

ST. CATHERINE'S EARLY EDUCATION CENTRE

ENROLMENT - ORIENTATION POLICY

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

Enrolment and orientation are an exciting and emotional time for children and families. It is important to manage this time with sensitivity and support, building partnerships between families and the Service. Such partnerships enable the Service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the Service.

National Quality Standard (NQS)

Quality Area 6: Collaborative Partnerships		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community

LEGISLATIVE REQUIREMENTS

Education and Care Services National Regulations and Law	
S175	Offence relating to requirement to keep enrolment and other documents
77	Health, hygiene and safe food practices
78	Food and beverages
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases

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90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
96	Self-administration of medication
97	Emergency and evacuation procedures
99	Children leaving the education and care service premises
100	Risk assessment must be conducted before excursion
101	Conduct of risk assessment for excursion
102	Authorisation for excursions
102D	Authorisation for service to transport children
157	Access for parents
160	Child enrolment records to be kept by approved provider and family day care educator
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
173	Prescribed information is to be displayed
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents

Related Legislations

Childcare Subsidy Secretary's Rules 2017

A New Tax System (Family Assistance) Act 1999

Family Law Act 1975

Childcare subsidy Minister's Rules 2017

Disability discrimination Act 1992+

Family Assistance Law – Incorporating all related legislation as identified within the for Childcare Provider Handbook in Appendix G

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<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>.

Related Policies

Acceptance and Refusal Authorisation Policy
Additional Needs Policy
Arrival and Departure Policy
Dealing with Infectious Disease Policy
Dealing with Complaints Policy
Excursion/Incursion Policy
Immunisation Policy

Incident, Injury, Trauma and Illness Policy
Interactions and relationships with Children, Policy
Medical Conditions Policy
Fee payments and setting of fees.
Privacy and Confidentiality Policy
Record Keeping and Retention Policy
Safe Transportation Policy
Sick Children Policy
Sun Protection Policy

Purpose

We aim to ensure families and the children receive a positive and informative enrolment and orientation process, meeting 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, approved provider, nominated supervisor, management, and visitors of the Service.

Implementation

Our service accepts enrolments of children aged between 6weeks -6 years.
Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Child-educator ratios are maintained across the service (in each room).
- A vacancy is available. (Please see Priority of Access Guidelines below.)

General information:

Priority of Access Guidelines:

Childcare places are offered and made in relation to the [Federal Government Priority of Access Guidelines](#) which all children's services are required to comply with.

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

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

Families will be notified of their priority and advised that if the service has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

Priority care for Siblings.

At St. Catherine's Early Education Service, we firmly believe that it is in the best interest of both the child and the family for a family unit to use only one service for their childcare needs. Based on this we will continue to apply the sibling priority in the following way:

- The family should notify St. Catherine's Early Education Centre of their needs for sibling care as soon as possible.
- When a family is given a re-enrolment form for their child currently in care, (usually August of any given year), families are to complete the new sibling section at the bottom of the re-enrolment form.
- The service will allocate a place to the sibling.
- If we are unable for any reason to give the sibling the preferred days of care, the child will then stay on the wait list until such time as we can allocate the days required.

Enrolment:

To secure a child's position families are required to pay a bond Payment of two-week bond which is calculated at full fee to secure the position. When **the appropriate** notice of withdrawal is given, the bond will be refunded if all accounts are up to date. CCS can take up to 2 weeks to reconcile. Once enrolment is confirmed and payment is made you are guaranteed your position and days. **Please note the bond is non-refundable if you choose not to start or end care with us in the first 3 months of enrolment.**

Children with disabilities will be enrolled, if in the opinion of management, the Service can meet the child's needs. Additional resources and funding may be required through disability and inclusion programs.

When a family has indicated their interest in enrolling their child in our service, the following will occur:

- A tour of our service.

During this tour, the person (normally management or a lead educator) conducting the tour will give the family information about the service including, but not limited to, our philosophy, programming methods, meals, incursions, excursions, inclusion, fees, Child care subsidy, policies, procedures, our status as a Sun Smart service, regulations for our state and the licensing and assessment process, signing in and out procedure, the National Quality Framework and Early Years Framework, room routines, educator qualifications, introduction of

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educator in the room the child will be starting in and educator and parent communication strategies.

- Families will be invited to ask questions and seek any further information they may require.
- Families are given a copy of the Parent Handbook, outlining the service operation and philosophy to read, and are invited to ask questions.
- Discussions are held between Management and families regarding availability of days, a start date and tailoring an orientation process to suit the needs of the family and child.
- Any matters that are sensitive of nature, such as discussing a child's medical needs, court orders, parenting plans or parenting orders, will be discussed privately with the Nominated Supervisor at this time. Any documents required in relation to court orders or medical needs, or plans are required to be brought in. Families will be required to bring any documents required in relation to court orders, medical needs or plans before the child's first day of care.
- We request that parents begin to fill out enrolment forms at that time and discuss their child with us so we can accommodate their needs in the service from the first day they start with us. Should a child use English as a second language, or speak another language at home, we request that families provide us with some key words in the languages the child speaks at this time so that educators can learn the words.
- To secure a child's position families are required to pay a two-week bond which is calculated at full fee to secure the position. When two weeks' notice of withdrawal is given, the bond will be refunded. (Please note this is non-refundable should you decide to withdraw from care prior to commencement. (Upon commencement of care should you choose to cease care within three months of your starting period the bond will be non-refundable.)
- Families are advised that since January 2018 children who have not been immunised due to parent's conscientious objection cannot be enrolled at an early childhood education and care service.
- Children must meet the immunisation requirements to be eligible for Family Tax Benefit (FTB) Part A and Childcare Subsidy (CCS). Some exemptions apply; however, families are advised that vaccination conscientious objection is not a valid exemption.
- If a child cannot be immunised due to a medical condition they may still be enrolled at the Service with supporting documentation (Medical Exemption Form).
- If a child is on a 'catch-up' schedule for immunisations they may still be enrolled at the Service. The child's immunisation history statement will indicate that the child is on a catch-up schedule.
- Families are required to provide current Australian Immunisation Register (ACR) History Statement which shows that the child is up to date with their scheduled immunisations. The

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ACR is a national register administered by Medicare that records details of vaccinations given to children. Please note that children's 'Green books' are not accepted.

- Families will need to complete a Childcare Subsidy assessment to check eligibility and entitlements to CCS. This can be done online through myGov website.
- Where there are certain changes to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes through myGov.
- Unborn children may be placed on the waiting list to avoid the unfair allocation of places that occur if children can only be placed onto the list after born. If an unborn child is placed on the waiting list, the family must advise the service of the expected birth date. It is the responsibility of the parent to inform Management of the name and date of birth of the child within three months after the expected birth date.
- 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 plans, immunisation status and any court orders. **The child will not be accepted into the service without this being completed.**
- It is the family's responsibility to keep the service informed of any changes to the information recorded on the application form.

Enrolment Pack

Once the bond has been paid, families will be provided with an enrolment pack which consists of:

- Family Handbook, which outlines the Service's operation and philosophy.
- current fee structure and payment details
- Childcare Subsidy (CCS) information
- Information on the National Quality Framework, National Quality Standards and the Early Years Learning Framework
- Starting in Childcare brochure from Starting Blocks

Families will be asked to provide the following information:

- Full name/s of parent/s (or the person legally responsible for the care of the child) residential address, place of employment and contact telephone number.
- Each parent's occupation, and educational qualifications
- The full name, residential address and contact telephone number of a person or persons, authorised by the parent who may be contacted in case of an emergency concerning the child if a parent is unable to be contacted (authorised nominee)
- The full name, address and contact telephone number of any person authorised by the parent to collect the child from the Service (authorised nominee)

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- Full name of the child
- Child's date of birth
- Child's residency status
- Child's address
- Gender of the child
- Cultural background of the child
- Provision of care – if care will be a routine and/or casual etc.
- Session starts and end times.
- Complying Written Agreement including fee information
- Immunisation History Statement
- Any court orders or parenting agreements regarding the child
- The primary language spoken by the child; if the child has not learnt to speak, the child's family's language.
- Any special requirements of the family, including for example cultural or religious requirements.
- The individual needs of a child with a disability or with other additional needs
- A statement indicating the name and address and contact details of any person who is authorised to consent to the administration of medication to the child.
- Authorisation and signature by parent/authorised person for the approved provider, nominated supervisor or educator to seek:
 - medical treatment for the child from a registered practitioner, hospital or ambulance service
 - transportation of the child by an ambulance service
- Child's Medicare number (if available)
- Specific healthcare needs of the child, including allergies and intolerances.
- Any medical management plan for a specific severe healthcare need, medical condition, or allergy, such as an Anaphylaxis Emergency Management Plan or Risk Minimisation Plan.
- Details of any dietary restrictions for the child
- The name, address and telephone number of the child's doctor
- Authorisation for regular occurring transportation and regular outings/excursions
- CRN for child and claimant

Orientation

- We believe orientation is an important process where educators receive important information about the new child's needs and those of the family. This process helps to make the transition from home to care as smooth as possible with the aim to maintain continuity between home and the service, which helps the child adjust to the new setting.
- The Nominated Supervisor/management team will arrange for the new child to attend the service (together with parents/s) to visit and meet the staff and familiarise with the

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environment. The child/ren may participate in the activities if they so desire. A number of young children prefer to just watch, rather than do. Positive interactions at this time (between parents, educators and the child) are important for the children to build positive attitudes to the service environment. Educators are aware that some children respond to new experiences faster than others and will adapt to the situation.

- At this time, the daily timetable and program will be discussed, as well as routines and any special requirements for the child that may need to be accommodated. Parents will also be encouraged to send any special comfort items (teddy etc.) to help the child in the initial settling in period.
- Part of this orientation visit is also to explain/collect the required documentation for the child (enrolment form, immunisation statement and Medicare number etc). Nominated Supervisor/management team will also explain the modes of fee payment and communication (newsletters, pockets, etc.), what the child will need, the importance of labelling personal items and also point out the parent library where they can access the service's policies and other resources.
- Educators will also discuss how best to tailor the child's settling in period – with some parents choosing to gradually build up to a full day so the child is reassured that the parents will return to collect them. Educators will encourage parents to say goodbye when dropping off – and reassure them that if the child remains distressed over a period of time, that educators will contact them. Parents are able to stay as long as needed to reassure their child, but sometimes it's easier for the educator to settle the child if the parents come earlier on collection to spend time with their child – rather than do this at drop off time.
- Parents will be shown how to sign their child in and out using the Kiosk and will be given the door code and pram shed code.
- Parents will be kept informed about how their child is settling in on collection and are welcome to discuss any aspects with the Nominated Supervisor at a convenient time.
- Parents are invited to ring and check on their child at any time for reassurance if there are any concerns.
- Information on the service's child orientation policy will be available in different languages when required.

MANAGEMENT WILL ENSURE:

- the enrolment form is completed accurately and in its entirety.
- authorisations are signed by both parents/guardians.
- a child with medical needs does not begin at the service unless a medical management plan is received and medication is brought to the service each day.
- the child's Medical Management Plan is recorded, and this information is shared/distributed to educators.

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- Action Plans are completed in full (if relevant)
- Administration of Medication forms are completed (if relevant)
- Risk Minimisation Plans and Communication Plans are requested/completed with parents for children with medical needs before the child begins education and care at the Service.
- the appropriate Room leader is informed of the new child including any medical conditions, interests, developmental needs, and strengths.
- immunisation history statement and birth certificate have been sighted and photocopied.
- the child is added to the Observation cycle.
- the enrolment is lodged through Xplor with Department of Education
- a file for the Child's information is created.
- families are provided with an orientation survey to complete within the first 6 weeks of starting to gain feedback about the orientation and enrolment process.

FAMILIES WILL:

- complete all documentation required by the Service for enrolment.
- provide required authorisations as indicated on the enrolment form.
- confirm enrolment notices and sign CWA on Xplor and on MyGov
- notify the service of any specific health care needs of the child, including medical conditions and allergies and provide a medical management plan for the child if applicable.
- ensure all information about the child and family is kept up to date.

Childcare Subsidy

[Childcare Subsidy](#) (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- [Combined annual family income](#)
- [Activity test](#) – the activity level of both parents
- [Service type](#) – type of childcare service and whether the child attends school.
- Documentation may be required such as Australian driver license, Australian passport, Foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate.
- Families are provided with a Customer Reference Number (CRN)
- Childcare Subsidy is paid directly to providers to be passed on to families as a fee reduction.
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee.'
- Families may also be eligible for [Additional Child Care Subsidy](#) depending upon their circumstance.

Complying Written Arrangement

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- The 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.
- The CWA must include the following information:
 - the names and contact details of the provider and the individual(s)
 - the date the arrangement starts.
 - the name and date of birth of the child (or children)
 - whether care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur.
 - the usual start and end times for these sessions of care
 - whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
 - details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.
- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA.
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.

Additional Childcare Subsidy Procedure

Our Service will ensure all ACCS applications are managed in line with the [Guide to Additional Child Care Subsidy \(child wellbeing\)](#) and [CCS Handbook](#)

- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly.
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect.
- Once a child has been identified as 'at risk' the Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing)
- If the Service deems the child is eligible for ACCS the service will submit an initial ACCS Certificate for a 6-week period
- The Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate.
- If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the service may apply for a Determination for a period of up to 13 weeks

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- Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency.
- Following an application for an ACCS 12-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less than 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk.'
- If the child continues to be 'at risk; after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.

Enrolment Record Keeping

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

On the child's first day:

Consideration will be made of 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 Director or Nominated Supervisor and shown where or how to sign their child in/out of the service.

- They will be greeted by an educator and walk 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 our floor book)
- Management will ensure the orientation checklist has been completed and all required documents and information have been received from families.

Transitions

When children transition to a new age group or room at the end of the year, our Service ensures we provide information to parents and families and opportunities for the child to become orientated to their new educators, environments and peers towards the end of the year.

- We encourage parents and families to ask questions to support their child's transition and overcome any potential anxiety.
- Children will only be transitioned when they are ready in all aspects of their development and in accordance with their age.

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- Room transitions will only occur when there is a vacant position for the child.
- Management will consult with families when a child is transitioning to the next room, discussing their expectations and requirements to ensure the child settles into their new environment.
- Management and educators aim to ensure the transition between rooms is positive and smooth, communicating with families about how the transition is progressing.
- Management will invite families to information evenings/sessions to discuss room transitions at key times in the year.

As to minimise any distress that the transition may cause educators will:

- Think about the transition ahead of time. Lay the groundwork for a new educator to get to know the child by sharing information and insights you have gained.
- Talk to families about how their child handles change and the strategies they use to help their child cope with change.
- Invite the new educators to visit the child in their room numerous times.
- Talk about change, starting from 2 weeks before the transition.
- Don't talk about the transition in terms of concern or sorrow.
- Talk about their new educators and room every day in general conversation.
- Celebrate the child's last day in the room with a special snack or by singing a special song you have made together.
- Be sure to say goodbye.

Transition to School

When a child first attends school, there is a great change for that child and for their family. We believe that the child's parents are the most important link in this transition.

- The better the transition between home and school, the better the education: that's the message of recent research.
- Our Service will always talk about starting school in a positive manner that will reinforce a healthy attitude toward the transition.
- If possible, information on local schools will be made available to parents.
- Lunch box days will be scheduled during December and preschool children will be provided with lunch to help prepare for school. Parents will be provided with information regarding appropriate nutrition and lunches for school.

Late Fees

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to 6.30pm.

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- As of the 1st of January 2020, our late fee charge will rise. We can no longer cover the overtime costs of the educators when children leave after 6.30pm. If you are late collecting your child two educators have to stay behind and therefore both have to be paid overtime.
- **The late fee will now be a flat rate of \$45.00 per 15 minutes, for example: for any part of 6.35 to 6.45pm will be \$45.00 after 6.45pm to 7.00pm will incur another \$45.00 and so on.**
- This will be applied to your account automatically, and while we do ask parents to call to advise us that you will be late, doing so does not waive the late fee.
- We are licensed until 6.30pm only, that means we lock our doors and all children to be off the premises by this time.
- If you are running late, please phone the Centre to make the staff aware and they can explain to your child. Please be advised that doing so does not waive the late fee.

Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families

Holiday Fees

All holiday periods will be charged at normal childcare rates unless you give the required 2 weeks' notice and then you will receive a 20% discount for holiday periods of a week or more.
NO SINGLE DAYS

Termination of Enrolment

- Parents are to provide (2) two weeks written notice of their intention to withdraw a child from the service. Between the months of November to February we will require(6) **six weeks** written notice.
- If termination from the Centre is required without notification, families can lose their Childcare Subsidy (CCS)resulting in the payment of full fees to be charged.
- Please note that once you give notice your child still needs to attend the service in order to receive any government benefits. If you fail to attend one the last day of the notice period CCS cannot be paid, and you will be required to pay the full fee to the service
- When the appropriate notice of withdrawal is given, the bond will be refunded if all accounts are up to date.

Source

- Australian Children's Education & Care Quality Authority. (2014).
- ACECQA. (2021). Policy and procedure guidelines. Enrolment and Orientation.
- Australian Government Department of Education (2022) Childcare Provider handbook
- <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

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- Australian Government Department of Education (2021) Guide to Additional Child Care Subsidy (child wellbeing) <https://www.education.gov.au/child-care-package/resources/guide-accs-child-wellbeing>
- Australian Government Services Australia <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>
- Australian Government Guide to Social Policy Law. Family Assistance Guide Immunisation- approved exemptions (FTB). <https://guides.dss.gov.au/family-assistance-guide/2/1/3/40>
- Department of Human Services (Centrelink): <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
- Education and Care Services National Law Act 2010. (Amended 2023).
- [Education and Care Services National Regulations](#). (2023)
- Government of Western Australia. Department of Health. (2021). Western Australian Immunisation Requirements. Guidelines for persons in charge of childcare services, community kindergartens and schools.
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2020).
- National Centre for Immunisation Research and Surveillance. (2021). No Jab No Play, No Jab No Pay <https://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>
- NSW Government Health. (2019). Questions and answers about vaccination requirements for childcare: https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx
- Revised National Quality Standard. (2018).
- Victoria State Government. Requirements for all early childhood services. <https://www.education.vic.gov.au/childhood/providers/regulation/Pages/reqallservices.aspx>

Review

The policy will be reviewed regularly.

Review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Date Reviewed	Modifications	Next Policy Review Date
January 2018	The Enrolment and Orientation Policies were merged.	March 2019
March 2019	Updated to comply with Childcare Subsidy changes. Included a statement referring to CCS Written Arrangement updates.	February 2020
March 2020	Priority Access Guidelines removed Point reordered for better flow	March 2021

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September 2020	Bond refund amendments Addition of termination of Enrolment	March 2021
March 2021	Minor grammar changes Extra points added to transitions	March 2023
June 2021	Added points on Late Fees Change of Fees Holiday Fees	March 2023
August 2022	Additional law/regulations added- ACECQA Guidelines to Policy and Procedures document- (August 2021) Added and updated responsibilities	March 2024
March 2024	Removal of sentence children subsidy assessment confirmation Sources have been amended for update Minor formatting edits within text links within policy updated from DESE.gov.au to education.gov.au	Dec 2025

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ORIENTATION AUDIT

CHILD'S NAME:		START DATE:	
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DOCUMENTATION REQUIRED FOR ENROLMENT:	YES	NO	COMMENTS
Enrolment Form completed and checked by the Nominated Supervisor			
Immunisation Record photocopied			
Original Birth Certificate photocopied			
Direct Debit Form completed			
Allergies have been discussed			
Allergy Form/Action Plan completed			
Background information form completed and returned by parent			

PAYMENT DISCUSSION:	YES	NO	COMMENTS
Fees			
Child Care Benefit & Child Care Rebate explained			
How direct debit works, including initial date of direct debit			
Late Fees			
Sick Days			
Public Holidays			

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Giving notice			
Administration Fee/Bond Payment & Refund			
Security System			

SERVICE ORIENTATION CONDUCTED:	YES	NO	COMMENTS
Service Philosophy			
Appropriate clothing			
Complaints/Grievance/Feedback			
Introduction to educators			
Arrival and Pick up – Singing in and out			
Parent Pockets / Folders			
Children's Lockers			
Toilets			
Indoor and Outdoor Areas and Class room environment			
Family Participation			
Service Program			
Child Portfolios			

OFFICE USE ONLY	
Parent has received a copy of this document and original has been placed into the child's file	
Educators Signature:	Date:

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