



# ENROLMENT & ORIENTATION POLICY



## Purpose

To ensure all children and families experience a positive, informed, and supportive enrolment and orientation process that meets individual needs, complies with all legislative and regulatory requirements, and promotes smooth transitions into the service.

## Scope

This policy applies to all Insight Early Learning children, families, educators, management, the Approved Provider, Nominated Supervisor, and visitors.

## Legislative Requirements

Education and Care National Law	
Regulations	Description
160	Keep child enrolment records
161	Keep authorisations in enrolment record
162	Keep health information in enrolment record
168	Service must have enrolment & orientation policy
170	Policies must be followed
177	Keep prescribed enrolment documents
181	Maintain confidentiality of records
183	Store records securely
97	Maintain emergency & evacuation procedures
Family Assistance Law	Lodge enrolments for CCS; keep CWA

## Relevant National Quality Standard (NQS) Elements

Quality Area 6 – Collaborative Partnerships	
6.1.1	Families are supported from enrolment to be involved in the service
6.1.2	Parent views are respected and included in decision-making
6.1.3	Current information provided to families
6.2.3	Service builds community engagement

## Implementation

Our service accepts enrolments of children aged 6 weeks to 6 years. Enrolments will be accepted provided:

- The maximum Daily attendance does not exceed the approved licensed capacity of the service.
- Child-Educator ratios are maintained at all times
- A vacancy is available based on the Priority of Access below.

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## Priority of Access Guidelines

Children who are enrolled at our service or whose families are seeking a vacant place can be given priority of access in accordance with the guidelines that have been established by the Department of Family and Community Services and Indigenous Affairs.

The Priority of Access levels listed below are what Nominated Supervisors may choose to follow when filling vacant spaces in their services.

1. A child at risk of serious abuse or neglect
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study
3. Any other child.

## Additional Consideration

Within these main Priority categories, priority should also be given to children at risk who are:

- Aboriginal and Torres Strait Islander families
- Families which include a person with a disability
- Families on lower incomes
- Families from culturally and linguistically diverse backgrounds
- Socially isolated families
- Single parent families

If a family seeking enrolment is of a higher priority than a current enrolled family, the service may require the lower priority family to reduce their care days to make accommodations for the higher priority child to access care.

## Responsibility of the Approved Provider

Ensure that the Nominated Supervisor/s and all team members are aware of and abide by this policy at all times.

- ensure that obligations under the Education and Care Services National Law and National Regulations are met
- ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorizations 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 that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection
- notify families at least 14 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 or
  - significantly impact the family’s ability to utilise the service

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## Responsibility of the Nominated Supervisor

- The Nominated Supervisor of the service must ensure that all team members are aware of the enrolments and orientation policy and that whenever the Nominated Supervisor is unavailable for the orientation process, that a suitable team member is available to conduct the process in line with the outlined policy and process.
- Nominated supervisors must also communicate effectively with their team members when they are expecting an orientation.
- Provide the family with the enrolment pack.
- It is the responsibility of the Nominated Supervisor to ensure enrolment is compliant prior to the child’s start date
- 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 authorizations -
  - 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.

## Responsibility of the Educators

- 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.
- Show the family their child’s locker or where they can store their child’s belongings for their first day.
- Advising them of the planning process (how many learning observations for their child the family can expect per month)
- Discuss the child’s routine with the family and check all about me has been completed or support the family during the orientation to have this completed.

## Responsibility of the Families

- Complete all documentation required by the service
- Provide any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service

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- notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed
- ensure all information about the child and family held by the service is kept up-to-date.

To finalize your enrolment, you are required to make your \$150 enrolment confirmation payment – this payment is credited to your account and will be used towards your first week/s of care

## Enrolment Process

(Step-by-step condensed from your IEL process and current policy, keeping legal requirements)

1. **Waitlist Registration** – Families complete the Xplor online waitlist form.
2. **Offer & Acceptance** – Contact family to confirm details, offer place, discuss classroom/days, and book initial orientation.
3. **Enrolment Form Completion** – Family completes online form, provides required documents:
  - o Enrolment form (fully completed)
  - o Immunisation History Statement (AIR)
  - o Medical management plan (if applicable)
  - o Court/parenting orders (if applicable)
4. **Direct Debit Setup** – Family completes Direct Debit form via Xplor.
5. **CWA & CCS** – Create Complying Written Arrangement in Xplor, lodge CCS enrolment, and advise family to confirm in MyGov.
6. **Fee Payment** – Charge enrolment confirmation payment (where applicable) and set up billing cycle.
7. **Checklist & File Setup** – Create child file, add tags (discounts, ACCS, ISS), file “All About Me” form with classroom leader.

## Orientation Process

- Up to 4 free orientation visits (only on days the child will be enrolled to maintain ratios/licensed places).
- Enrolment fee (where applicable) to be paid before orientation.
- Orientation visits progress from **stay & play** to partial separation.
- Educators gather information on child’s needs, interests, routines, and family goals.
- Families receive: service tour, policy overview, CCS guidance, room routine, educator introductions, Playground app demo.
- Medical management and risk minimisation plans finalised (if relevant).

### 3. On First Day of Attendance

- Director/Nominated Supervisor greets family and explains sign-in/out.
- Child introduced to educators and shown locker/room routine.
- Families reassured they can stay initially, phone to check in, and receive updates via Playground.

### Key Features of Orientation:

- Up to 4 sessions offered at no cost (once enrolment fee is paid).
- Orientation only takes place on the days the child will be enrolled.
- Sessions include:
  1. 1-hour stay and play with family present.
  2. 2-hour session: 1 hour with family, 1 hour without (family to remain on premises).
  - 3–4. Up to 4 hours with educator-led rest/settle opportunities.

## Information Provided During Orientation:

- Service routines, rooms, and educator introductions

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- Playground and Xplor app explained
- CCS process and confirmation guidance
- Policies overview (e.g. sun safety, illness, medication)
- Goodbye routines and strategies
- Health, medical, allergy and dietary info discussed
- “All About Me” form completed

## Documents Required Before Starting:

- Completed online enrolment form
- Direct Debit form
- Birth certificate (sighted)
- Current Immunisation History Statement (AIR)
- Medical Management Plans (if applicable)
- Court or Parenting Orders (if applicable)

## Related Policies

- Privacy and Confidentiality Policy
- Child Safe Environment Policy
- Payment of Fees Policy
- Orientation of New Families Policy
- Medical Conditions Policy
- Inclusion and Diversity Policy
- Withdrawal of a Child Policy

## Review

This policy will be reviewed annually or as legislation, regulations, or best practice changes.

**Last Reviewed:** August 2025

**Next Review Due:** August 2026

### Modifications:

- Combined Enrolment and Orientation Policy
- Updated enrolment steps to align with Xplor processes
- Clarified documentation requirements
- Streamlined orientation schedule

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