

Last reviewed: September 2019

Nillumbik Playhouse Policy

## Enrolment and Orientation

### POLICY STATEMENT

Respectful, meaningful and supportive relationship with families contribute to a smooth transition and quality outcomes for children at Playhouse. Establishing these relationships builds the foundation for ongoing and effective communication and trust between the families and Playhouse. The Playhouses treat each family as unique and supports children and their families to transition into and out of care comfortably and confidently. Accurate and complete enrolment records are required prior to commencement to ensure funding, regulatory and legislative compliance and to protect the health, safety and wellbeing of children.

### SCOPE

This policy applies to the Primary Nominee, Approved Nominee, Accepted Nominees, Educators, Staff, Students on placement, Contractors, Volunteers, Parents/Guardians, children and others attending the programs and activities of the Playhouse, including during offsite excursions and activities, and any other individual involved in this organisation.

### LEGISLATION

**Children's Services Regulations 2009 (v10)**

Division 3- Child Enrolment Records

**Children's Services Act 1996 (Vic)**

Part 4- Operations of the Children's Services

**Privacy and Data Protection Act 2014 (Vic)**

**Health Records Act 2001 (Vic); Privacy Act 1988 (Cth)**

**Education and Care Services National Regulations**

168(2)(k)

**National Quality Standard**

Quality area 6.1

**Education and Care Services National Law Act 2010**

Part 6- Operating an Education and Care Service

## **GOALS / What we are going to do**

- Provide consistent information around how Playhouse operates, and the authorisations required to promote compliant, safe and secure environments for children and their families.
- Clearly explain the enrolment and orientation process to families and develop a thoughtful transition into care process in consultation with families.
- Ensure the required enrolment records are provided and are complete and accurate prior to accepting any child into care at Playhouse.
- Take reasonable steps to build professional relationships with families and give due consideration to the family's culture, language and needs.
- Empower educators with effective strategies to support the enrolment and orientation process.

## **EVALUATION**

To ensure continuous improvement, the Primary Nominee will:

- Regularly seek feedback from everyone affected by the policy regarding its effectiveness, including children, families and staff.
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Notify Parents/Guardians when making any changes to this policy or its procedures.
- Make updates to the policy as part of the service's policy review cycle, or in response to current legislation, research, policy and best practice updates, or as otherwise required.

## **RELATED DOCUMENTS**

All Playhouse policies, forms and records.

## **RESOURCES**

ACECQA- Enrolment and orientation

[www.acecqa.gov.au/media/27031](http://www.acecqa.gov.au/media/27031)

The Department of Education and Training- Acceptance and refusal of authorisations

[www.education.vic.gov.au](http://www.education.vic.gov.au)

The Department of Education and Training- Enrolment records

[www.education.vic.gov.au](http://www.education.vic.gov.au)

## **AUTHORISATION**

This policy was adopted on 25 September 2019

## **REVIEW DATE**

This policy will be reviewed in December 2020.

## **PROCEDURE/ How it will be done**

### **The Primary Nominee will:**

- Provide sufficient resources to facilitate a smooth and efficient enrolment and orientation process.
- Provide oversight to ensure the Playhouse the Enrolment and Orientation Policy and procedures are consistently observed and funding, regulatory and legislative compliance is maintained.

### **The Primary/Approved Nominee will:**

- Support families to visit the centre prior to enrolment and/or commencement of care and address any questions or concerns they may raise.
- Offer places in line with the priority of access guidelines and maintain a waiting list (Appendix 1)
- Provide families with the information and paperwork they require to start to enrolment process and encourage open and transparent information sharing including:
  - The child's prior experiences with education and care services.
  - Their child's strengths, abilities, interests and needs.
  - Cultural, language considerations and where appropriate custodial issues.
- Ensure all enrolment paperwork and authorisations are provided (and are complete and accurate) prior to commencement of care as per Appendix 2.
- Take all reasonable steps to gather missing information from the enrolment records, such as providing families with opportunities to include missing information.
- Work with families to annually review child enrolment and health records as per DET checklist (Appendix 3).
- Offer families a 2-hour 'enrolment and get to know you' session at the commencement of each Playhouse year.

- Keep all enrolment records for the previous 12 months at the Playhouse, or in a location readily accessible to an authorised officer.
- Store all records in a safe and secure place (as per the Governance and management policy) and keep records as per Regulation 183(1-2) of the Education and Care Services National Regulations.
- Provide Educators with the child enrolment information they need to educate and care for children, particularly information related to court orders and custodial issues, health status and medical needs.

**The Educators will:**

- Respond to enrolment enquiries on a day-to-day basis and refer people to the Primary/Approved Nominee as required.
- Foster open, transparent and respectful relationship with families and children.
- Share with families the Playhouses values, program, routines and requirements that promote compliant, safe and secure environments for children and their families.
- Work with families to implement the child's individual transition to care plan.
- Talk with families about their child's health care needs and become familiar with any medical management and risk minimisation plans.
- Support children with encouragement, empathy, reassurance and comfort to settle into playhouse and establish new friendships and relationships.
- Share information with Parents/Guardians regarding their child's progress with regard to settling into the Playhouse and respond to day-to-day questions and concerns.

**The Parents/Guardians will:**

- Provide complete and accurate information.
- Support their child to transition into care during the agreed settling in period.

- Notify the Playhouse of any changes to the existing care requirements when booking for the following term.
- Provide at least two weeks notice to cancel care arrangements.
- Pay all fees on or before the due date (See Payment of fees policy)
- Read and comply with this policy.

## **Appendix 1**

### **Priority of access guidelines**

**Priority 1**      A child at risk of serious abuse, neglect or vulnerability

**Priority 2**      A child of a single parent who satisfies, or of Parents/Guardians who both satisfy the work, training or study test

**Priority 3**      Any other child

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

- Aboriginal and Torres Strait Islanders
- Children in families which include a person with a disability
- Children in families who hold a Health Care Card
- Children in families from culturally and linguistically diverse backgrounds

Educators may enrol their own children at the Playhouse where they work. Care will commence on a trial basis to assess the arrangement and the following things will be considered:

- The extent to which the child engages with other educators to get their needs met.
- The extent to which the educator supports other educators to provide for the needs of their child.
- Any disruptions to the service or the delivery of the curriculum as a result of the interactions between the educator and their child.

The continued placement will be discussed between the Approved Provider, Educator and the Playhouse Coordinator and will be reviewed each term.

## Appendix 2

### Required enrolment records

Child enrolment records include:

- Children's details
- Health information
  - Details of any diagnosed health care needs of the child, including any medical condition and allergies, including whether the child has been diagnosed as at risk of anaphylaxis.
  - Any medical management plan, anaphylaxis management plan or risk minimisation plan to be followed with respect to a diagnosed health care need, allergy or medical condition and details of any dietary restrictions for the child.
- Authorisations\*
- Parents

Other information to be recorded with the Child enrolment record:

- Immunisation status certificate from the Australian Immunisation Register.
- Consent to film or photograph a child.
- Details of any court orders, parenting orders or parenting plan relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.
- Details of any court orders relating to the child's residence or the child's contact with a parent or other person.
- Details of any medical management plan and associated risk minimisation plan (see Dealing with medical conditions and Anaphylaxis policies).



\* Children's Services Regulations 2009- Authorisations to be kept in child's enrolment record (An authorisation is given where a person who has legal responsibility for a child gives permission to another person to do something of to make a decision on that person's behalf).

- Administration of medication
- Taking of the child outside the premises of the service by a staff member
- Authorisations for excursions (regular outings)
- Collect the child from the service

## Appendix 3

### Checklist of requirements to review at the start of a year and on a regular basis

*Published by Department of Education and Training to support Early Education and Care National Regulatory compliance.*

The checklist below may be used to assist in the review of documentation, including enrolment records and policies and procedures in relation to diagnosed health care needs, allergies and medical conditions:

Regulation	National Regulations	Action	Tick
r136	First aid qualifications and training	Review educator qualifications and training to ensure they are: - approved - current	
r168	Policies and procedures	There is a policy/procedure in place for: - incident, injury, trauma and illness (regulation 85) - dealing with medical conditions (regulation 90) - dealing with infectious diseases (regulation 88)  The policies/procedures have been reviewed - necessary updates made	
r90	Medical conditions policy	There is a medical conditions policy in place  The policy has been reviewed to ensure it includes all of the required information as per regulation 90  Staff members are aware of the policy and understand its application	

r91	Medical conditions policy to be provided to parents	<p>There is a process for providing the policy to all parents with a child with a diagnosed health care need, allergy or relevant medical condition</p> <p>The policy has been provided to all relevant parents</p> <p>There is a procedure for notifying parents of any changes to the medical conditions policy</p>
r95	Procedure for administration of medication	<p>Staff members have been made aware of the procedure for administering medication</p> <p>Medication stored at the service has been reviewed to ensure it has not expired or passed the use by date</p> <p>Medication received from a child's parent is not expired or passed the use by date</p> <p>Applies to all medication:</p> <ul style="list-style-type: none"> <li>- the medication is clearly labelled</li> <li>- the medication is in its original container</li> <li>- the medication is appropriately stored</li> </ul>
r160	Child enrolment record	<p>New enrolment records for children with a diagnosed health care need, allergy or relevant medical condition contain:</p> <ul style="list-style-type: none"> <li>- authorisations set out in regulation 161</li> <li>- relevant health information set out in regulation 162, including:</li> </ul> <p>medical management plan risk minimisation plan</p> <p>Existing enrolment records have been reviewed and parents contacted to confirm if the existing diagnosed health care need, allergy or relevant medical condition still applies AND whether any new needs have been diagnosed</p> <p>New enrolment records have been reviewed to ensure that the information in relation to diagnosed health care needs, allergies or relevant medical conditions has been filled in or marked as n/a</p>

		relevant medical conditions has been filled in or marked as n/a
r161	Authorisations	<p>Existing enrolment records have been reviewed to confirm if the following authorisations have been provided and parents contacted to confirm if they are still current:</p> <ul style="list-style-type: none"> <li>- authorisation for the approved provider, nominated supervisor or educator to seek: <ul style="list-style-type: none"> <li>medical treatment for the child from a registered practitioner, hospital or ambulance service</li> <li>transportation of the child by an ambulance service</li> </ul> </li> </ul> <p>Obtained new authorisations if required</p> <p>Confirm that the following authorisations have been provided for new enrolments:</p> <ul style="list-style-type: none"> <li>- authorisation for the approved provider, nominated supervisor or educator to seek: <ul style="list-style-type: none"> <li>medical treatment for the child from a registered practitioner, hospital or ambulance service</li> <li>transportation of the child by an ambulance service</li> </ul> </li> </ul>
r162	Health information	<p>Existing enrolment records have been reviewed to confirm if all health information has been provided and parents contacted to confirm if it is still current</p> <p>Obtain new information if required</p> <p>New enrolment records have been reviewed to ensure all of the relevant information in regulation 162 has been filled in or marked as n/a</p>

r85-87	Incident, injury, trauma and illness	<p>Incident, injury, trauma and illness policy has been reviewed to ensure it contains all of the information as required by regulation 85</p> <p>Staff members are aware of the notification requirements and the process for recording incidents, injuries, trauma and illnesses</p>
r89	First aid kits	<p>Conducted an audit of the first aid kits available at the service and assessed whether they meet the requirements of regulation 89</p> <p>Changes made if required.</p>