



Enrolment and Orientation Policy

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Policy Statement

SHARE provides fair, inclusive and compliant enrolment and orientation processes that meet the needs of each child and family, support a positive transition, and foster respectful partnerships between home and the service. Our approach reflects the Education and Care Services National Law and Regulations and the National Quality Standard.

In line with the National Law, the safety, wellbeing and best interests of the child are paramount in enrolment and orientation decision-making, including how information is requested, recorded and shared with staff to support safe participation.

Orientation is designed to help children feel safe, known and ready to participate, and to ensure families have clear information about how we work together. Detailed steps are set out in the Enrolment Procedures and Orientation Procedures that accompany this policy.

Definitions

Accepted Enrolment	An enrolment the service has approved in the system and for which a start date has been issued.
Additional needs / disability	A child's needs that require adjustments to support safe participation (e.g. medical, developmental, behavioural, cultural or language-related).
Authorised nominee	A person authorised by a parent to collect the child and/or consent to medical treatment, medication, excursions or transport.
Complying Written Arrangement (CWA)	The agreement used when a family intends to claim Child Care Subsidy (CCS).
Complete enrolment record	An enrolment record for which all mandatory information, documents, authorisations and declarations required by the Education and Care Services National Regulations, Child Care Subsidy requirements where applicable, and the service's enrolment system have been received and verified.
Court order / parenting order	Any order made by a court that sets out parental responsibility, access or communication arrangements.
Enrolment record	The prescribed child and family information and authorisations required by the National Regulations.
Interpreter / translator	Language support for families who request assistance to complete enrolment or discuss orientation (spoken or written).
Known parent	A parent whose identity is known to the enrolling parent or the service, regardless of care involvement or living arrangements.
Orientation	The process that helps the child and family understand how the service works and prepares the child to participate (tour, key information, photo/profile sharing, first-week supports).
OWNA	The service's enrolment and records management system.
Parenting plan	A written agreement about parenting arrangements made between parents that is not a court order.
Pending – incomplete	An application that does not yet meet the requirements of a complete enrolment record and cannot be accepted.
Priority of access	The local order the service applies when places are limited.
Relevant Arrangement (RA)	An enrolment type used when a family is not eligible for, or chooses not to claim, CCS (no subsidy is paid).
Separated/shared-care	Family arrangements where parents live separately and/or share care; may involve specific communication or access requirements.

Start date	The first day a child is booked to attend after the enrolment is accepted.
Suspension of care	A temporary pause on attendance applied when required information affecting safety or legal compliance is missing.
Welcome pack	The family information provided at acceptance that explains key routines, health and safety, collection, communication, and other key information about the service's operations.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 1: EDUCATIONAL PROGRAM AND PRACTICE

1.1.2	Child-centred	Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program.
1.3.3	Information for families	Families are informed about the program and their child's progress.

QUALITY AREA 6: PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the 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.
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service.

Legislative And Regulatory References

EDUCATION AND CARE SERVICES NATIONAL LAW

3A	Paramount consideration (NSW)
175	Offence relating to requirement to keep enrolment and other documents

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol.
85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
88	Infectious diseases
90	Medical conditions policy
91	Medical conditions policy to be provided to parents
92	Medication record
99	Children leaving the education and care service premises
102	Authorisation for excursions

102D	Authorisation for service to transport children
157	Access for parents
158	Children's attendance record to be kept by approved provider
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
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
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 Policies

- Acceptance and Refusal of Authorisations
- Dealing with Medical Conditions
- Dealing with Infectious Diseases
- Management of Incident, Injury, Illness & Trauma
- Delivery and Collection of Children
- Emergencies and Evacuations
- Excursions
- Governance & Management
- Interactions with Children
- Management of Complaints
- Fees

Purpose

To ensure enrolment and orientation at SHARE OOSH are fair, inclusive and compliant, enabling accurate records, clear communication, and a smooth transition for every child and family. This policy sits under the National Law and Regulations and the National Quality Standard and is implemented through practical procedures tailored to our service context.

Guiding Principles

SHARE OOSH is guided by the following principles in ensuring the best interests of the child during enrolment and orientation:

1. **Child wellbeing comes first** – We make enrolment and orientation decisions that protect children's safety, wellbeing and best interests and support a positive start.
2. **Accuracy enables safe care** – We rely on complete, current information to care for children safely and lawfully, and we act promptly when circumstances change.
3. **Fair access and genuine inclusion** – We apply a transparent approach to access and support participation through reasonable adjustments that are feasible within our environment.
4. **Partnership builds strong transitions** – We work with families to communicate clearly, set shared expectations, and support smooth transitions into the service.

Enrolment

Priority of Access

When places are limited, SHARE OOSH applies the following order:

1. Children at risk of serious abuse or neglect.
2. Children in out-of-home care.
3. Children who are Aboriginal or Torres Strait Islander.
4. Younger siblings of current SHARE OOSH children.
5. Any other child.

Enrolment Form

- Families complete the enrolment form in full.
- The service requires the full legal name and contact details of each known parent, regardless of involvement in day-to-day care.
- Required authorisations, health information, emergency contacts and any court or parenting orders are provided at enrolment.
- Enrolment is not accepted, and no start date is issued until the enrolment record is complete in the system.

- Orientation occurs after acceptance and families receive our welcome pack.

The Approved Provider must ensure that an enrolment record is kept for each child enrolled at the service. The record must include:

- Full name, date of birth and address of the child.
- The name, address and contact details of:
 - each known parent of the child
 - any emergency contact
 - any authorised nominee
 - any person authorised to consent to medical treatment or administration of medication
 - any person authorised to give permission to the educator to take the child off the premises
 - any person authorised to authorise the education and care service to transport the child or arrange transportation of the child.
- Details of any court orders, parenting orders or parenting plan.
- Gender of the child.
- Language used in the child's home.
- Cultural background of the child and their parents.
- Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs
- Authorisations for:
 - the approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child
 - the service to take the child on regular outings
 - regular transportation of the child.
- Name, address and telephone number of the child's registered medical practitioner or medical service.
- Medicare number (if available).
- Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis.
- Any medical management plan, anaphylaxis medical management plan or risk minimisation plan.
- Any dietary restrictions.
- Immunisation status.
- If the approved provider or a staff member has sighted a child health record, a notation to that effect

Custody Arrangements

The Education and Care Services National Regulations require our service to have details of all custodial and access arrangements.

- Families disclose any parenting orders, parenting plans or other court orders at enrolment and notify the service of changes.
- Copies are provided to the service and stored with the enrolment record.
- Communication and access are managed in line with any orders.
- Where there are restrictions, the service will follow the orders and adjust collection permissions and communications accordingly.

Failure to Provide Required Information

- Families must provide and keep up to date all information required for enrolment and safe participation (e.g. details of each known parent, emergency contacts, medical documentation/plans, immunisation status, and any parenting or court orders). These can be managed and updated through the OWNA app in the child's profile.
- If required information is missing at enrolment, the application remains pending and a place will not be offered.
- If circumstances change after enrolment and the service becomes aware that required information has not been provided or is no longer current, the service will request the information by a stated date.
- Where information affects safety, legal compliance or authorisations (for example: custody/parenting orders, medical management plans, details of each known parent), the service may suspend care until the information is received and verified.
- During a suspension, the place is held for a reasonable period set by the Nominated Supervisor. If the information is not provided by the due date, the enrolment may be cancelled.
- In urgent health or safety situations, the service may require immediate provision of documents (e.g. action plans, medication authorisations) as a condition of attendance.
- Families can discuss special circumstances with the Nominated Supervisor; reasonable adjustments will be considered where feasible within the service environment. The service will not contravene legal or regulatory requirements, court or parenting orders, or health and safety obligations when considering any adjustments.
- Fee, CCS and communication arrangements follow the status of the enrolment and any legal orders on file. Families will be advised of implications if a suspension is applied.

Orientation

Orientation supports a positive transition for each child and family, builds shared expectations, and ensures essential information is understood before attendance begins. It is

flexible to family context and child needs and links clearly to our everyday routines and collection arrangements.

Records

Children's attendance records are maintained in accordance with the National Regulations and kept securely with other prescribed enrolment and service records.

Orientation notes (child's headshot photo, profile summary, agreed first-week supports) are shared on the Staff Messageboard and saved on the child's file so all educators can access and apply them.

Roles and Responsibilities

ROLE	RESPONSIBLE FOR
Approved Provider	- Endorses this policy and resourcing for implementation (enrolment system fields, interpreter access where feasible). - Ensures procedures exist (Enrolment; Orientation) and are reviewed on schedule. - Oversees compliance and risk (records, privacy, storage/retention; responses to breaches/complaints).
Nominated Supervisor	- Ensures no enrolment is accepted until the record is complete. - Decides and documents actions where information is "unknown" or there are safety concerns; may defer/suspend care until compliant. - Verifies CCS arrangement type (CWA or RA) and communicates implications via the welcome pack. - Ensures orientation occurs after acceptance; confirms child photo and profile (interests, temperament, support needs) are saved and shared with educators. - Provides staff guidance and induction; approves reasonable adjustments within service constraints.
Responsible Persons	- Apply the policy and procedures on shift; check that only accepted enrolments attend. - Sight and act on parenting/court orders; manage access/communications accordingly. - Ensure new child information (photo/profile/first-week supports) is visible to the team.
Educators	- Read and use each new child's profile to welcome and support them. - Follow Orientation Procedures (tour, routines, collection points, separation supports). - Raise concerns about missing or unclear information to the Nominated Supervisor/Responsible Person promptly.
Families	Provide accurate, complete enrolment information (including each known parent's details) and keep it up to date.

	• Supply copies of any parenting/court orders and medical documentation; advise of changes promptly. • Request interpreter support if needed; participate in orientation and first-week check-ins.
Administrative Staff	• Assist families to complete enrolment; check completeness before flagging for acceptance by Nominated Supervisor. • File and secure documents; action welcome pack distribution and orientation bookings. • Record communications regarding missing/updated information and escalate per procedure.
Students/Volunteers	• Follow staff direction and Orientation Procedures when supporting new children. • Maintain confidentiality; do not handle enrolment decisions or sensitive documents.

Induction and Ongoing Training

All new staff, students and volunteers are introduced to this policy during induction. Induction focuses on how to handle information, so the service stays compliant and children start safely.

For all staff (core):

- What information is sensitive, who can see it, and where it is stored.
- How to recognise and escalate new or changed information (e.g. details of a known parent, parenting/court orders, medical conditions/action plans, collection permissions, safety risks).
- How to record day-to-day observations that affect a child's safe participation (e.g. regulation strategies, cultural/dietary info) and who to tell.
- Orientation basics relevant to your role (welcoming the child, using the photo/profile summary, first-week check-ins).
- How to offer interpreter support on request and who arranges it.

Role-specific focus:

- Admin/Front-of-house: Enrolment workflow; checking completeness before acceptance; confirming acceptance with Nominated Supervisor prior to confirming with family; filing orders/medical documents; sending the welcome pack; booking orientation; duplicate communications to each known parent unless restricted by orders.
- Nominated Supervisor/Responsible Persons: Acceptance/deferral decisions; responding to custody/safety issues; applying or lifting suspensions where required information is missing; approving reasonable adjustments; staff guidance.
- Educators: Reading and using the child's profile; welcoming routines; noting and informing the Nominated Supervisor promptly if you become aware of any new or changed information about parenting arrangements, medical needs, safety, or authorisations. Do not promise changes to families—escalate first.

When training occurs:

- At commencement, before undertaking duties.
- After any change to this policy, procedures or forms.
- Following relevant incidents, complaints or audit findings.
- Brief refreshers before major intakes (e.g. Kindergarten, Vacation Care).

Evidence:

- Induction sign-off recorded on staff files.
- Short competence checks for Admin/Responsible Person roles on enrolment completeness and custody documentation.
- Observed practice for educators during a new child's first week (using photo/profile; check-ins; escalation).

Monitoring, Evaluation, and Review Process

Monitoring

- The Nominated Supervisor is responsible for day-to-day oversight that the Enrolment and Orientation policy and procedures are followed.
- Admin keeps a weekly view of enrolments to prioritise care for families, and of pending/incomplete applications to ensure no place is accepted or starts before required information is received and verified.
- Before first attendance, the Nominated Supervisor (or delegate) confirms that orientation actions are recorded on the child's file (photo received; profile shared with educators).
- Responsible Persons monitor shift practice (e.g., collection permissions, orders, medical documentation in place) and escalate issues to the Nominated Supervisor.

Evaluation

- Confirm educators observe that new children settle safely and can follow basic routines within the first week.
- Note any inclusion supports provided (e.g. interpreter, reasonable adjustments) and whether they were timely and effective.
- Review any complaints/feedback about enrolment or orientation and capture simple improvements.
- Summarise findings termly and adjust procedures/welcome pack where needed; note key changes in the QIP.

Review

This policy will be formally reviewed at least every three years, or earlier if:

- legislation or regulations change,
- relevant incidents, complaints, or audit findings occur;
- enrolment/orientation systems or forms (e.g., OWNA) change.

All staff are consulted as part of the review process, and families are invited to contribute feedback.

The Management Committee endorses all updates and ensures staff re-sign to confirm awareness.

Version control is maintained on the policy. Families are informed of significant changes with appropriate notice, and related documents (procedures and welcome pack) are updated accordingly.