



# ENROLMENT AND ORIENTATION PROCEDURE POLICY

## POLICY RATIONALE

TeamKids is committed to consistent and clear enrolment procedures to ensure no family is disadvantaged in accessing TeamKids services. The service will keep an enrolment form for each child that includes the information listed below. (R160-162)

TeamKids ensures that Educators are provided with strategies to support families in introducing children to the Service, time to develop close professional relationships with families, and support from referral agencies where appropriate.

## ENROLMENT PROCEDURES

TeamKids acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.

- TeamKids is dedicated to providing families with:
  - Enrolment for their child/ren;
  - Support in the event of needing additional or emergency care for their child;
  - Privacy and confidentiality.
- The enrolment record will include information prescribed in compliance with [d Regulation 160](#) of the Education and Care Services National Regulations (2011).
- The enrolment record will include authorisations prescribed in compliance with [Regulation 161](#) of the Education and Care Services National Regulations (2011).
- The enrolment record will include health information in compliance with [Regulation 162](#), and of the Education and Care Services National Regulations (2011) for all other jurisdictions.
- All enrolments are to be completed [online](#). Families who do not have access to a computer, or who are challenged by language, literacy and numeracy concepts, will be supported by the Service Coordinator/Director and/or the Customer Service team to complete the enrolment process.
- If the Families first language is not English may be supported during enrolment through translation services.
- At enrolment parents/guardians are encouraged to provide any further information about their child that will support continuity of care between home and the service.
- Enrolment can only be confirmed once an online booking has been made and TeamKids have received payment information.
- Enrolment Records will be updated annually by parent/guardian or more frequently if or when a families circumstances change.
- A fully completed enrolment and indemnity form must be filled out before a child can attend the service. This includes an agreement to the TeamKids terms and conditions.
- It is a legal requirement that a copy of any court order or parenting order, that exists be kept with the service's records. The enrolment record must contain details of both parents (if known). (R 160)
- Access to this information is available only to relevant Team Members, the enrolling parent/guardian, and authorised Government Officers in accordance with the TeamKids Record Keeping policy. This information will also be shared with Emergency Services staff in the case of an emergency.

# ENROLMENT AND ORIENTATION PROCEDURE POLICY

- If a place is not immediately available at the service the family may be put onto a waiting list. When a place becomes available the parent/guardian will be contacted by the Customer Service team, and enrolment may proceed.
- Holiday Program Bookings open approximately six weeks before school holiday programs begin and are made online via the TeamKids website. Details of the booking procedure are available via [www.teamkids.com.au](http://www.teamkids.com.au).
- Before and After School Care Bookings are made electronically via the enrolment process throughout the year and can be made online up until 11:59pm the night before, dependent on availability. All last-minute bookings are to be made with the service directly. Contact details can be found at [www.teamkids.com.au](http://www.teamkids.com.au) or by contacting our Customer Service team [1300 035 000](tel:1300035000).
- Bookings are accepted according to Priority of Access guidelines as set by the order that bookings are received.

## Supporting Custody Arrangements

Services maintain records of custodial and access arrangements for children attending the service in compliance with Regulation 160 of the Education and Care Services National Regulations (2011).

TeamKids ensures that Educators are provided with information about custodial issues, and ensures that Educators are supported to implement procedures for supporting custody arrangements.

- TeamKids requires that each parent/guardian provides, upon enrolment and/or change of circumstances an upload a copy of any legal documents including but not limited to Family Court Orders, family violence-related orders, child protection orders and bail orders in compliance with Regulation 160 of the Education and Care Services National Regulations (2011).
- Enrolling family members are responsible for informing the Service Coordinator/Director of custody and access arrangements on enrolment, and must advise immediately of any subsequent changes to these arrangements.
- All legal documentation relating to custody and access are held and maintained according to Record Keeping Policy.
- The Service Coordinator/Director is responsible for alerting Team Members of any custody arrangements concerning children in their care.
- No child will be permitted to leave the service with anyone other than those authorised on the child's Enrolment Form, or by written authorisation from the custodial parent/guardian, in accordance with the policy on the Delivery and Collection of Children.
- If a person other than those mentioned in legal documentation relating to custody and access arrangement arrives at the service to remove a child, and is not a person who is authorised by the enrolling parent/guardian on the child's Enrolment Form, the Service Coordinator/Director will explain TeamKids legal responsibilities, and explain that by law the child's legal guardian must be contacted before the child is taken from the service, and any other procedures in accordance with policy on Delivery and collection of children.
- Overseas court orders are only enforceable where they have been registered in Australia with the Attorney Generals Department, International Family Law section  
<https://www.ag.gov.au/FamiliesAndMarriage/Families/InternationalFamilyLaw/Pages/Registrationofoverseaschildorders.aspx>

# ENROLMENT AND ORIENTATION PROCEDURE POLICY

## PROCEDURES FOR ACCEPTING REFERRALS

TeamKids provides procedures for enrolling children from referral agencies, including children's welfare authorities.

- The Quality and Compliance Manager will determine a threshold of the number of children with additional education and care requirements or needs, that can be appropriately and respectfully provided for.
- Where it is determined that the service cannot accept a referred child, the referring agency will be advised to contact the Australian Government's Child Care Access Hotline by phoning 1800 670 305, or by visiting the Australian Government's online child care portal to seek alternative options.
- Acceptance of a referral will be dependent upon:
  - The Service having the required resources to appropriately care for the child(ren);
  - Completion of an Enrolment Form by an authorised parent/guardian;
  - A visit or phone call from the referring agency (e.g. case manager) to:
    - Provide information about the referral;
    - Clarify any special conditions of enrolment;
    - Provide necessary details about the child(ren)'s care arrangements including foster care details; and
    - Determine a suitable orientation process (child to the service, and Educators to child's needs).
  - Reaching agreement regarding the cost for providing care and any special requirements.
  - Agreement to a debriefing from the case manager at the conclusion of the referral period.
- TeamKids will determine a fee schedule for referrals which includes contingencies for arrangements, such as payment for transport, clothing or food, and additional Educator support if required. The referral agency will be invoiced for the agreed cost of providing care determined and documented during the case manager's visit to the service.
- TeamKids will ensure confidentiality in relation to information about referred children at all times in accordance with Record Keeping Policy. However, Educators involved in the direct care and education of referred children will be provided with information that is considered to be essential to ensure the safety and protection of both the referred child/ren, other children and Team Members.
- Referral agency officers will be required to provide identification before being admitted to a Service.

## REQUIREMENTS FOR ADDITIONAL NEEDS

TeamKids requires a minimum of 4 weeks notice if you intend to enrol your child into a Holiday Program or a Before and After School Care program and they have been diagnosed with any form of learning, behavioural or diagnosed difficulty or medical condition. This allows adequate time to apply for additional funding, recruit additional staff and best prepared to support your child. A meeting (telephone or in person) between TeamKids and the child's parent(s) may be required.

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## ORIENTATION PROCESS

TeamKids understands the importance of an orientation process that provides clear guidelines to help families and children to settle into the service successfully. TeamKids is committed to providing children with support and comfort to settle into the service and establish new friendships and relationships, and advocacy for children's wellbeing and protection.

- Please inform educators that this is your child's first time attending the program.
- An educator will show your child around the service, explain boundaries and expectations to them, endeavour to engage them in an activity or find them a friend or buddy to help settle them in.
- Sometimes educators may ask children to be a special helper to them, or they may ask the children to sit with them and complete a 'Getting to know my Child' form so we can better ascertain what your child likes to do. These profiles are kept confidential and are used for current and future planning.
- Parents/guardians are welcome to view these profiles if educators have completed one with your child. Please respect the boundaries of the service and understand that educators are experienced in what they do and sensitive to the needs of the children at the service.
- Parents are more than welcome to enter with their child to look around and ask any questions of the educators. However, we ask parents to understand that often children adjust more quickly with the assistance of the educators when anxious parents do not linger overly long. Each service provides a contact number for the TeamKids Head Office, who can connect the parent/guardian to the person in day to day charge at any time. Parents are encouraged to call at any stage throughout the day to ask for a report on their child. Educators are happy to assist and speak with parents/guardians at any time.
- Educators may discuss the child's day with the family member when they come to collect the child.

Families and children provide feedback about this process via surveys as TeamKids commit to the continuous improvement of our services.

## REFERENCES

ACECQA National Quality Framework Resource Kit (2012)  
Quality Area 2 – Children's health and safety  
Quality Area 6 – Collaborative partnerships with families and communities  
Quality Area 7 – Leadership and service management  
Education and Care Services National Law Act (2010), S 168, S 175  
Education and Care Services National Regulations (2011), R 160, 161, 162

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