

# Enrolment Policy

<b>Policy Number:</b>	9   NINE
<b>Purpose:</b>	To ensure all stakeholders have knowledge and understand their legal and ethical obligations when joining the Birralee Family.
<b>Scope:</b>	Providing all relevant information to Families to be able to make a conscious decision before entering a contract with Birralee Child Care Centre and other outside agencies.

## Relevant Legislation

### National Law

- 175 Offence relating to requirement to keep enrolment and other documents

### National Regulations

- 85 Incident, injury, trauma and illness policies and procedures
- 86 Notification to parents of incident, injury, trauma and illness
- 88 Infectious diseases
- 90 Medical conditions policy
- 91 Medical conditions policy to be provided to parents
- 92 Medication record
- 99 Children leaving the education and care service premises
- 102 Authorisation for excursions
- 102D Authorisation for service to transport children
- 157 Access for parents
- 158 Children's attendance record to be kept by approved provider
- 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 service 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
- 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

### National Quality Standard




- Element 6.1.1 – Engagement with the service – Families are supported from enrolment to be involved in the service and contribute to service decisions.
- Element 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.
- Element 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.

**Supporting Documents / References:**

- Birralee Constitution
- National Regulations
- Birralee Family Handbook
- National Law and Regulations

**Related Policy or Documents:**

- Medical Policy
- Family and Community Policy
- Programming policy
- Governance Policy

<b>Attachment One:</b>	 instruction_sheet_1 0_-_priority_of_acce: Priority of access guidelines for childcare services
<b>Attachment Two:</b>	 EnrolmentApplicati on%20Version%201.  KindergartenEnrol mentApplicationVer Enrolment forms
<b>Attachment Three:</b>	

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## **Process**

### **Inquiry**

Families may request information on enrolments, via phone, email, care for kids' site, through Birralee web site, social media sites and in person. All attempts to inquire about enrolments will be dealt with immediately and professionally. Educators will direct all inquiries to the Director or 2IC. If the Director or 2IC is unavailable a message will be taken, and the information passed on as soon as possible. It is the responsibility of the Director or 2IC to provide information to the family to help them understand the enrolment process and be able to answer all questions that they may ask to help with their child's education and care decisions.

### **Tours**

Families will be invited to attend the Centre and be given a tour and an enrolment pack. Tours will be provided by the Director or 2IC, who will explain how the Centre operates, responsibilities of all parties, room dynamics and answering Families' questions in a positive and knowledgeable manner. Families will be introduced to Educators, and it is the responsibility of all Educators to react in a positive and friendly manner that makes the Family feel welcomed and supported.

### **Non English-speaking enrolment**

The Director or 2IC will work with the family using the Birralee visual orientation booklet to support the family to understand our processes and how we can support them through the enrolment process and during their time at Birralee. The Director or 2IC will seek further help from online sources including but not limited to translating and Interpreting service (TIS National), local community groups and other families as required to ensure all parties needs are being met and the family and child is provided with the best opportunity to engage in quality care and education as well as feeling welcomed within the Birralee community.

### **Ongoing medical information**

Families are required to disclose any ongoing medical condition of their child to the Director or 2IC. This information will allow further conversations to ensure Birralee is able to provide for the child's needs in an inclusive environment. It will also ensure the family understands their responsibilities, the need for medication to be at the Centre whenever the child is present, and the documentation needed for ongoing medical conditions.

- Action plan created by a doctor

- Medical risk minimisation plan
- Communication plan

## Forms

Families that decide to enrol their child will be required to complete and provide certain documentation. All required documents must be completed and returned before enrolment can commence.

It is the responsibility of the Director or 2IC to check all documentation is received:

- Completed enrolment forms.
  - All questions answered
  - All permissions signed
  - Child's doctor information
- Current Immunisation Document for the child
- Medicare Card - photocopy
- Photo ID of Family members - photocopies
- Child's Birth Certificate - photocopy
- Court Orders if required

The Family has one week to return forms to secure the enrolment.

## Acceptance

Families will be informed of their acceptance on the return of all completed forms. Forms that are not complete will require the Director or 2IC to delay the enrolment date until all required information is provided. The Director and/or 2IC will confirm the enrolment start date and explain the orientation process to the Family. Families already enrolled will automatically be accepted for the following year. Between May and October, depending on the current enrolment status, forms will be sent out to current Families requesting care requirements for the following year. From the information received the Director and 2IC will develop rolls and provide current Families with their acceptance into care for the following year. Any vacancies available after current families have been placed will be offered to the best suited families on the wait list.

## Availability

It is the responsibility of the Director and/or 2IC to ensure all available vacancies are filled. Any availability will be advertised using the Care for Kids site, the open Facebook page and through Proda. Advertising vacancies through Proda is a legislative requirement and needs to be completed weekly though the third-party provider. It is the responsibility of the Director or 2IC to ensure vacancies to Proda are submitted weekly. Current enrolments and siblings will be offered first chance at availability, with any remaining places being offered to families on the waiting list. When possible, places can be saved for newborns of a current Family for any length of time at the discretion of the Director or 2IC.

## Waiting List

Any person unable to secure an enrolment, may select to go on the waiting list.

The Family will be required to email the Centre with the following details:

- The child's details, including date of birth
- Days of attendance required
- Contact number
- Proposed start date

The waiting list will be checked regularly and Families that meet the current availability will be contacted to discuss that there is a position available for their child.

## Enrolment

### Packs

Once the Family has decided to enrol their child, they will be provided with an enrolment pack containing:

- Enrolment Form
- Family Handbook
- Enrolment Check List
- Business Card
- Kindergarten Pamphlet (Kindergarten Only)

### Enrolment Forms

The enrolment form will comply with all legislation requirements. It is the responsibility of the Director and 2IC to ensure all required information is on the enrolment form and the Family has completed all areas. The enrolment form becomes a legal document and the information provided will be followed by all employees. The Director and 2IC will regularly check all children's enrolment forms to ensure information is up to date and complete. The forms collected and information within the forms will be stored according to the governance policy - records.

### Authorised Persons

On the enrolment form, Families will be requested to provide the Centre with details of persons authorised to:

- Collect their child from the Centre
- Consent to medical treatment for their child
- Be notified in the case of an emergency
- Allow Educators to take their child from the Centre

Only persons with the required authorisations will be allowed to complete any of the above tasks. It is the responsibility of the Family to add or remove persons from the list as their situation changes. When a person not on the list is required to complete any of the above tasks, the Family will be

required to provide written documentation; either adding the person via the Xplor app or completing a pick up form found in both foyers. Forms will need to be submitted to the Director or 2IC, and when adding via the Xplor app an email to the Director or 2IC will confirm the individual has been added. In both circumstances authorised persons will be required to produce photo ID to confirm their identification.

## Family Handbook

The Family handbook will provide Families with information on how the Centre operates, fee structure, items required and the Centre philosophy. It is the responsibility of the Director and 2IC to keep the Family handbook updated and relevant to current practices and ideals of the centre. The Family Handbook will be provided to the Family on enrolment and as requested.

## Enrolment Check List

The check list will give the Family a clear guide on the required documentation needed to complete the enrolment. Family's will be required to bring all items on the check list when returning forms. The Director and/or 2IC will need to check and ensure all required information / documentation has been received before the enrolment can be accepted.

## Immunisation

Birralee Child Care Centre will not accept children that are not immunised and have no intention to immunise. All children will be required to have started their immunisations in accordance with Queensland Health's immunisation schedule before commencing care. All Families are required to ensure their child's immunisation is up to date, providing the documentation from Centrelink (MyGov) or their doctor confirming each immunisation. The Director and/or the 2IC will check children's immunisation status regularly and seek updated immunisation status from the family as required.

## Priority of Access

Under the priority of access guidelines for Child Care Services, Birralee will ensure any vacancies are filled according to said guidelines. When unable to support the enrolment of a priority child the Director and 2IC will use the government site Starting Blocks if the family seeks support in finding vacancies in other ECEC facilities. The Director and 2IC will understand the responsibility of complying and the consequences that a breach of the guidelines will incur.

## Orientation

Families will be encouraged to engage with the service before commencing care. Orientation supports the Family and builds effective partnerships that will help the child's transition to childcare. During orientation educators will begin to get to know the child through conversations with the family and from observing the child during orientation.

The Director and/or 2IC will also take this time to,

- Explain to the family when dropping off their child, once they are ready to go, say goodbye and leave, we will support and comfort their child until they are ready to play.



- Explain to the family about our frameworks and the experiences we provide to support children's learning.
- Explain to the family that information requested on their child is used to provide experiences of interest and to help educators provide an environment that the child will feel safe and secure in.
- Explain to the family our routines.
- Explain to the family how our educators have set rooms, and movement between rooms is minimised to ensure children are able to develop strong bonds with educators.

The orientation will be individualised for each Family, and their needs.

## Fees

### Daily Fees

Fees will be set by the committee of management and will reflect yearly budget projections, to ensure the longevity of the centre. Fees will be charged daily.

Current Fee Structure per day.

	Nursery	Toddlers	Pre Kinder	Kinder	Pre-Kindergarten	Kindergarten
Daily	\$120	\$120	\$120	\$120	\$115	\$115

It is the responsibility of the Director and/or 2IC to update fee structures immediately after a fee increase,

- in the policy book
- and the Family handbook.

## Payment Obligations

Families will receive weekly statements and the amount owing will be required to be paid weekly. Individuals can request other payment options by communicating their needs to the Director or 2IC who will accept the payment option and ensure overdue fees etc are not placed on the account as long as payment is made regularly according to the individual request.

## Statements

Statements will be generated each Monday and emailed to the primary caregiver, unless otherwise requested. Families requiring paper copies of statements will need to communicate their needs to the Director or 2IC. Statements will provide Families with detailed information on daily costs, Child Care Subsidy [CCS] entitlements, absences, attendances, hours attended and either money owed or money in credit. Families needing support to understand their statement will need to contact either the Director or 2IC.

## Payment of Fees

Fees are required to be paid weekly to keep accounts up to date. No Account is to exceed \$500 at any time, unless pre-arranged payment option has been approved by the Director and/or 2IC. It is the responsibility of the Family to maintain payments. Families will be required to choose the payment method best suited to their needs and ensure regular payments are organised. Overdue fees will be dealt with following the enrolment policy - overdue fees and include cancellation of enrolment and/or legal action to recoup all money owed.

Fees can be paid:

- Direct debit, bank details will be provided
- EFTPOS machine, situated in the office

## Late Pick-Up Fees

Families will be charged \$50 for the first 20 minutes and then \$5 a minute for each minute thereafter that their child is at the Centre after their chosen pick-up time. The late fee does not receive CCS funding, therefore the Family is responsible for the total amount of the fee charged. The late fee ensures the Centre is not out of pocket for paying Educators overtime. Late fees will be added to the account as an adjustment – late fee.

## Overdue Fees

At no time is a Family account to exceed \$500. The following actions for accounts nearing or exceeding this amount will ensure money owed is collected. The following procedure will be used for all Families, including Families that have or will be leaving the centre.

- The Director, 2IC or a person selected by the committee of management will be required to email the Family over their overdue fees and ask for payment or to set up a payment plan. Any Family choosing a payment plan will be required to honour the plan, fail to abide by the plan will result in further action being taken.
- If no payment is made the Director will call the Family and ask why fees have not been paid, requesting payment, and explaining to the Family their responsibilities and the possible actions taken to retrieve money owed.
- If no payment is made the Director will take any unpaid overdue accounts to the President, who will decide what further action will be taken. This may include:
  - The President contacts the Family requesting payment
  - Director to request a meeting with the Family to discuss payment
  - Inform Family that legal action will be taken to collect money owed
- Any Family who continues to have overdue fees that reach the \$500 limited with no payments or no contact with the Director or President will have their enrolment ceased and legal action taken to collect money owing.

## Fee Increases

Fee increases will be the responsibility of the Committee of Management and will only occur to ensure the viability of the Centre. Fee increases will be communicated to Families via all forms of

media used by the Centre. This communication will provide the reason/s for the fee increase and when the increase will occur. The Director and 2IC will be available to all Families to answer questions about the impending fee increase. It is the responsibility of the Director or 2IC to update policies, Family handbooks and required documentation displaying the fee structure to reflect the new fee.

### Child Care Subsidy [CCS]

All CCS payments are the responsibility of Centrelink and Families. Families are required to complete the required activity tests and Centrelink will then provide Families with the hours and percentage of subsidised care they will receive a fortnight. Birralee Child Care Centre have no control over the percentage or hours received and only submit enrolment information to Centrelink, who will then decide the amount of payment provided. The Director and 2IC can support Families in completing their activity tests, however any concerns a Family may have with their payments or hours will need to be directed to Centrelink. Families deciding to enrol their child over their CCS qualified hours will be responsible for full payment of each hour they exceed their qualified hours.

### Third Party provider

Birralee will use a third-party provider for enrolments. It will be the decision of the Committee of Management to decide which provider will be used. The provider will ensure CCS enrolments are submitted and sign in/out requirements are collected and stored according to legislation. It will be the responsibility of the Committee of Management to decide how all other legally required information will be collected and stored. Currently Birralee is using Xplor as their third party provider as well as hard copies to comply with legislation.

## Transitions

### Daily Routines

Daily Routines will be developed in each room to support children through the varying stages of the day. These routines will encourage the development of the children's self-help skills, resilience, sense of belonging and pride for their environment. Educators will ensure routines are embedded and provide individual children the time needed to understand each routine and move forward throughout the day.

### Environment Movements

As children are required to be moved from one environment to another, Educators will communicate to the Family of the impending change. Educators will communicate with each other on the child's needs and interests, to ensure a smooth relaxed transition for the child. The transition will take the amount of time needed for the child to adjust and feel comfortable. Children will move as age dictates; however individual needs of the child will be considered before any move is made. The Family will be a part of the decision-making process and consent from the Family will be required when transitions occur throughout the year. At the start of each year, Families will receive a letter of offer, this states the environment their child will be attending that year. When the Family return this letter of offer, they are committing to accepting their child's environment and position at Birralee Child Care Centre.

## School Transitions

The Early Childhood Teacher [ECT] will develop strong relationships with local schools, encouraging school participation within the program. The foyer in the kindergarten will display school information and open days. The ECT will be available to Families to discuss school concerns. The ECT will complete termly reports and interviews with Families to support the transition to school, the final report in term four will be the Queensland Kindergarten Transition Report that will be sent to the child's Prep Teacher. The ECT is responsible for collecting all permission forms from Families to send the Queensland Kindergarten Transition Report to the families selected school. Families can at any time, request an interview with the ECT to discuss school readiness. The ECT will request interviews with Families if they have concerns that need addressing to ensure school readiness for the child.

## Kindergarten Enrolment

### Enrolment

The kindergarten program will only operate with a qualified Early Childhood Teacher, it is the responsibility of the Committee of Management to provide employment opportunities that will secure and maintain the services of a qualified Early Childhood Teacher. Children will only qualify for the kindergarten program if they turn four years old by 30<sup>th</sup> June the year of participation in the kindergarten program. Families will be required to provide evidence of the child's age that will be kept on the child's individual file. The child will be enrolled using the name provided in the following evidence of age:

- Birth Certificate
- Passport
- Statutory Declaration
- Government Issued Document with the child's Date of Birth

The enrolment form will contain the following required information to remain compliant with the Queensland Kindergarten Funding Scheme

- Is the child currently attending another Kindergarten?
  - Funding can only be claimed once, it is the responsibility of the Director or 2IC to contact the other centre, if applicable, to ensure funding is only claimed once.
- If the Family identify as Aboriginal and/or Torres Strait Islander
  - Provide varying options that allow Families to identify

All other questions on the enrolment form and required documentation will comply with requirements under the early childhood laws and regulations. It is the responsibility of the Director and 2IC to ensure enrolment forms and all documentation is compliant and complete before enrolment commences. It is the responsibility of the Family to provide all required documentation.

## Participation

The Kindergarten program will be available to any child meeting the Queensland Funding Scheme requirements. The Program will be inclusive and the ECT and Educators will work with Families to

support children's participation. Preference will be given to children who will be attending school the following year, ensuring successful transition to formal learning. The ECT will determine any barriers children may have and develop strategies to ensure the kindergarten program is supporting all children in a positive and successful manner.

## Program

The program will be play based and follow the Queensland Kindergarten Learning Guidelines [QKLG]. The ECT will be responsible for ensuring the program is compliant with all the guidelines and encourages the growth and development of each individual child. The ECT will be responsible for providing Families with information on their child's holistic growth, development, and school readiness. The ECT will be able to explain to Families the process for both school enrolment and/or a second year of Kindergarten attendance. Children completing a second year of kindergarten will have access to the Queensland Kindergarten Funding Scheme [QKFS] and the Director or 2IC will ensure the delayed entry register is updated to remain compliant with legislation. The register details will be maintained and available on request.

## Kindergarten Funding

The Queensland Kindergarten Funding Scheme provides funding for approved kindergarten programs run by a qualified Early Childhood Teacher. The funding will be paid termly and paid for each kindergarten child attending at least 15 hours a week. Management will be responsible for correctly submitting termly reports and completing the yearly census. All funding received will only be spent on kindergarten program related expenses

- Resources
- ECT wages
- Relief ECT wages
- Kindergarten in house experiences

## Free Kinder

The Queensland government currently provide 600 hours of free kinder a year. This is paid directly to families with children in the kindergarten program. The funding is paid only during school terms, and in the long day care setting, in conjunction with your CCS payments. Birralee will pay this amount weekly during the school term and will be clearly shown on family's statements as free kinder payment. The Director is responsible for submitting claims for kindergarten funding and will be knowledgeable on the system to provide families with information when requested.

## Support Subsidy

The State Government provides extra funding for kindergarten children, the extra funding depends on the current State Government and will vary. It is the responsibility of the Director and/or 2IC to be knowledgeable of the current support subsidy and complete all required documentation to ensure children eligible for the funding receive the funding.

## Kindergarten Review

The Director or 2IC will ensure all required documentation is up to date and available for any QKFS announced or unannounced site visits. Available documentation includes but not limited to:

- Current Public Liability
- Current Fee Structure
- ECT Qualification
- ECT used within an 18-month period and qualifications
- Enrolment Forms with Birth Certificates
- Attendance of children.

## **Responsibilities**

### **Xplor App**

While using the Xplor third party platform, families and all authorised persons will be required to accept the invite from Xplor, download the app and create an account. The app will allow families to sign in/out, read any incident/illness forms, submit absent, and holiday dates and receive communications. As this is the only way of complying with sign in/out obligations families enrolled at Birralee must use the Xplor app.

### **Late Collection of Children**

Families are required to collect their child on time, before closing time. The primary caregiver will be given a courtesy call requesting the immediate collection of their child, if there is no response from the primary caregiver all authorised persons detailed in the enrolment form and/or on the Xplor app will be called until contact is made, and collection of the child is organised. Families will incur the late fee in accordance with the enrolment policy - late fee. Families continually exceeding 30 minutes late will after a third incident will be given a written warning of immediate termination of care after the next incident. If no contact can be made with a person authorised to collect the child after 60 minutes Family and Community Services and the Police will be notified. The authorised person on duty will need to contact the Director before contact with Family and Community Services and the Police is made. Children will be released into the care of Family and Community services or the Police if directed to do so by these authorities.

### **Early drop off of Children**

To remain compliant with our service approval, no child can be signed in and left in our care until 7am. Families arriving early will remain with their child ensuring supervision of their child. If Families do not remain and supervise their child until 7am, the Centre will be locked, and Families will remain outside the building until an Educator opens the door at 7am. Families with a late start time of 8am who drop their child off earlier will be charged for a longer day.

### **10-hour Sessions**

Ten-hour sessions will be offered to Families to support their fortnightly subsidised hours. Families choosing the ten-hour sessions will be required to drop off and pick up within the chosen time frame. Families exceeding the ten-hour time frame will revert to the 11-hour session.

10-hour sessions will run between either 7am to 5pm or 8am to 6pm, no other options are available, and times will be strictly adhered to.

### Fortnightly enrolments

Birralee will not offer fortnightly enrolments.

### Cancellation of Care

Families can choose to cancel care at any time. The Director or 2IC will be required to complete the cancellation of care form, providing Management with an insight into why care was cancelled. Any information received can be used to change the Families decision where possible. The Director or 2IC and the Family will together decide the last day of care.

Management reserve the right to cancel care when Families are not complying with the code of conduct, and the required policies and procedures. Management will be required to communicate the concern to Families and provide ample opportunity for the Family to rectify the issue and remain at the Centre before cancelling care. In some cases, the Family may need support, it is the responsibility of management to understand and help guide Families before cancelling care.

- Family Separation
- Death in the Family
- Loss of Job / Income
- Addition to the Family

Management reserve the right to immediately cancel care in extreme cases where the,

- safety and wellbeing of staff is compromised.
- Violence towards staff
- Threatening behaviour towards staff.

In all cancellation situations the Family is responsible for payment of account for all days of attendance.

### Court Orders

Families are required by law to provide Birralee with a copy of any such Court Orders and any further updates to any/all Court Orders. Birralee will respect all conditions set out in the Court Order and will take steps to comply with the Court Order. While at Birralee, the parties involved in the Court Order are to be civil and comply with all conditions of the Court Order. Aggression or inappropriate behaviour will not be tolerated.

Birralee will work with families to ensure all parties feel confident in the education and care their child will receive at Birralee. This will include communications, access to information, privacy and respect, in accordance with the terms of the Court Order.

If there is no court order, Birralee will comply with the current policies and procedures. Any issues the family may have, are not the responsibility of Birralee and need to be addressed, settled and communicated to management.

Without a Court Order, Birralee cannot refuse a parent/guardian access to their child.

### Variation of Care

When possible, Families can change their care days. Families will need to communicate their needs to the Director or 2IC who will be able to review the current enrolments and make the required changes if possible. The Family will be notified if vacancies exist or that their request cannot be fulfilled at this time.

### Casual Care

Families can use vacancies in their child's environment for casual days as required. Families will need to communicate their need for a casual day to the Director or 2IC who will be able to pencil in the booking if available. Families using a casual day that will exceed their subsidised fortnightly hours will be responsible for full payment of the casual day. Casual days will not be swapped for a normal day of attendance that the child was unable to attend, all casual days will be charged as an extra day.

### Updating Information

It is the responsibility of the Family to keep management updated with their current situations, including:

- Place of Residence
- Phone Numbers
- Authorised Contacts
- Family Situations
- Medical Concerns
- Action Plans
- Immunisation
- Food Preferences

If Management request information, Families are required to comply with the request within a reasonable timeframe.

### Communication

Communication can be verbal or written. Communication can be given to any Employee who will pass on information to the Director or 2IC. Communications will always be positive and respectful. When handling sensitive information, Management will ensure the privacy of the Family involved is maintained and instruct all Employees of their responsibilities to follow privacy policies and procedures.

### Definitions:

Term	Definition	Source
Medical Action Plan	A medical action plan explains to all care providers how to proceed if the care recipient's health declines. Having an action plan in place when caring for a person with health issues is vital in ensuring their health and safety	togetherinthis.com



Orientation	The orientation visits allow parents and children the opportunity to establish positive relationships.	<a href="https://aussiechildcarenetwork.com.au">https://aussiechildcarenetwork.com.au</a>
Proda	PRODA is an online authentication system used to securely access certain online services	Medicareaustralia.com
Child Care Subsidy [CCS]	The Child Care Subsidy is the main way the Government assists Families with their child care fees	<a href="http://www.google/define">www.google/define</a>
Statutory Declaration	a prescribed declaration, made under statutory authority, which may in certain cases be substituted for a statement on oath.	<a href="http://www.google/define">www.google/define</a>

### Policy Details:

Date Created	Date Due for Review	Date Revised	Date Authorised by Committee of Management
25/01/2021			14/05/2021
	10/09/2022	27/09/2022	30/09/2022
	10/09/2023	10/09/2023	14/09/2023
	10/09/2024	15/09/2024	20/09/2024
	10/09/2025	15/09/2025	20/9/2025
	20/09/2026		