

1. Policy Statement

St Paul Lutheran School OSHC (SPLASH) is committed to ensuring that enrolment and orientation processes are inclusive, respectful and responsive to the individual needs of each child and family.

We aim to:

- Support a smooth transition into the service
- Build collaborative partnerships with families
- Promote a sense of belonging for all children
- Ensure all regulatory requirements for enrolment records, authorisations, confidentiality and record keeping are met

2. Background

Under the *Education and Care Services National Regulations 2011*, approved providers must ensure policies and procedures are in place for enrolment and orientation.

These processes are essential to:

- Ensure children's safety, health and wellbeing
- Collect accurate and complete information
- Meet legal obligations for record keeping and authorisations
- Support effective communication and partnerships with families

3. Legislative requirements

SECTION/REGULATION	DESCRIPTION
Section 175	Offence relating to protection of children from harm and hazards
Regulation 85	Incident, injury, trauma and illness policies and procedures
Regulation 86	Notification to parents of incident, injury, trauma and illness
Regulation 88	Infectious diseases
Regulation 90	Medical conditions policy
Regulation 91	Medication conditions policy to be provided to parents
Regulation 92	Medication record
Regulation 99	Children leaving the education and care service premises
Regulation 102	Authorisation for excursions



Regulation 157	Access for parents
Regulation 160	Child enrolment records to be kept by approved provider
Regulation 161	Authorisations to be kept in enrolment record
Regulation 162	Health information to be kept in enrolment record
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and Procedures to be followed
Regulation 171	Policies and Procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 177	Prescribed enrolment and other documents to be kept by approved provider
Regulation 181	Confidentiality of records kept by approved provider
Regulation 183	Storage of records and other documents

4. Principles to inform our Policy

- We value respectful and supportive relationships with our families as the basis of a smooth transition and quality outcomes for children in the service. Our quality practice enrolment and orientation processes seek to promote these relationships
- We actively seek the input of all those associated with the service in our decision-making processes. For families, we ensure this begins at enrolment and orientation
- Our educational program accounts for each child's knowledge, strengths, ideas, culture, abilities and interests. We view enrolment and orientation as an important opportunity to begin to gather this information from the child and their family
- We are committed to good governance and quality management that is child safe. Our systems and practices ensure that our record keeping meets regulatory requirements, including in relation to confidentiality and storage.

5. Key Terms

TERM	DEFINITION	Source
ACECQA - Australian Children's Education and Care	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance,	ACECQA.gov.au



Quality Authority	resources and services to support the sector to improve outcomes for children.	
Enrolment	<ul style="list-style-type: none"> An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child. 	Child Care provider handbook https://www.dese.gov.au/child-care-package/ccp-resources-providers/child-care-provider-handbook
Enrolment Record	<p>The approved provider must ensure that an enrolment record is kept for each child enrolled at the service</p> <p>The record must include:</p> <ul style="list-style-type: none"> Full name, date of birth and address of the child The name, address and contact details of: <ul style="list-style-type: none"> 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: 	National Regulations (102, 160-162) Guide to the NQF



	<ul style="list-style-type: none"> ○ 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 	
Orientation	Process to support the child's transition to the service, whereby families spend time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.	ACECQA – Enrolment and Orientation information sheet

6. Links to Other Policies

- Acceptance and Refusal of Authorisations Policy
- Interactions with Children Policy
- Emergency and evacuation Policy
- Dealing with Medical Conditions Policy
- Dealing with Infectious diseases Policy



- Incident, injury, trauma and illness Policy
- Delivery of children to, and collection from, education and care service premises
- Excursions Policy
- Governance and Management Policy
- Dealing with Complaints Policy
- Payment of service fees and provision of a statement of fees charged by the service Policy.

7. Induction and Training

The nominated supervisor will ensure that:

- All staff receive training on enrolment and orientation procedures
- Access to, and knowledge of, Policies are included as part of their induction
- Ongoing review at team meetings

8. Policy Review

Last review: March 2026

Next review: March 2027



Procedural Guidelines

1. Reference to Policy and Philosophy

These procedures are to be read in conjunction with the SPLASH Enrolment and Orientation Policy, which outlines the service's commitment to supporting children and families through a positive, inclusive and respectful transition into the service.

The Enrolment and Orientation Policy is available to educators, staff and families via the SPLASH online policy portal, and hard copies are accessible in the SPLASH office and school administration area.

These procedures reflect the service's philosophy, which values strong partnerships with families, respects the individuality of each child, and promotes a sense of belonging within a safe, supportive and inclusive environment.

All enrolment and orientation practices are guided by evidence-based health and safety approaches and are implemented in accordance with the Education and Care Services National Law and Regulations and the National Quality Standard.

2. Procedures

2.1 Enrolment procedures

- Families must complete an enrolment form prior to the first booking of a child at the service. Reminders to update information concerning contact details, emergency contacts and health and dietary conditions are made yearly via the annual booking form. Parents may check their information is correct via the Spike App. Checks against the school's database will also occur during the first term of each year to ensure health conditions are current.
- Families complete enrolment form prior to attendance and information is entered into Spike CCMS (Child Care Management System). The hard copy of the enrolment form is filed in the Splash office and archived upon withdrawal of enrolment.
- The enrolment form and holiday booking forms clearly inform parents to advise the service concerning any changes to contacts, account information and emergency and collection authorisations. These changes can be made throughout the year as they occur.



- Documentation checked for completeness and missing information followed up before attendance.
- Families provided with:
 - Service handbook
 - Policies and procedures
 - Website information
- Enrolment records are securely stored
- Enrolment information includes hours of operation for each component of care. If the need to change these hours becomes apparent as part of the community and parent needs the service will be open to making appropriate adjustment.

2.2 Orientation Procedures

- Educators and staff will communicate with families in a positive and supportive manner to develop the parent – child – staff relationship.
- Families will have access to the director at any reasonable time, to discuss any concerns regarding their child. This may be on the spot, by telephone or by appointment.
- An educator will be assigned to help the child transition
- Buddy system can be implemented to show them around and help them with Splash routines such as snack time.
- Families will be clearly informed of routines and expectations
- Educators to be notified of any specific transition or behaviour plans in place and liaise with the school's Inclusive Education Leader if required.

2.3 Access and Participation

- Families may visit the service at any reasonable time while their child is in care (Reg 157)
- Priority of access applied:
 - Australian Government funded child care services are required to allocate places to those families with the greatest need for child care support.
 - Priority of Access is as stipulated in the Australian Government Child Care Service Handbook section 6.3.
 - SPLASH is required to follow Priority of Access guidelines when allocating places for child care. This involves, when necessary, giving 14 days' notice requesting a



child of lesser priority to vacate their place in child care for a child in a higher priority situation.

2.4 Safety and Wellbeing considerations

- Medical conditions are clearly identified and managed
- Child behaviour and transition plans are supported
- In the case of a parent/guardian arriving at the service in a visibly intoxicated or otherwise unfit state to drive to collect a child, the person will be encouraged to contact another adult to drive him/her and the child home, or the service will offer to call a taxi. If the unfit person insists on taking the child, the police will be immediately informed and the release of that child into the care of that person should be delayed until such time as the police arrive. The parent/guardian shall be advised that such will occur.
- Where any perceived safety to a child is at risk (in relation to access to that child), the police will be immediately requested for assistance.
- Where an Intervention Order exists, staff will uphold the efficacy of the order where it is reasonably practicable and safe to do so. If there is an immediate danger to the child as a result of carrying out or complying with any provision of an Intervention Order, then those provisions should not be carried out. Further information can be accessed at www.crisis.sa.edu.au
- Access to the service may be denied in the case of children being suspended or excluded from the service. Exclusion will occur only after all other avenues of communication and support have been exhausted and when:
 - a child puts one or more children at risk through inappropriate/dangerous behaviour;
 - a child has an infectious disease
 - a child's needs are such that specific staff training or venue adaptation may be required. In such instances the child should be able to access the service when appropriately qualified educators are identified and the necessary physical support requirements can be met.



3. Roles and Responsibilities

ROLE	RESPONSIBILITIES
<p>Approved Provider</p>	<ul style="list-style-type: none"> • Ensure that obligations under the Education and Care Services National Law and National Regulations are met • Ensure that an enrolment record is kept for each child which contains all the information set out in regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation • Keep prescribed enrolment and other documents as set out in regulation 177, including a medication record and children's attendance record • Keep records confidential, and stored safely and securely for the relevant period listed in regulation 183 • Consider quality practice approaches to enrolment and orientation • Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Enrolment and orientation policy and procedures • Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection • Notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> ○ affect the fees charged or the way they are collected or ○ significantly impact the service's education and care of children or ○ significantly impact the family's ability to utilise the service.
<p>Nominated Supervisor</p>	<ul style="list-style-type: none"> • Ensure that regulatory obligations are met in relation to enrolment and orientation • Implement procedures for enrolment and orientation • Ensure that an enrolment record is kept for each child which contains all the prescribed information • Support families' involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service



	<ul style="list-style-type: none"> • Ensure families are aware of relevant policies and procedures at time of enrolment, such as: <ul style="list-style-type: none"> ○ Acceptance and refusal of authorisations ○ Dealing with medical conditions in children ○ Incident, injury, trauma and illness ○ Delivery of children to, and collection from, education and care service premises. • Promote quality practice approaches to enrolment and orientation • Keep records confidential.
Educators	<ul style="list-style-type: none"> • Be familiar with regulatory requirements • Support families' involvement in the service and contribution to service decisions regarding the orientation of their child at the service • Share information with families to support the child's transition into the service • Respect the culture, values and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing • Familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service • Keep records confidential.
Families	<ul style="list-style-type: none"> • Complete all documentation required by the service • Provide any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service • Notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed • Ensure all information about the child and family held by the service is kept up-to-date.

4. Related Policies

- Governance and Management Policy
- Interactions with Children Policy



- Acceptance and Refusal of Authorisations Policy
- Dealing with Medical Conditions in children Policy
- Dealing with Infectious Diseases Policy
- Emergency and Evacuation Policy
- Dealing with Complaints Policy
- Excursions Policy
- Incident, Injury, Trauma and Illness Policy
- Delivery of children to, and collection from, education and care service premises.

5. Induction and Training

- All staff receive training on enrolment and orientation procedures
- Policies included in staff induction
- Ongoing review at team meeting

6. Procedure Review

Last reviewed: March 2026

Date for next review: March 2027