

ENROLMENT POLICY

PURPOSE

At St Michaels Early Learning Centre we aim to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

IMPLEMENTATION

The *Education and Care Services National Regulations* requires approved providers to ensure their Services have policies and procedures in place for enrolment and orientation (Reg. 168) and take reasonable steps to ensure those policies and procedures are followed (Reg. 170).

Our Service accepts enrolments of children aged between 3 years to 5 years of age.

Enrolments will be accepted providing:

- a) the maximum daily attendance does not exceed the licensed capacity of the Service
- b) a vacancy is available for the booking required
- c) the adult to child ratio is maintained in each room

PRIORITY OF ACCESS

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- o at risk of serious abuse or neglect
- o a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

ENROLMENT

To secure a child's place, families are to:

- Pay a non-refundable \$100 enrolment fee per child, which includes a hat and polo on commencement.



- Pay A one-week bond (at the subsidised rate), refundable upon withdrawal if fees are up to date and notice is given (direct debited within the first 4 weeks of care)
- Be involved in an enrolment meeting to share detailed information about the Service, including philosophy, programs, fees, policies, routines, and educator communication. Families can ask questions, discuss sensitive matters privately with management, and are encouraged to familiarise themselves and their child with the environment through orientation visits. For non-English-speaking families, key words in the child's home language are requested to support communication.
- Apply for the Child Care Subsidy (CCS) through myGov, and details about gap fees and absences will also be provided.
- It is a legal requirement that prior to the child starting at the Service we have all required documents including
 - the completed enrolment form
 - medical management plans (if relevant) completed by the child's general practitioner
 - a current Immunisation History Statement from the Australian Immunisation Register (AIR) showing the child is up to date with immunisations* for their age *and*
 - details of any court orders, parenting orders or parenting plans

**(SA Services) Since August 2020, children must be fully immunised or be on an approved catch-up vaccination program or have an approved exemption from meeting immunisation requirements to be enrolled in and attend an early childhood Service.*

- Keep the Service informed of any changes to the information recorded on the application form

ENROLMENT CONDITIONS

To support continuity of care, consistent routines, and the best outcomes for children's learning and development, the Early Learning Centre requires a **minimum attendance of two days per week** for each enrolled child.

- Enrolments fewer than two days per week will not be accepted.
- Families may select any combination of days, subject to availability.
- Changes to booked days are subject to centre approval

ORIENTATION OF THE SERVICE

During the orientation at the Service, families will receive key information about the Service's policies—including those on fees, sun safety, illness, and medication—and be shown how to sign children in and out. They will be advised on suitable clothing for children, informed about toy policies, and introduced to



their child's educators. A tour of the Service will be provided, and families will be invited to visit at different times during the day. If applicable, families will be asked to share medical management plans or healthcare needs for their child. Communication methods, including the use of XPLORE and other strategies like meetings and newsletters, will be explained, and families will confirm their preferred contact method.

FAMILIES WILL:

- complete all documentation required by the Service for enrolment
- provide required authorisations as indicated on enrolment form
- confirm enrolment notices and sign CWAs
- notify the Service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for child if applicable
- ensure all information about the child and family is kept up to date
- be aware of our Service's *Family Conduct Guidelines*

COMPLYING WRITTEN ARRANGEMENT

- The approved provider and parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a *Complying Written Arrangement (CWA)* and is an agreement to provide care in return for fees
- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider

Once the approved provider submits an enrolment notice, the family will be asked to confirm the enrolment through their myGov account.

ON THE CHILD'S FIRST DAY

Consideration will be made to each family regarding the initial settling in period and strategies may be offered to assist both parents and the child. Parents will be reassured that they are able to stay with their child for as long as they choose in the early days; speak to their child's educator at any time; contact the Service during the day to 'check' in on their child and request help with separation if this is a problem for their child.

On the first day, the child and their family will be welcomed by the nominated supervisor and shown where or how to sign their child in/out of the Service.

Please have your child dressed in their St Michael's Early Learning Centre uniform.



- They will be greeted by an educator and walked to their room
- The educator will discuss what is happening in the room, and show where the child's locker is located
- Information about collecting their child at the end of the day will be discussed
- Educators will ensure information about the child's first day is shared with parents (through XPLOr)
- Management will ensure the orientation checklist has been completed and all required documents and information has been received from families.

ENDING AN ENROLMENT

- Families must provide **four weeks'** written notice when withdrawing their child, including the notice date and the child's last day. Notices can be emailed or handed in and will be kept on file for three years. Management will update records in the system to comply with Family Assistance Law. Fees will continue for the full notice period, regardless of attendance, and CCS may not apply if the child doesn't attend during this time, including their last day.
- If fees aren't paid, debt recovery will begin. The bond will be refunded within four weeks after the final day, provided all fees are paid and notice requirements are met.
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the Service will immediately contact the parent/authorised person/s to discuss all options. This may include the termination of the child's position.

WITHDRAWAL PRIOR TO COMMENCEMENT OF CARE

- If a family has accepted the offer of a placement, then decides to withdraw from the Service before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the one weeks holding bond is payable to the Service and is non-refundable.

14 WEEK RULE (CCS)

- An enrolment will end for Child Care Subsidy purposes, if a child does not attend a session of care at our Service for 14 continuous weeks. This is a rule set by CCS and the Department of Education.

CONTINUING ENROLMENT FOR THE NEW YEAR



- Prior to the end of each year, families will be provided an opportunity to confirm their child's enrolment for the following year.
- Families who require care in the New Year until the school year starts, will need to advise management in writing on the Re-enrolment form, stating their child's last date of attendance at the Service. Any extensions to the advised date will be assessed by management and subject to availability which will be confirmed in writing for families.
- The Complying Written Arrangement will be updated
- Families eligible for Child Care Subsidy are responsible for ensuring that all information requested by Centrelink is provided to them in order to ensure no interruption to CCS payments.

ENROLMENT RECORD KEEPING

Our *Record Keeping and Retention Policy* outlines the information and authorisations that we will include in all child enrolment records.

TERMINATION OF CHILD'S ENROLMENT

Our Service has a range of policies and procedures in place to ensure the safety and wellbeing of all children, staff, families, and visitors. Enrolment may be terminated if these policies are breached, including but not limited to: failure to comply with the enrolment contract, ongoing unsafe or disruptive behaviour, non-payment or repeated late payment of fees, late pick-ups, lack of family support for a child's needs, disrespect towards staff, knowingly bringing an ill child to the Service, conflicting parenting styles, providing false information, or failure to provide required immunisation documents. Families will be notified in writing of termination after all efforts to resolve issues have been made. Two weeks' notice will be given unless immediate termination is necessary for safety reasons. Any outstanding fees must be paid before the enrolment bond is refunded.

BEHAVIOUR GUIDANCE

There are times when children's behaviour requires guidance, which will always be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and harmful and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Enrolment Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

REVIEW

POLICY REVIEWED BY	Raegan Hill	ELC Director	August 2025
POLICY REVIEWED	August 2025	NEXT REVIEW DATE	August 2026

