



# Enrolment, Orientation & Transitions

## Policy Statement

*NBCA aims to foster open communication with families about the child and the service. This information will assist in providing a supportive and nurturing environment, and create continuity of education and care between the service and home. There are long term benefits for future learning and relationships when children experience a positive transition from early childhood to primary school.*

## Implementation

- Families can contact the service via telephone, email or through the NBCA website regarding a position at an NBCA service.
- If a position is available the family will arrange a time to visit the service, complete required paperwork and discuss commencement of care.
- If there are no available positions at the service which suits the needs of the family, the family can be placed on the service waiting list. Families are required to maintain regular contact with the service to confirm their interest in remaining on the waiting list.
- Families will be contacted by telephone as soon as a position arises.
- Priority of access guidelines will be followed.

## Enrolment

- The following may be discussed with families prior to enrolment:
  - A general overview of NBCA and the service.
  - Child's individual needs and play preferences.
  - Daily routine.
  - Service philosophy.
  - Programming and individual record keeping.
  - Policies and procedures.
  - Fee structure and payment.
  - Enrolment pack.
  - Signing in and out
- It is the families' responsibility they read all service policies and procedures prior to or immediately following enrolment of their child.
- It is a condition of enrolment for families to sign up to the nominated direct debit system before commencement of care.
- Enrolment provides an opportunity to discuss orientation and be introduced to educators involved in the education and care of their child.



- Families will complete an enrolment form prior to activating enrolment. A deposit and a non-refundable enrolment fee is required from the family upon lodgement of the form at the service
- Families are required to provide evidence of current immunisation. If a family chooses not to immunise their child, the implications of this regarding exclusion from the service in instances of outbreaks of communicable diseases will be discussed. Unimmunised children will not be eligible for Child Care Subsidy, therefore will be charged full fee.
- The rooms are responsible for checking each child's background information form, noting any special requirements, e.g. no Paracetamol, allergies, permissions etc.

## Orientation

- Orientation provide the opportunity to make the transition from home to the centre and between rooms, as smooth and comfortable for the child, family and staff as possible.
- Orientation provides an opportunity to build relationships and gather much needed information to enable staff to deliver the best possible education and care.
- Staff strive to maintain a relaxed, happy atmosphere and a safe, inclusive, engaging environment that is professional and respectful.
- Families are encouraged to attend orientation to gradually introduce their child to the environment while having the security of the family member being present. It is encouraged to have a number of orientation visits prior to commencing at the service.
- During the first orientation visit, families are encouraged to arrange future orientation sessions with the educational room leader and/or office staff.
- Orientation is a time for families and educator's to gather and share information.
- Educators will be sensitive to the needs of families and encourage the families of enrolling and graduating children, where possible for short periods, to visit the service or new room to meet with the Educational Room Leader before commencement, to facilitate the child's orientation into the room.
- Once the child has commenced, families are welcome to phone the service during the day to check on their child's wellbeing.
- Families are encouraged to establish a routine for arrival, always saying 'Goodbye' and telling the child when they will return.

## Transition to School

- The service endeavours to employ a qualified pre-school teacher who encourages optimal skills for children to develop before commencing school.
- Staff acknowledge the transition to school is a unique experience for each child and family and will endeavour to make the experience a positive one.
- Staff will promote a range of skills to prepare children for school, acknowledging the importance of social skills and being a confident and capable learner to this preparation.
- Staff will promote and support children's social competence, such as turn taking, sharing, making friends and developing independence.
- Staff will discuss a child's school readiness with families and will liaise with schools, if possible. Staff will support each family's decision on when to send their child to school.
- In the ACT children must turn five (5) before April 30<sup>th</sup> of the year they start school. All children must start school by their 6<sup>th</sup> birthday.
- Transition to school statements/assessments will be available to families of children going to school to assist in making a positive transition from the service to formal schooling.



## Withdrawal of Enrolment / Changes to Bookings

- Requests to cancel enrolment or reduce days, is required in writing.
- Fourteen (14) days' written notice cannot include the shutdown period over Christmas, as the position cannot be filled over this time. If notice is given at the end of the year, the notice will include the first two (2) weeks of the New Year.
- If fourteen (14) days' written notice is not received for any changes to bookings or withdrawal from care, fourteen (14) days' full fees will be charged in lieu of notice.

## Cancellation of Enrolment

- NBCA reserves the right to cancel a child's enrolment. This may include:
  - Failure to comply with the enrolment form;
  - Non-payment of fees and/or recurring late payment of fees;
  - Deliberate impertinence towards anyone within the service;
  - False information regarding children or family information given by a family either verbally or in writing.

## Policy Links

Policies:

- Authorisations and Access
- Confidentiality and Privacy
- Compliance and Quality Improvement
- Diversity, Equity and Inclusion
- Immunisation
- Interactions with Children, Families and Staff
- Fees

NQS: 5.1, 5.2, 6.1, 6.2, 7.1 and 7.2

Regulations: 75 – 76, 155 – 156, 168, 171, 173 and 177

Sources:

- Child Care Services Handbook – March 2022 - Enrolling Children
- Community Early Learning Australia website - [www.cela.org.au](http://www.cela.org.au) – Publications and resources
- National Quality Framework: QA 6 – Collaborative partnerships with families and communities
- Service Information Handbook
- Education and Care Services National Law (2011) Section 175 Offence relating to requirement to keep enrolment and other documents

## Policy Document Status

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Directors Signature:



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Committee Representative Signature:



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