



# ENROLMENT, ORIENTATION AND TRANSITION

## Links

---

**Education and Care Services National Regulations:** 90; 92; 93; 97; 99-102; 157; 160-162; 168; 177; 181

**National Quality Standard:** 2.1.2; 6.1.1; 6.2.1

## Policy statement

---

Tropics Early Learning aims to ensure that enrolment procedures provide clear communication and accurate record keeping. We will ensure that each child's enrolment is completed as per our legal requirements, and that each child and family receives enrolment and orientation processes that meet their needs, allowing the child and family to feel safe and secure in the level of care they receive.

## Implementation

---

### Enrolment

To ensure a comprehensive orientation and enrolment process, we will:

Ensure that a full and completed enrolment form (either hard copy or online), including direct debit details, is obtained for each child attending our service. Families will be required to complete a re-enrolment form for each year that their child attends the service, ensuring that all information is up to date.

Provide all families wanting to enrol their child with a link for the online enrolment form. If the family does not have the facilities to access the online enrolment process, a hardcopy format will be provided to them.

A separate enrolment form must be completed for each child. Information that will be collected upon enrolment includes:

- The child's full name, date of birth, gender identity, and residential address. (proof of identification must be provided – e.g. birth certificate; passport)
- Medicare number of the child, and any private health fund details; details of the child's medical practitioner; any health issues affecting the child; copies of any health management and risk minimisation plans.
- Immunisation status of the child, a copy of the immunisation records must be provided to the service and updated as required.
- Description of family circumstances, such as court orders, parenting plans, etc. These will be sighted by the Director, copied, and placed in the child's file.
- Full name, date of birth, address, place of employment, and contact details of each parent/guardian.
- The child and family CRNs, as issued by Services Australia.

- The ethnic and cultural identity of the child and family, and the primary language spoken at home.
- Any special requirements concerning the child, medical conditions, additional needs, behavioural concerns, special interests etc.
- Full name, address, and contact details for each person authorised by a parent/guardian of the child, to collect the child from the service, or who may be contacted in an emergency, authorise medical treatment, medication administration, or excursions, if a parent/guardian is not available, or contactable.

Permission must be given by the parent/guardian for our service to seek emergency medical or dental treatment if required. Enrolment cannot be accepted if written authorisation is not received.

A child is not considered to be enrolled in the service until all the required information and authorisations have been provided, including direct debit authorisation.

Once all information is provided, and the enrolment is accepted by the service, a welcome email is sent to the parent/caregiver from xplor, with a link to create their xplor account. It is a requirement that families set up their account to enable them to sign their children in and out of the service.

### **Orientation and Transition**

We will ensure that an effective orientation process is offered to all new children enrolling in the service, with the aim to make the transition process as smooth as possible. The orientation process will consider the child's age, cultural background, interests, skills and abilities.

The Nominated Supervisor/ or administrative assistant will invite the child and family to visit the service to meet the educators and familiarise themselves with the environment. If the parent/guardian feels that more than one visit is needed, they will be invited to attend as often as needed, to assist with the transition process, and help the child to feel secure.

Families will be provided a family handbook upon enrolling their child into the service, providing them with relevant information about the service and some of our key policies.

If a child is enrolling in the service that has a medical condition, families will be provided with a Management of Medical Conditions Action and Minimisation plan to complete, to help to minimise any risks to the child while in attendance at the service.

Throughout these visits, educators will begin to build relationships with the child and family, discussing the programs, routines, philosophy, and gathering information about the child.

The Nominated Supervisor/ or administrative assistant in charge of the service, will explain the delivery and collection processes of children to the service, and where families need to have children sign in/out of the service.

Families will be advised on how to access the service policies, the philosophy, daily menus, information about their child's development, and the service's educational program.

The Nominated Supervisor/ or administrative assistant, will ensure that families are informed of our policy on fee payments, absences from the service, authorised nominees, change of details and care requirements, and cancellation of bookings.

### **Transitioning between rooms**

Transitioning children between rooms is made as smooth as possible, as each room has different challenges and expectations, children will only be transitioned when they are developmentally ready. We will:

- Discuss the transition with the child’s family, so that they are able to support the child in their transition also.
- Encourage the child to visit the new room on several occasions.
- Have the child’s current educator visit the new room with them, as they begin to develop relationships with their new educators, giving them a sense of continuity as they adapt to the new environment.
- Ensure the child can go back and visit their old room as required, making the transition a gradual process.
- The child’s educator will complete a transition statement for the educators in the new room, outlining the child’s current development, any concerns, routines, interests etc. This will support the continuity of care provided to the child.

Sources: *Education and Care Services National Regulations 2011*; *National Quality Standards*; *The Early Years Learning Framework, 2009*; *A New Tax System (Family Assistance) Act 2009*; *Dept of Education: Childcare Provider Handbook* <https://www.education.gov.au/child-care-package/child-care-provider-handbook/enrolling-children>

Policy Redeveloped January 2023 (see archived Policies for previous versions)

Date of review	Modifications made	Approved
January 2023	Policy Redeveloped	May 2023