

ENROLMENT AND ORIENTATION

1. Policy statement

Weldon Children's Services believes that all children have the right to access, and participate in, quality education and care and we support children to receive equal access to places within our services. We aim to ensure that our enrolment and orientation processes meet the unique needs of each child and family. This will support children and families during their transition to the service, help to develop collaborative partnerships with families, and promote a sense of belonging in the service community. Enrolment and orientation procedures form the foundation for strong relationships between families and education and care settings and promote a quality experience for children. Enrolment and orientation procedures include consistent information around the operations of the program and authorisations that promote compliance and a safe and secure environment for children and families. A planned orientation process provides the opportunity for educators and families to share information about the program and expectations, which can assist the child to settle into the program. Our enrolment process is open and equitable and is subject to the Australian Government Priority of Access Guidelines. To ensure the enrolment process meets the needs of children and families, our *Enrolment and orientation policy* is strictly adhered to.

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. Access to high-quality early learning helps children get a good start in life and has positive effects across society.

In enrolling children, Weldon will:

- keep an enrolment record for each child with the information set out in the regulations,
- include in the enrolment record authorisations from families relating to medical treatment, regular outings, and health information,
- keep enrolment and other documents, including a children's attendance record as required under the Education and Care Services National Regulations
- maintain confidentiality and store records safely and securely for the required period as stipulated by the regulations.

Priority of Access Guidelines (Department of Education, Employment and Workplace Relations)

Demand for care varies across our program locations. In situations where a waiting list exists, and more families require care than places are available, we must offer places according to the following guidelines:

- Priority One: a child at risk of serious abuse or neglect.
- Priority Two: a child of a single parent who satisfies, or of parents who both satisfy the work, training study test.
- Priority Three: any other child.

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families, which include a disabled person.
- Children in families with a non-English speaking background.
- Children in socially isolated families.
- Children of single parents.

We acknowledge, accept and value difference, and similarities amongst children and families and will not discriminate against any child or family based on sex, gender identity, race, impairment, age, religious belief, marital or relationship status, parental status, sexuality, sexual identity/orientation, family responsibilities or any other factor. We will comply with relevant legislation and guidelines regarding enrolment including, but not limited to, maintaining eligibility for Child Care Subsidy (CCS). Weldon acknowledges barriers of access to, and participation in, education and care programs may exist, however we strive to address, overcome, and remove any barriers to enrolment.

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 an ongoing partnership between the family, educators, and the service. Weldon will ensure there is a smooth transition for children and families from home to the service. Additionally, we aim to ensure that each child and family receives an enrolment and orientation process that meets their needs, allowing the family and child to feel safe and secure in the level of care that we provide.

3. Legislative requirements

Section / Regulation	Description
Regulation 85 – Incident, injury, trauma and illness policies and procedures	Services must have policies and procedures detailing how incidents, injuries, trauma, and illnesses are managed, including during enrolment and orientation. Families must be informed of these procedures.
Regulation 86 – Notification to parents of incident, injury, trauma and illness	Requires families to be notified promptly of any incident, injury, trauma, or illness involving their child, including occurrences during orientation or transition sessions.
Regulation 88 – Infectious diseases	Services must exclude children with infectious diseases and provide families with information about exclusion periods and procedures during enrolment and orientation.
Regulation 90 – Medical conditions policy	The service must have procedures to manage children’s medical conditions, allergies, and health care needs, ensuring this information is collected during enrolment and shared appropriately with educators.

Regulation 91 – Medical conditions policy to be provided to parents	Families must be informed of the service’s medical conditions policy at enrolment, including procedures for managing allergies, asthma, anaphylaxis, and other medical needs.
Regulation 92 – Medication record	A procedure must be in place to safely administer medication, including recording parent authorisation and educator administration. This is addressed during enrolment for children requiring ongoing medication.
Regulation 99 – Children leaving the education and care service premises	Requires that procedures are in place to ensure children only leave the premises with authorised persons, with enrolment forms recording parent/guardian authorisations.
Regulation 102 – Authorisations for excursions	Families must provide written consent for excursions, transport, or external activities during enrolment. Orientation includes informing parents/guardians about these procedures.
Regulation 102D – Authorisation for transportation of children	Ensures written consent is obtained for transporting children for excursions or other service activities, captured at enrolment.
Regulation 157 – Access for parents	Families must be informed of their right to access their child at the service at all times, including during orientation.
Regulation 160 – Child enrolment records	Specifies minimum information required for each child’s enrolment record: child details, parent/guardian contacts, medical conditions, and authorisations.
Regulation 161 – Health information to be kept in enrolment record	Requires additional information about children’s health, immunisations, medical conditions, developmental requirements, and dietary needs to be recorded.
National Quality Standard – QA 7.1.1	Services must implement effective policies and procedures for enrolment and orientation to support children’s safety, wellbeing, and continuity of care.
National Quality Standard – QA 7.1.2	Enrolment and orientation processes should foster inclusion, participation, and smooth transitions for children.
Child Safe Standard 1	Policies and procedures ensure enrolment captures all necessary information to minimise risks and protect children.
Child Safe Standard 3	Orientation must promote cultural safety and inclusivity for Aboriginal children, children from diverse backgrounds, and children with disability.
Child Safe Standard 4	Staff responsibilities for supervision and supporting children during orientation are clearly defined.
Child Safe Standard 6	Orientation and enrolment must provide clear child safety information to staff, volunteers, and families.
Child Safe Standard 7	Policies should clearly outline expected behaviours for all adults interacting with children.
Orientation Procedure	Steps include:

4. Principles informed in this policy:

- We value respectful and supportive relationships with our families as the basis of a smooth transition and quality outcomes for children in the service. Our quality practices for enrolment and orientation seek to promote these relationships.
- Keeping families informed and involved is paramount and we ensure this begins at enrolment and orientation. Our families are part of the service decision-making process, and we facilitate open, two-way communication. We actively engage with families and encourage them to provide us with information that will keep their children safe, healthy, and happy.
- We will ensure families who may experience barriers to accessing Weldon's programs are supported and engaged and we will promote fair and equitable access to programs.
- A thoughtful process is planned in consultation with families, to assist in separating from their child.
- We value the key role our educators and staff play. Educators and staff members will receive relevant and up-to-date training to ensure they can effectively support families to feel respected, safe, and supported during the enrolment and orientation process.
- We are committed to good governance and quality management. Confidentiality is important and will always be maintained, and sensitive information shared by families during enrolment will be used only for the purpose of providing quality education and care for the child. Our systems and practices ensure that our record keeping meets regulatory requirements and all information provided for enrolment is stored securely.
- High levels of supervision will be maintained in our programs, and ratios will be always met, including whilst children are attending for orientation visits.
- Our educational program builds upon each child's knowledge, strengths, ideas, culture, abilities, and interests. We view enrolment and orientation as an important opportunity to begin to gather this information from the child and their family.
- Educators empower children to be involved in decisions that affect them. Children are safer when organisations teach them about their rights to be heard, listened to, and believed. Weldon actively seeks the opinions of children and when doing so considers their age, development, maturity, understanding, abilities and how they communicate.
- Through orientation, educators are provided with time to get to know families before the children start, strategies to support families in introducing children to our service, time to develop close professional relationships with families, support from referral agencies, and information about custodial issues.
- Children are supported to feel welcome in the service during orientation so that they can build strong connections with the educators and other children in the service and supported to establish new friendships and relationships. Children are encouraged to share their experiences, thoughts, ideas, culture, and interests during orientation and within the program.
- Weldon Children's Services believe that children should be provided with equality of opportunities to participate in the program and develop to their full potential.
- We actively anticipate children's diverse circumstances and respond effectively to those with additional vulnerabilities, and we pay particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability and children from CALD backgrounds.
- Weldon Children's Services will ensure the enrolment process is simple to understand, follow and implement and consideration is given to each family's culture and language needs in

undertaking the enrolment processes and support provided, as necessary. Home language, cultural background and family priorities are always considered during the process.

5. Key terms

Term	Meaning	Source
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.	acecqa.gov.au
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 must keep an enrolment record for each child they educate and care for. The record must include: • Full name, date of birth and address of the child. • The name, address, and contact details of • each known parent of the child • any emergency contacts • any authorised nominee • any person authorised to consent to medical treatment or administration of medication • any person authorised to give permission to the educator to take the child off the premises • any person authorised to authorise the education and care service to transport the child or arrange transportation of the child. • Details of any court orders, parenting orders or parenting plan. • Gender of the child. • Language used in the child’s home. • Cultural background of the child and their parents. • Any special considerations for the child, such as cultural, dietary, or	National Regulations (Regulations 102, 160–162) Guide to the NQF (Management of records – Children’s enrolment record)

	religious requirements or additional needs. • Authorisations for: • the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child • the service to take the child on regular outings • regular transportation of the child. • Name, address and telephone number of the child's registered medical practitioner or medical service. • Medicare number (if available). • Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis. • Any medical management plan, anaphylaxis medical management plan or risk minimisation plan. • Any dietary restrictions. • Immunisation status. • If the approved provider or a staff member has sighted a child health record, a notation to that effect.	
Orientation	Process to support the child's transition to the service, whereby families spend time at the service with the child a few times 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 cecqa.gov.au/media/27031

6. Links to other policies

The following policies may be linked to this policy:

- Dealing with medical conditions in children
- Dealing with infectious diseases
- Incident, injury, trauma, and illness
- Delivery of children to, and collection from, education and care service premises
- Emergency and evacuation
- Excursions
- Governance and management
- Interactions with children
- Dealing with complaints
- Payment of service fees and provision of a statement of fees charged by the service.

- Safe transportation of children
- Acceptance and refusal of authorisations

7. Induction and ongoing training

- Induction and ongoing training will be implemented, focusing on this policy and related procedures.
- Information will be shared with relief/ casual and educator assistants on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.
- Procedures and clear expectations about conducting assessments are part of Nominated Supervisor/Responsible Person induction training, and regularly reviewed at staff meetings.

8. Monitoring, evaluation, and review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

Policy created:		
Review Date	Assignee	Notes
04/02/2026	Lauren Roberts	Updated policy statement Updated Background Changed terminology from 14 days notice to 10 business days notice Updated Legislative Requirements Added termination of enrolment procedure

ENROLMENT AND ORIENTATION PROCEDURES GUIDELINES

1. Title

Enrolment and orientation procedures

2. Reference to policy and philosophy

Refers to the Enrolment and orientation policy. These procedures will also reflect the service philosophy, the Child Safe Standards and evidence-based quality practice guidelines.

3. Procedures

These procedures will be kept at the service.

Templates and documents that might be required and/or used as a part of the procedures include:

- child enrolment record
- incident, injury, trauma, and illness record
- medication record
- medical management plan

Systems to monitor the implementation of the procedures include:

- accessibility - policies and procedures are readily available and accessible to staff as required.
- induction and training – staff are given adequate onboarding and ongoing support to ensure up-to-date knowledge and skills with a thorough understanding of responsibilities.
- quality assurance and governance - policies and procedures are regularly reviewed and maintained.
- monitor and audit compliance - implementation of policies and procedures is regularly monitored to ensure staff are following them correctly.
- reformative action - non-compliance with policies and procedures is promptly addressed.
- resourcing and support - adequate resources and time are allocated to enable staff to comply with policies and procedures.
- communication with families - parents will be made aware of the requirements of the policy and the importance of keeping medical management plans up to date.

4. Roles and Responsibilities

Roles	Responsibilities
Approved Provider	• ensure the Enrolment and orientation policy and procedures are in place. • ensure that obligations under the Education and Care Services National Law and National Regulations are met. • establish a strong organisational culture that puts child safety at the centre. • take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the Enrolment and orientation policy and procedures. • ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation. • keep prescribed enrolment and other documents as set out in regulation 177, including a medication record and children’s attendance record. • keep records confidential and stored safely and securely for the relevant period listed in regulation 183. • consider quality practice approaches to enrolment and orientation. • take reasonable steps to ensure that nominated supervisors, educators, staff, and volunteers follow the Enrolment and orientation policy and procedures. • ensure copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff, and volunteers, and available for inspection. • notify families at least 10 business days before changing the policy or procedures if the changes will: • affect the fees charged or the way they are collected or

	• significantly impact the service's education and care of children. • significantly impacts the family's ability to utilise the service.
Nominated Supervisor/ Responsible Person	• implement the Enrolment and orientation policy and procedures. • regularly communicate with the team about the service's commitment and collective responsibility for child safety. • ensure that regulatory obligations are met in relation to enrolment and orientation. • implement procedures for enrolment and orientation. • ensure that an enrolment record is kept for each child which contains all the prescribed information. • support families' involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service. • ensure families are aware of relevant policies and procedures at time of enrolment, such as: • acceptance and refusal of authorisations. • dealing with medical conditions in children. • incident, injury, trauma, and illness. • delivery of children to, and collection from, education and care service premises. • promote quality practice approaches to enrolment and orientation. • keep records confidential.
Educators	• implement the Enrolment and orientation policy and procedures. • engage in open, two-way communication with families and communities about the service's child safety approach. • be familiar with regulatory requirements. • support families' involvement in the service and contribution to service decisions regarding the orientation of their child at the service. • share information with families to support the child's transition into the service. • respect the culture, values, and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing. • familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service. • keep records confidential.
Families	• be aware of the Enrolment and orientation policy and procedures. • provide feedback on the organisation's policies and practices. • ensure they complete the attendance record on delivery and collection of their child. • provide emergency contact details on their child's enrolment form and ensure this is kept up to date. • provide authorisation in their child's enrolment form for the approved provider, nominated supervisor or an educator to seek medical treatment for their child from a registered medical practitioner, hospital, or ambulance service and, if required, for transportation by an ambulance service.

	• notify the service upon enrolment of any specific health care needs of their child, including any medical conditions and allergies and any medical management plans that need to be followed. • ensure any Medical management plans at the service are kept up to date. • be contactable, either directly or through emergency contacts listed on the enrolment form, in the event of an incident requiring the administration of first aid and/or medical attention. • complete all documentation required by the service. • ensure all information about the child and family held by the service is kept up to date.
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Procedures

Enrolment records	
Legislation Quality Areas Child Safe Standards	Act: 175 Regs: 90, 92, 102, 160, 161, 162, 168, 170, 171, 172, 177, 178, 179, 181, 182, 183 QA: 1, 2, 6, 7.1.2 CSS: 1, 3, 4, 10
Steps	Enrolment records • form part of the enrolment procedure and are completed by families after they have been allocated a place, and before commencing attendance. • each family enrolling in the service will be provided with an enrolment package which will include: • enrolment details to our online portal that includes information set out in Regulations 160-162. • an agreed start date. • a parent information manual including fee structure and payment details. • parents must ensure their child's records are kept up to date by updating any changes to your child's pertinent information. • the enrolment record includes authorisations as outlined in the Acceptance and refusal of authorisation policy and procedures. The enrolment record must include: • full name, date of birth and address of the child • the name, address, and contact details of: • each known parent of the child. • any emergency contacts.

	• any authorised nominee. • any person authorised to consent to medical treatment or administration of medication. • any person authorised to give permission to the educator to take the child off the premises. • any person authorised to give permission for the child to be taken outside the premises on an excursion. • any person authorised to give permission for the child to be taken outside the premises on transport provided, or arranged, by the service. • details of any court orders, parenting orders or parenting plans. • gender of the child. • language used in the child's home. • cultural background of the child and their parents. • any special considerations for the child, such as cultural, dietary, or religious requirements or additional needs. • authorisations for: • the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child. • the service to take the child on regular outings. • name, address and telephone number of the child's registered medical practitioner or medical service. • Medicare number (if available). • details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis. • any medical management plan, anaphylaxis medical management plan or risk minimisation plan. • dietary restrictions • immunisation status • if the approved provider or a staff member has sighted a child health record, a notation to that effect. • certificates for immunisation or exemption for the child, as required under the Public Health Act 2010 NSW. Storage of enrolment records • the Governance and management policy outlines the information and authorisations that we will include in all child enrolment records. • The service will ensure that enrolment information is kept at the program premises in accordance with our policies and the Education and Care Services National Regulations. • all information included on enrolment records will be stored and handled confidentially. • the nominated supervisor will ensure enrolment records are stored safely and securely for the relevant period: • until the child is aged 25 years: if the record relates to an incident, illness, injury, or trauma suffered by a child while being educated and cared for by the service.
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	• until the child is aged 25 years: if the record relates to an incident, illness, injury, or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the service. • until the end of 7 years after the child's death: if the record relates to the death of a child while being educated and cared for by the service or that may have occurred as a result of an incident while being educated and cared for. • until the end of 3 years after the last date the child was enrolled at the service: for any other record.
	• Make sure your policy and procedures are available for all to access. • Ensure procedures are part of Nominated Supervisor and educator induction training and are regularly reviewed at staff meetings. • Ensure policies and procedures are regularly reviewed and maintained. • Nominated supervisors are to regularly monitor to ensure staff are implementing policies and procedures correctly. • Non-compliance with policies and procedures is promptly addressed. • Adequate resources and time will be allocated to enable staff to comply with policies and procedures. • Meeting agendas and minutes show child safety is a standing agenda item. • Nominated Supervisor is to regularly review educator and staff rosters to ensure first aid qualification requirements are being met. • When rostering, ensure educators and staff with first aid qualifications attend both the premises and on excursions and transportation. • Implement systems to identify when qualifications need to be updated or renewed.
Related policies/ procedures	Policies: • Governance and management • Acceptance and refusal of authorisations • Dealing with medical conditions in children • Dealing with infectious diseases • Excursions • Incident, injury, trauma, and illness • Delivery of children to, and collection from, education and care service premises Procedures: • Enrolment procedures • Orientation procedures • Preparing for nutrition, food and beverages, dietary requirements • General transportation (not excursions) • Transportation during excursions • Records and confidentiality • Managing incidents, injury, trauma, and illness • Documenting and reporting incidents, injury, trauma, and illness • Obtaining and keeping authorisations • Implementing authorisations

	• Considerations for refusing authorisations • Preparation for a child with a medical condition • Plans for the child with a medical condition while in the service • Delivery of children to, and collection from, the service • Delivery to, and collection from school age care programs • Late collection • Administration of first aid • Administration of medication
Implemented by:	Approved Provider Nominated Supervisor/Responsible Person Educator
Created/ reviewed: 04/02/2026	Review responsibility: Approved Provider

Enrolment procedures	
Legislation Quality Areas Child Safe Standards	Act: Regs: 85, 86, 88, 90, 91, 99, 157, 168, 170, 171, 172, 177, 178 QA: 1.1.2, 1.3.3. 2, 5.1, 6.1, 6.2, 7.1.2 CSS: 1, 3, 4, 10
Steps	Priority of access Our programs are licensed under the Education and Care Services National Law Act (2010). Under State and Commonwealth government agreements we are able to offer fee subsidies to parents. Under these agreements we are required to follow priority of access guidelines. <u>Priority of Access Guidelines (Department of Education, Employment and Workplace Relations)</u> Demand for care varies from across our program locations. In situations where a waiting list exists, and more families require care than places available we must offer places according to the following guidelines: • Priority One: a child at risk of serious abuse or neglect. • Priority Two: a child of a single parent who satisfies, or of parents who both satisfy the work, training study test. • Priority Three: any other child. Within these main categories priority should also be given to the following children: • Children in Aboriginal and Torres Strait Islander families. • Children in families, which include a disabled person. • Children in families with a non-English speaking background. • Children in socially isolated families. • Children of single parents.

	Attendance Options Weldon Children’s Services offers school age programs for children aged 5 – 12 years old and early childhood programs for children birth to five years. In addition, we provide family support services and access to a toy library and playgroup. <u>Early Childhood (birth to 5 years)</u> • Full day early childhood programs are offered on a permanent, permanent part time and occasional basis depending on location and availability. <u>School Age Care (5 to 12 years)</u> • School age care is offered during school terms and throughout the school holidays. Access to these programs is available on permanent and casual basis depending on availability. During school terms care is offered in the mornings and in the afternoon (before and after school). During the school holidays and on pupil free days care is offered on a full day basis. Waiting List • when demand for care exceeds the services number of approved places, families will be placed on the waiting list. • waiting lists will be refreshed every 6 months via email. If the service does not receive a reply from the family regarding their care needs, the family will be removed from the waiting list. • families already utilising care but requiring extra days will be placed on an internal waiting list until a position becomes available. Custody Arrangements • family members are responsible for informing the service of custody and access arrangements on enrolment, and immediately if any alternations are made to those arrangements. • a copy of the relevant legal documentation will be kept in the child’s file. Prior to the child formally commencing at the program • families must return all supporting documentation two days prior to commencement of the agreed starting date. • educators and staff will be informed of the intended time for any pre-commencement orientation visits. • educators and staff will be informed of the child’s commencement date and be provided with enrolment information that will support the day-to-day care needs of the child. • educators and staff will be made aware of medical conditions and how to manage them if required. • OSHC educators will be informed of specific drop off and collection from school information, with a particular focus on the drop off and collection of new school starters and kindergarten age children. • prior to the agreed start date of care, families can attend an enrolment meeting and program orientation visit. At that meeting parents must bring: • a completed enrolment form including authorisations. • a bond payment as outlined in our Payment of service fees and
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	provision of a statement of fees charged by the service policy. • current immunisation history status. • birth certificate or passport. • current contact information for parents and emergency contacts. • information on the child's special rights (including medical conditions, health, and developmental concerns). On commencement • The nominated supervisor will undertake a final check of the enrolment details, authorisations and information updates prior to the family leaving the child at the service for the first time. • the first fee payment will be collected as required by our Payment of service fees and provision of a statement of fees charged by the service policy. • the family and child will be welcomed into the program. • the child will be shown where to place their belongings. • the parents and child will be provided with reassurance and assistance with separation if required. • the family will be contacted throughout the day (as appropriate to the care situation) to let the family know how the child is settling in. • The nominated supervisor will ensure OSHC drop of and collection from school information is understood by all parties.
	• Make sure your policy and procedures are available for all to access. • Ensure procedures are part of Nominated Supervisor and educator induction training and are regularly reviewed at staff meetings. • Ensure policies and procedures are regularly reviewed and maintained. • Nominated supervisors are to regularly monitor to ensure staff are implementing policies and procedures correctly. • Non-compliance with policies and procedures is promptly addressed. • Adequate resources and time will be allocated to enable staff to comply with policies and procedures. • Meeting agendas and minutes show child safety is a standing agenda item.
Related policies/ procedures	Policies: • Governance and management • Interactions with children • Acceptance and refusal of authorisations • Delivery of children to, and collection from, education and care service premises • Excursions • Dealing with medical conditions in children • Dealing with infectious diseases • Incident, injury, trauma, and illness • Emergency and evacuation • Dealing with complaints

	• Payment of service fees and provision of a statement of fees charged by the service. Procedures: • Enrolment record • Orientation procedures • Fee structure • Delivery of children to, and collection from, the service • Delivery to, and collection from school age care programs • Late collection • Preparation for a child with a medical condition • Plans for the child with a medical condition while in the service • Resolving complaints • Obtaining and keeping authorisations • Educator and child interactions • Records and confidentiality • Preparing for nutrition, food and beverages, dietary requirements
Implemented by:	Approved Provider Nominated Supervisor/Responsible Person Educator
Created/ reviewed: 04/02/2026	Review responsibility: Approved Provider

Orientation procedure	
Legislation Quality Areas Child Safe Standards	Act: Regs: 99, 168, 170, 171, 172 QA: 1.1.2, 1.3.3, 4.1.2, 5.1, 6.1, 6.2, 7.1.2 CSS: 1, 3, 4, 10
Steps	• our programs welcome visits from prospective families and children. • all families are invited to visit the program to discuss their care needs and availability of places. • if a position is available the family may choose to enrol immediately or be placed on the waiting list. • the nominated supervisor may provide the visiting family with a tour of the environment and provide enrolment information which may include either: • an overview of the program. • information relating to fees and enrolment process, or • an enrolment pack, an agreed start date and information relating to the enrolment meeting.

	- in addition, families will be provided with our website address. Orientation - in collaboration with the family, the nominated supervisor will plan an orientation process to provide the best possible start for the child, including a schedule of visits. - educators will interact with the child and actively encourage the child to engage in the educational program and activities. - the nominated supervisor and educators will be available to answer any questions the family may have, whilst ensuring they are not compromising the supervision of other children or required ratios. - family members must remain at the program during the orientation visit/s. - the parent must sign the visitor record on arrival and when they leave. - the child cannot be left at the program until they have formally commenced at the program and are therefore not included in the staff: child ratio.		
Strategies for monitoring	- Make sure your policy and procedures are available for all to access. - Ensure procedures are part of Nominated Supervisor and educator induction training and are regularly reviewed at staff meetings. - Ensure policies and procedures are regularly reviewed and maintained. - Nominated supervisors are to regularly monitor to ensure staff are implementing policies and procedures correctly. - Non-compliance with policies and procedures is promptly addressed. - Adequate resources and time will be allocated to enable staff to comply with policies and procedures. - Meeting agendas and minutes show child safety is a standing agenda item.		
Related policies/ procedures	Policies: - Governance and management - Interactions with children Procedures: - Enrolment record - Enrolment procedure - Educator and child interactions - Supporting child to child interactions - General governance and management		
Implemented by:	Approved Provider Nominated Supervisor/Responsible Person Educator		
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Termination of Enrolment procedure	
Legislation Quality Areas National Quality Standards Child Safe Standards	Act: 162 Regs: 99, 168, 170, 171, 172 QA: 1.1.2, 1.3.3, 4.1.2, 5.1, 6.1, 6.2, 7.1.2 CSS: 1, 3, 4, 10
Steps	Provide Notice - Families must give 20 business days' written notice during the school term to terminate their child's enrolment. - Notice should be addressed to the Centre Director. Written Confirmation - Families must provide written confirmation of their intent to terminate, including the last day of attendance. Complete Online Termination Form - Families are required to complete the service's online Termination of Enrolment form to formally record the request. Fees and Payments - All fees must be paid up to and including the last day of attendance. - The bond will only be refunded if: - The required 20 business days' notice has been provided, and - All fees have been paid in full. Acknowledgement by Centre Director - The Centre Director will review the termination request, confirm receipt, and ensure all fees and bonds are accounted for. Finalisation of Records - The child's enrolment record is updated to reflect the termination date. - Any outstanding documentation (e.g., child information, medication, or equipment) is returned to the family. Bond Refund (if applicable) - Refund the bond only if all conditions (notice and fees) are met. - Provide families with a written statement confirming bond refund and final account reconciliation. Transition Support (Optional) - Offer families support to transition their child smoothly, including recommendations for other services or guidance for the child's final days at the centre. Record Retention - Maintain all termination records securely in line with privacy requirements and National Regulations. - Enrolment records and supporting documents (including developmental records) are to be retained for 3 years after the child's last day of

	attendance. - Incident, injury, trauma and illness records (including any medication records) are to be retained until the child turns 25 years. Continuous Improvement - Review termination process periodically to ensure it aligns with regulations, NQS, and Child Safe Standards.
Related policies/ procedures	Policies: - Governance and management - Payment of Service fees Procedures: - Enrolment record - Enrolment procedure - General governance and management
Implemented by:	Approved Provider Nominated Supervisor/Responsible Person Educator
Created/ reviewed: 04/02/2026	Review responsibility: Approved Provider

OOSH Re-Enrolment Procedure	
Legislation Quality Areas National Quality Standards Child Safe Standards	Act: 162 Regs: 99, 168, 170, 171, 172 QA: 1.1.2, 1.3.3, 4.1.2, 5.1, 6.1, 6.2, 7.1.2 CSS: 1, 3, 4, 10
Steps	Re-Enrolment Period - Re-enrolments open 1 September each year and close in the last week of October. - Families must complete re-enrolment within this timeframe to secure places for Term 1 of the following year. Confirmation of Enrolment Patterns - Parents/guardians must confirm their required enrolment patterns for Term 1 when completing re-enrolment. - Any changes to attendance patterns for Term 1 cannot be made after re-enrolment confirmation. Acknowledgement of Notice Period - Upon re-enrolment, families must acknowledge their understanding of

	the enrolment notice period, including the rules for Term 1: - Enrolment cannot be altered, changed, or terminated within the first 2 weeks of Term 1. - From Week 2 of Term 1 onwards, a 20 business day notice period is required for any changes or terminations. Non-Re-Enrolment and Waitlist Policy - Families who do not re-enrol by the closing date in October will forfeit their position. - Vacated positions will be offered to children on the waitlist, ensuring fair allocation of places for the upcoming year. Submission of Re-Enrolment - Parents/guardians must complete the re-enrolment form (online or paper) and submit it by the closing date in October. Processing Re-Enrolments - The Centre Director or Service Coordinator reviews all re-enrolments to confirm enrolment patterns and availability. - Families are notified of successful re-enrolment and their confirmed attendance pattern. Record Keeping - Maintain updated enrolment records reflecting re-enrolment confirmations, attendance patterns, and acknowledgement of notice periods. Adjustment of Enrolments (if required) - Enrolment changes or cancellations cannot occur within the first 2 weeks of Term 1. - From Week 2 of Term 1, changes require written notice of 20 business days to the Centre Director. - Changes of days will be accommodated where possible, subject to availability of vacancies. Communication with Families - Send reminders to families before the re-enrolment period opens, outlining dates, procedures, and obligations. - Clearly communicate attendance obligations, notice period rules, and consequences of non-re-enrolment, including waitlist allocation.
Related policies/ procedures	Policies: - Governance and management - Payment of Service fees Procedures: - Enrolment record - Enrolment procedure - Termination of enrolment - General governance and management
Implemented by:	Approved Provider Nominated Supervisor/Responsible Person

	Educator	
Created/ reviewed: 04/02/2026	Review responsibility: Approved Provider	