

ENROLMENT AND ORIENTATION POLICY

Updated: March 2025



What are we talking about in this document?

This policy is about enrolments and orientations of new children and families into the service as well as continuation of enrolment for enrolled children.



Who is this for?

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



Why do we need this policy?

This policy details the process for enrolment and guides the journey of developing meaningful, respectful and supportive partnerships with families that provide children with a sense of belonging and security.

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Key Terms

Term	Meaning	Source
Enrolment	An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.	Child care provider handbook dese.gov.au/child-carepackage/ccp-resourcesproviders/child-care-providerhandbook
Enrolment record	The approved provider must ensure that an enrolment record is kept for each child enrolled at the service. The record must include the information required under Regulations 102, 160-162.	Guide to the NQF (Management of records – Children's enrolment record)
Orientation	Process to support the child's transition to the service, whereby families spend time at the service with the child before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.	ACECQA – Enrolment and orientation information sheet acecqa.gov.au/media/27031



The Important Stuff

All children who attend the service must be enrolled with all required documentation as per this policy. An enrolment record is required to be created and kept under Regulation 160 of the Education and Care Services Regulations 2012, under Family Assistance Law, and under Section 175 of the Education and Care Services National Law (WA) 2012.

Enrolments will be accepted providing

- The maximum number of children each day remains less than or equal to the number specified in the service approval
- A vacancy is available for the booking required
- The minimum educator-to-child ratio is maintained as per regulation
- The service has the facilities to provide quality care and education to the child
- The safety and wellbeing of all children, staff, and visitors will not be adversely affected

Children with disabilities and additional or medical needs will be enrolled, if, in the opinion of management, and the service can meet the child's needs. Additional resources and funding may be required through disability and inclusion programs.



Procedures and Guidelines

OSHC enrolment for children starting and finishing primary school

Children enrolled in Kindergarten (Kindy) are eligible to attend Keiki Outside School Hours Care, once the school term has commenced. Kindy children cannot attend Before School Care on the first day of the first term of school.

- **Mindarie Primary Three Plus Preschool** - Children enrolled at Keiki Mindarie Primary who attend the Three Plus Preschool can attend the After School Care program but not the Vacation Care program until the school term has commenced. Kindy children cannot attend Before School Care on the first day of the first term of school.

Children who have completed primary school can attend Vacation Care until the end of the calendar year in which they finished Year 6.

Priority of access guidelines

The service aims to assist families who are most in need and may prioritise filling vacancies with 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.

Providers are asked to (but are not legally obliged to) prioritise these children. [Child Care Provider Handbook](#) p.51

Enrolment Process

When a family has indicated their interest in enrolling their child in our service, the following will occur:

- Families will be invited to come on a tour of the Service.

- Families will be provided with a range of information about the service which may include: ratios, educational curriculum methods, menu, incursions, excursions, inclusion, fees, Child Care Subsidy, policies, procedures, sun protection requirements, regulations, and the licensing and assessment process, signing in and out procedure, the National Quality Framework, room routines, educator qualifications, introduction of educator in the room the child will be starting in and educator and parent/guardian communication.
- Families are invited to ask questions and seek any further information they require.
- Families will be provided with vacancies, a possible start date, and a suitable time for the child to be orientated to the service.
- Any matters that are sensitive of nature, such as discussing a child's medical needs, court orders, parenting plans or parenting orders, will be discussed privately with management. Families will be required to bring any corresponding documents in relation to court orders, medical needs or plans before their enrolment start date.
- Families are sent an enrolment email, which includes a copy of the Family Handbook, which outlines the service operation and Keiki philosophy.
- Families will need to complete an enrolment record and information sheet informing management of their child's interests, strengths and individual needs.
- If a family or child uses English as a second language, or speaks another language at home, we request that families provide us with some key words in the languages the child speaks at this time so that educators can learn the words. Educators will continue to work with the family to ensure a positive transition for the child.
- Families who wish to claim Child Care Subsidy should have an active claim in place with Centrelink.
- Families will be invited to bring their child into the service for orientation sessions in order to familiarise themselves with the environment and educators.
- It is a legal requirement that prior to the child starting at the service we have all corresponding documents including the completed enrolment form, current and up to date immunisation record from MyGov, if required completed Health Care Plan, Medical Management Plan and Risk Minimisation Plans, emergency contacts (authorised nominees who are **not** the child's parents or enrolling guardians), and any court orders. If this is not fulfilled the child's enrolment may not commence or may be cancelled.
 - Keiki Early Learning asks that families provide a copy of their child's birth certificate at enrolment, however this is not a requirement to enrol.
- It is a requirement that immunisation information is continuous. Families are reminded at re-enrolment and in newsletters to provide any immunisation updates to the service in order to continue receiving childcare subsidy. Families are required to provide current Australian Immunisation Register (AIR) History Statement which shows that the child is up to date with their scheduled immunisations. The AIR is a national register that records details of vaccinations given to Australians. Children will NOT be enrolled into the service if their child is not immunised or on a medically approved catch up plan.
- It is the family's responsibility to keep the service informed of any changes to the information recorded on the application form.
- Unborn children may be placed on the waiting list to avoid the unfair allocation of places that may occur if children can only be placed on the list after birth. If an unborn child is placed on the waiting list, the family must advise the Service of the expected birth date. It is the responsibility of the parent to inform Management of the name and date of birth of the child within three months after the expected birth date. If this information is not provided, then the child and family details will be removed from the list.

- It is the family's responsibility to keep the Service informed of any changes to the information recorded on the enrolment record.

Information to be provided by families

Families will be asked to provide the following information

- The full name, residential address, place of employment and contact telephone number of a parent.
- The full name, residential address and contact telephone number of a person who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted. Parents must nominate who can be contacted in the case of an emergency or for the collection of the child. (Authorised Nominee/Emergency Contact)
- The full name, residential address, place of employment and contact telephone number of any person authorised to collect the child from the service. Parents must nominate who can be contacted for the collection of the child. (Authorised Nominee/Emergency Contact)
- An authorisation providing parental permission for any medications to be administered to the child whilst at the service. Only a parent or authorised nominee can authorise the administration of medication.
- The full name of the child.
- Child's date of birth.
- Child's address.
- The gender of the child.
- Cultural background of the child.
- The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
- Any special requirements of the family, including for example cultural or religious requirements
- Any court orders or parenting agreements regarding the child.
- Australian Immunisation History Statement
- The individual needs of a child with a disability or with other additional needs.
- A statement indicating parental permission for any emergency medical hospital and ambulance services.
- The name and address and telephone number of the child's doctor.
- Authorisation for regular excursions/outings or regular transportation.
- The child's Medicare number.
- Specific healthcare needs of the child, including any medical condition including allergies, which will need to be documented on a Health Care Plan. These must be updated annually. (Note: if a diagnosis isn't disclosed at the time of enrolment, care may be terminated if Keiki Early Learning is unable to provide adequate care for the child)
- Any Medical Management Plans for Anaphylaxis, Asthma, and Allergies or other medical conditions, to be followed with respect to a specific healthcare need, medical condition or allergy. These must be updated annually.
- Details of any dietary restrictions for the child.
- Complying Written Agreement (see below).
- CRN for child and claimant.
- Child Care Subsidy Assessment confirmation.

Enrolment pack

Families will be provided with an enrolment pack that consists of:

- Family Handbook

- Access to the website, which includes links to information on the National Quality Framework, National Quality Standard and the Early Years Learning Framework
- The service's Code of Conduct
- Access to Child Care Subsidy information
- Information about Xplor.
- If applicable, lunchbox suggestions.

Orientation into the service

Orientation is an important process for children, families, and Educators to gain vital information about the individual child's needs and interests. 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 several orientation visits. These visits assist the child to adjust to a new setting and help to make the transition from home to the service smoother and the child and family feel supported during this emotional time.

The following things will be discussed verbally in an orientation visit:

- the service philosophy and policies which will include fees payment, sun protection, illness and accident and medical authorisation, along with any medical or health care information relevant to the child
- the sign-in/out process and usual daily routine
- behaviour in the car park and appropriate noise levels when entering or exiting the service.
- the type of clothing that is appropriate to wear – considering messy play, sun-protection and appropriate footwear
- a tour around the service
- what Xplor is and how families can use it
- an introduction to the room routine and service program. This includes how to access the child's portfolio and observations on Xplor Playground
- Information about service communication
- sun protection requirements at the service
- the opportunity to discuss the family's needs, prior experiences and expectations and goals for the child
- suggestions for developing and maintaining a routine for saying goodbye to their child.

The Coordinator and Room Leaders will ensure:

- The orientation process is well organised, flexible and informative.
- The child and family visit the service at least twice to familiarise themselves with the environment. The child may participate in activities and experiences if they feel comfortable.
- The family and child/children are introduced to the Educators in the room and any other key educators they may get to know.
- To create a welcoming environment and interact positively with the child and family.
- The child and family are respected at all times, acknowledging the individuality of each parenting style.
- Families are encouraged to ring, email or visit the Service as often as they like once enrolment has commenced.
- 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.
- Families know how to provide feedback.

Educators will:

- Greet children and families upon arrival.
- Discuss with families the best transition process for the child.
- Encourage families to say good-bye to the child when dropping off.
- Phone families if the child remains distressed.
- Seek information about the child and family throughout the orientation process.
- Create a welcoming and inviting environment.
- Where possible, a snapshot is uploaded to Xplor Playground to share with families their child's first day.

The Centre Coordinator/Nominated Supervisor

- The enrolment form is completed accurately and in full, and all authorisations are signed
- Information about medical or cultural needs have been supplied.
 - Any child with medical conditions requiring medication and/or a medical action plan will not start until the service has the information, medication and action plan.
 - Action plans are current and completed in full.
 - Risk Minimisation Plan is completed and passed over to the Room Leader.
- The room leader is informed about the new child who will be in the room, highlighting any medical conditions, interests, needs and strengths
 - All about me information form has been completed
- The current and up to date immunisation certificate and proof of identity have been sighted and photocopied
- Child's file has been created
- The child is added to Xplor
- The enrolment lodged through Xplor
- That Child Care Subsidy has been explained to the family

Enrolment record keeping

Our Record Keeping and Retention Policy outlines the information and authorisations that will be included in all child enrolment records.

Complying Written Agreement

- 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).
- The CWA is an arrangement for Childcare between the childcare provider and an individual (parent or carer) confirming arrangements such as days, times, and fees for the child's care.
- The CWA must be accepted by the parent electronically via the company software, Xplor.
- The CWA must include the following information:
 - the names and contact details of the provider and the individual(s)
 - the date the arrangement starts
 - the name and date of birth of the child (or children)
 - if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
 - the usual start and end times for these sessions of care
 - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)

- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider will update the arrangement via Xplor for families to review and agree to.
- An enrolment notification will be electronically forwarded to Centrelink once the Provider has received the CRN and Date of Births registered for CCS, for the primary carer and the enrolling child.
- Once Keiki submits an enrolment notice the family will be required to confirm the enrolment through their Centrelink account.
- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly.

Termination of enrolment

We have the legal duty to ensure the health, safety and well-being of children, management, educators, families, students, volunteers and visitors at the service. We are dedicated to developing effective partnerships with children and families to support children's inclusion, access, engagement and participation in the service. We do not tolerate bullying, harassment or behaviour that is disparaging, hurtful or unsafe. Our terms of enrolment advise families on the services' right to terminate a child's enrolment if a service policy has been breached. All families have access to the service Policies and Procedures and agree to follow them at enrolment and re-enrolment.

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and/or harmful and the safety or well-being of other children or staff is compromised, we reserve the right to terminate their enrolment.

Termination of enrolment is predominantly due to family choice, however, termination by Keiki may also occur due to:

- Abusive behaviour and/or verbal threats toward staff, children, or other parents
- Non-payment of fees
- Non-compliance with service policies
- Lack of partnership and communication with the service
- Family member or close contact committing an illegal act at the service
- Bullying or harassing staff, children or other parents
- Wilfully or negligently making false and misleading statements that relate to the enrolment of a child at the service.
- The behaviour of a child or family member posing a risk to the safety or wellbeing of the children, staff or visitors of Keiki.
- Failure to notify Keiki of any inclusion, medical or behavioural needs implemented outside of the service, such as, but not limited to, school or therapies.
- Failure to provide Keiki supporting documentation from outside professionals such as, but not limited to, general practitioners, specialised medical practitioners and therapists such as, but not limited to Occupational Therapists and Speech Therapists.
- Any circumstance that Keiki believes adversely affects the ability of the service to give proper care to a child or adversely affects the safety and wellbeing of children, staff or visitors of Keiki.

If at any time a child's or family's behaviour poses a risk to the safety and wellbeing of the children, staff or visitors of Keiki, Keiki reserves the right to cancel their enrolment with or without notice.

If Management decides that a child's enrolment must be terminated, the parents/guardians will be notified in writing. Any outstanding fees will remain due to be paid upon termination of enrolment.

Children who are on a shared arrangement (alternating weeks) with another family or parent will have their booking cancelled if one part of the arrangement cancels.

Suspension

In some circumstances, the Centre Coordinator/Nominated Supervisor/Approved Provider may deem it appropriate to temporarily suspend the care of a child without notice. This may include when a child's behaviour poses a risk to the safety and well-being of themselves, other children, staff, or visitors of Keiki. The period of suspension will allow for appropriate plans or supports to be put into place.

If the Centre Coordinator/Nominated Supervisor wishes to suspend care, the following process will take place.

1. The Centre Coordinator/Nominated Supervisor/Responsible Person will discuss the circumstances with the Keiki Manager/Owner who will approve the suspension.
2. The Centre Coordinator/Nominated Supervisor/Approved Provider/Keiki Manager will communicate the suspension to the parent in writing, providing details of the conditions of the child returning to the service.
 - a. This communication will be put in written form for record-keeping purposes but may also be discussed verbally.
 - b. The conditions of the child returning to the service may include, but is not limited to:
 - i. The parent/guardian attending a meeting with the Centre Coordinator/Nominated Supervisor
 - ii. The parent/guardian agreeing to a Positive Guidance Plan developed with the service
3. Once the Centre Coordinator/Nominated Supervisor/Approved Provider/Keiki Manager is confident that Keiki can give proper care to the child without the safety and well-being of the child, other children, staff and/or families being at risk, the child may return to the service on a planned trial basis.
 - a. The trial return basis is determined using the Positive Guidance Plan and is reviewed regularly before care returns to a permanent basis.
 - b. The parent/guardian must agree to have a working relationship with the service to implement strategies to support the child.
 - c. The parent/guardian must agree to collect their child from the service immediately should the safety and/or well-being of the child, other children, staff, or visitors to the service be at risk.
 - d. The Centre Coordinator/Nominated Supervisor must ensure records are kept that document details of the circumstances, actions, and outcomes of the suspension.

NOTE: The Centre Coordinator/Nominated Supervisor/Approved Provider may terminate care or suspend care again should the trial period be unsuccessful, or the terms of the trial period not be adhered to.

Amendment to Care

In some circumstances, the Centre Coordinator/Nominated Supervisor/Approved Provider may deem it appropriate to temporarily or permanently amend a child's care without

notice. This may include when a child's behaviour poses a risk to the safety and well-being of themselves, other children, staff, or visitors of Keiki.

For example, a child may be unable to attend excursions during Vacation Care or a child may need to attend shorter days.

This information may be shared either verbally or in writing with the parent/guardian.

NOTE: The Centre Coordinator/Nominated Supervisor/Approved Provider may terminate care or suspend care should the amendment to care be unsuccessful.



Supporting Documents

Policies

[Administration of Medication Policy](#)
[Arrival, Departure and Authorisation Policy](#)
[Child Protection Policy](#)
[Code of Conduct](#)
[Educational Program and Curriculum Policy](#)
[Emergency Management Policy](#)
[Excursion, Incursion and Safe Transportation Policy](#)
[Fees Policy](#)
[Fees Policy - OSHC](#)
[Governance Policy](#)
[Grievance Policy](#)
[Immunisation and Infectious Diseases Policy](#)
[Incident, Illness and Administration of First Aid Policy](#)
[Medical Conditions Policy](#)
[Positive Guidance and Interactions with Children Policy](#)
[Providing a Child Safe Environment Policy](#)
[Supervision of Children Policy – LDC & Three Plus](#)
[Supervision of Children Policy – OSHC](#)
[Transitions for Children Policy](#)

Resources

[Education and Care Services National Law \(WA\) Act 2012](#)
[Education and Care Services National Regulations 2012](#)



Sources

- Australian Children's Education & Care Quality Authority (ACECQA).
- Early Childhood Australia Code of Ethics. (2016).
- Education and Care Services National Law (WA) Act 2012. (2023).
- Education and Care Services National Regulations 2012. (2023).
- Guide to the National Quality Framework. (2023).
- Child Care Provider Handbook. <https://www.education.gov.au/download/4216/child-care-provider-handbook/31052/child-care-provider-handbook/pdf/en>. (2022).
- Child Care Subsidy. [Child Care Subsidy - Services Australia](#). (2022)



Links to Regulations

[National Quality Standard](#)

Quality Area 5: Relationships with children		
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
Quality Area 6: Collaborative partnerships with families and communities		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
6.2.2	Access and participation	Effective partnerships support children's access. Inclusion and participation in the program.
6.2.3	Community engagement	The service builds relationships and engages with its community.
Quality Area 7: Governance and Leadership		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

Education and Care Services National Regulations	
77	Health, hygiene and safe food practices
78	Food and beverages
79	Service providing food and beverages
80	Weekly menu
88	Infectious diseases
90	Medical conditions policy
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
102	Authorisation for excursions
155	Interactions with children
156	Relationships in groups
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
173	Prescribed information is to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

Education and Care Services National Law	
167	Offence relating to protection of children from harm and hazards
175	Offence relating to requirement to keep enrolment and other documents



Review & Document Control

Policy Reviewed	Modifications
October 2017	Extension of Policy from regulations and set out expectations for all parties
15 th November 2017	Edited to say online portfolio system.
18th December 2017	Sent to panel for review. NO changes recommended by panel.
8th January 2018	Quality Area updated to reflect the changes to the NQS. Centre Director term replaced with Coordinator.
1st July 2018	Child Care Benefit and Rebate removed. Child Care subsidy added, CWA added.
June 2019	Updated onto new format and new Keiki logo added
July 2019	Reviewed by panel- no changes. Grammatical errors corrected.
July 2020	Child Care Subsidy section updated. Added information about Additional Child Care Subsidy. Updated information about what parent is required to supply.
October 2021	Amended to include passport or statutory declaration at enrolment. Immunisation record clearer – must be up to date and current as per immunisation record.
February 2023	New format. First paragraph reworded to clearly link to regulations. Further information added to the Orientation section. Links and sources updated. Reference to ACIR changed to AIR. CCS information removed as it is in the fees policy. CWA section reviewed for clarity.
March 2023	Changed birth certificate to proof of identity
April 2023	Updated orientation points.
August 2023	Added suspension of care section. Changed online portfolio to Xplor. Updated CWA information.
October 2023	Added requirement for kindergarten children to have started kindergarten prior to attending OSHC.
November 2023	Clarified Kindy children attending Three Plus can attend ASC. Clarified Year 6s can attend to end of Year 6 calendar year only.
November 2024	No changes made.
February 2025	Added to termination of enrolment section, reasons why termination of enrolment may occur.
March 2025	Clarified what must be received at enrolment and that enrolment may be cancelled if not received. Keiki asks that families supply a copy of each child's birth certificate but children can still attend without supplying a copy.

Disclaimer

It is each employee, family and visitor to the service's responsibility to read, understand, follow and address any concerns with management about this policy.

Are you looking at the most recent version of this document?

You can find it at: <https://keikiearlylearning.com.au/policies-and-procedures/>

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