

ARMIDALE & DISTRICT FAMILY DAY CARE

Enrolment and Orientation Policy

Related documentation / Policies:	Authorisations and Refusals, Dealing with Medical Conditions, Delivery/Collection of Children and Parental Access & Payment of fees
Regulations/ Standards:	Education and Care Regulations 90, 93, 96, 102, 157, 159, 160, 161, 162, 177,181 NQS: Area 6.1, 6.1.1,6.1.3
Related procedures:	Confidentiality, Placement, Management of Records.
References:	Australian Government Child Care Provider Handbook, 2020.
Date effective	November 2023
Date for review	November 2024
Purpose	To ensure that families and their children receive a comprehensive enrolment process that meets their individual needs and to build a partnership between individual families and our service.
Responsibility	Management, Coordinators, Educators and families.

Key information:

- To assist and support families wishing to enrol their children into Armidale & District Family Day Care by providing an enrolment and orientation process which is fair, efficient and understandable.

Responsibilities:

AFDC Coordination Unit will:

- Provide families with a link to AFDC's *Harmony* on-line Enrolment Module, so they may record their family information, care requirements and commencement date on AFDC's Waiting List;
- Provide families with the contact details of available Educators who they believe may be able to meet the family's childcare needs;
- Email families with Family Information documents, including a Family Handbook, Medical Condition Policy, Enrolment Invoice and information regarding the availability of Child Care Subsidy through Centrelink;

- Where families prefer to undertake a paper-based enrolment process, the above documentation will be provided in hard copy;
- Ensure that family enrolment documentation is uploaded or completed and entered into Harmony software prior to the child commencing care;
- Formally enrol the child into care, recording an Enrolment Notice, e.g., Compliant Written Agreement or Relevant Arrangement for each child;
- Maintain the confidentiality of all family records, ensuring that they are uploaded into *Harmony* software and, where appropriate, available for viewing by the child's Educators;
- Provide Educators not online with *Harmony* with paper-based copies of the child's enrolment form;
- Support Educators with information and resources to assist them to settle children into the care environment;
- Contact families six weeks after the commencement of care, where requested, to see how families and children are settling into care and respond to any questions the family may have;
- Provide families enrolled in AFDC with regular newsletters and information sheets about relevant issues in children's services, and
- Deal with any issues or grievances which may arise between a family and any other partner in accordance with AFDC's Complaints Handling Policy.

It is the responsibility of Families enrolling in AFDC to:

- Provide AFDC with accurate information about their childcare needs, complete an enrolment package, either online through *Harmony*, or by submitting a paper-based Enrolment package;
- Meet and interview Educators to whom they are referred;
- Notify AFDC of their choice of Educator,
- Where applicable, to notify other Educators interviewed of their choices;
- Complete AFDC's Enrolment process prior to commencing care, signing their acknowledgement to comply with AFDC's Conditions of Care;
- Provide AFDC with copies of their child/ren's Birth Certificate, Immunisation History and Health Management Plan (if applicable) prior to the commencement of care;
- Provide AFDC with copies of any Court Orders, Apprehended Violence Orders or Parenting Plans that may be in place from time to time;
- Pay AFDC's Enrolment Fee prior to commencement of care;
- Lodge a claim through Centrelink, where applicable, for Childcare Subsidy and complete the Activity Test;
- Confirm the child's enrolment with AFDC through *Harmony* software;
- Sign their Educator's Fee Schedule, acknowledge that payment of Educator surety fees and all childcare fees are mandatory and should be paid weekly or as arranged between the family and Educator, and
- Communicate with AFDC and their Educator regarding changes to family details, child/ren's health and ongoing needs.

It is the responsibility of AFDC Educators to:

- Arrange a meeting with prospective families, showcasing their service and describing their daily routines and programmes;
- Provide families with a copy of their individual fee schedules and conditions of care, ensuring that families choosing to use their service signs the Fee Schedule prior to the commencement of care;
- Discuss families' individual care requirements and expectations, showing respect for their cultural and backgrounds and lifestyle choices;
- Refer all families to AFDC's Coordination Unit prior to accepting children into care, and
- Support families and children by providing a nurturing care environment and collaborating with families to help children settle into their care routine.

Priority of Access

The Commonwealth no longer has mandatory requirements of AFDC in filling its vacancies.

It is however, expected that AFDC will give priority to:

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