family contact and medical information.
	• Collect information about each child's interests and needs during orientation.
	• Reflect on orientation experiences and suggest improvements
Educators and Support Staff	• Establish and maintain respectful relationships with families.
	• Implement inclusive practices to support all children.
	• Observe and document children's initial responses and needs.
	• Support orientation activities and help children settle
	• Address any immediate concerns and communicate them to the Nominated Supervisor
Families	• Provide complete and up to date enrolment and medical information.
	• Inform the service of any changes to custody or court orders
	• Participate in orientation sessions and provide input into the process.
	• Support children's transition by sharing knowledge of their routines and needs.
	• Communicate openly with staff and provide feedback on enrolment practices.

5. References

5.1. Statutory Authority

- Education and Care Services National Law Act 2010

- Education and Care Services National Regulations

- Child Care Subsidy (CCS) legislative framework

- Australian Government Priority of Access Guidelines

5.2. Relevant Service Policies

- Child Safe Environment Policy

- Privacy and Confidentiality Policy

- Medical Conditions Policy

- Governance and Management Policy

- Incident, Injury, Trauma, and Illness Policy

5.3. National Frameworks

- National Quality Framework (NQF)

- National Quality Standard (NQS)

- My Time, Our Place

- Child Safe Standards (NSW)

6. Legislative Requirements.

Education and Care Services National Law Act 2010

Regulation 85	Incident, injury, trauma and illness policies and procedures.
Regulation 86	Notification to parents of incident, injury, trauma and illness.
Regulation 88	Infectious diseases – notification and exclusion requirements.

Regulation 90	Medical conditions policy.
Regulation 91	Medical conditions policy to be provided to parents.
Regulation 92	Medication record – maintenance and accuracy.
Regulation 99	Children leaving the education and care service premises.
Regulation 102	Authorisation for excursions.
Regulation 102D	Authorisation for service to transport children.
Regulation 157	Access for parents.
Regulation 160	Child enrolment records to be kept by the approved provider.
Regulation 161	Authorisations to be kept in enrolment record.
Regulation 162	Health information to be kept in enrolment record.
Regulation 168	Education and care service must have policies and procedures.
Regulation 169	Additional policies and procedures – family day care service.
Regulation 170	Policies and procedures to be followed.
Regulation 171	Policies and procedures to be kept available.
Regulation 172	Notification of change to policies or procedures.
Regulation 177	Prescribed enrolment and other documents to be kept.
Regulation 178	Prescribed enrolment and other documents – family day care educators.
Regulation 181	Confidentiality of records kept by approved provider.
Regulation 182	Confidentiality of records kept by family day care educator.
Regulation 183	Storage of records and other documents.

Revision Chronology

Version Number	Date	Reason for Change
1.0	March 2018	Creation of Policy
1.1	March 2022	Review and evaluation
1.2	March 2022	Endorsed by OOSH executive committee
2.0	June 2025	Updated and reviewed in new policy template