



1.08 ENROLMENT

Purpose Statement

The purpose of this procedure is to ensure families and educators are informed about the process for enrolling children into Windermere's Family Day Care program.

Scope

This policy applies to all families, educators and staff of Windermere's Family Day Care program.

Policy Statement

FAMILIES WANTING TO ACCESS WINDERMERE'S FAMILY DAY CARE PROGRAM MUST ENROL THEIR CHILDREN IN ACCORDANCE WITH THIS PROCEDURE, WITH THE SUPPORT AND GUIDANCE OF WINDERMERE COORDINATION UNIT AND EDUCATORS. FAMILIES MUST ENSURE THEY MAINTAIN AND UPDATE THE INFORMATION ANY TIME THERE IS CHANGE TO ANY OF THE DETAILS.

Procedures

Education and Care Requests – Direct to Educator

1. Educators are encouraged to perform promotional and networking activities to generate enrolments. Any enrolments generated by the educator will be referred to the Coordination Unit.
2. Educators are encouraged to guide families to contact Windermere if they have any questions regarding their enrolment, requirements and additional documentation requirements.

Education and Care Requests – Direct to Windermere

1. Requests for Family Day Care can be made direct to Windermere on 1300 946 337 or by email: enquiriesECECS@windermere.org.au
2. Family details will be taken to assist the process of matching and enrolment. Requests for Family Day Care will be matched with a suitable educator, based upon availability and in accordance with the Australian Government's Priority of Access Policy. Where possible families will be provided with a choice of educators who meet their needs.
3. Families will be informed of any available educators within 48 hours of the care request unless otherwise specified by Windermere.
4. If no educators are suitable or available, Windermere will offer all families to be placed on a waitlist, which is reviewed regularly to assess for any changes.

Matching and Interviews with Educators

1. If a suitable educator (according to the enquiry) is available, families will be provided with the educator's contact details and be required to contact the educator/s to arrange a time to meet in the home environment for an interview with the children requiring care present.



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2. During the interview the educator and the parent/guardian need to openly discuss their expectations and all aspects of the care provided.
3. If both parties decide that the care arrangement is appropriate for the child's needs, Windermere will proceed with the enrolment. Families in this instance will be provided with a link to the *Enrolment form* and additional documentation required for commencement of care.
4. If families choose not to commence care with any identified educators; families have the option to be matched with other educators, close their enquiry or be placed on a waitlist.
5. Families and educators are under no obligation to accept any education and care placement.

Enrolment Documentation

To ensure the safety of children in care and the quality of the care environment and in line with laws and regulations, Windermere and educators must have up to date information and contact details for parents/guardians and authorised nominees, along with all medical, immunisation and additional medical needs documentation for the children in care. *Children will **not** be accepted into the programs without all relevant information and documentation being supplied.*

1. Upon selection of educator, families will be provided with a copy of the educator's fee schedule, fee policy and the direct debit agreement schedule.
2. Families are required to complete an Enrolment Form and provide any support documentation (such as immunisation status, court orders and medical management plans) to Windermere prior to the commencement of care.

Additional Documentation

Immunisation Records

All enrolments need to adhere with the Public Health and Wellbeing Act 2008 by providing Windermere with supporting documentation of current, up to date, immunisation status. The acceptable immunisation record is the Australian Childhood Immunisation Register (ACIR) Immunisation History Statement which can be obtained from Medicare (<http://findus.humanservices.gov.au/>). If families are having difficulties obtaining this record they are required to speak with the Family Engagement and Participation Officer at Windermere.

Medical Conditions

Enrolment will only be approved if all medical Action Plans have been provided to Windermere.

3. Enrolment documentation will be reviewed on receipt and families will be informed if there are any incomplete sections or additional documentation required. Any incomplete documentation may delay the enrolment process and the child's commencement into care.
4. Families are responsible for ensuring their enrolment form is updated whenever changes to information occur. Families accessing the Family Day Care program should inform Windermere of any change of details throughout the duration of care, these changes are required to be email to enrolmentsECECS@windermere.org.au



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Storage of Enrolment Documentation

1. Windermere will provide each Family Day Care Educator a copy of the approved and completed enrolment documentation prior to care commencing.
2. Enrolment forms are confidential and kept in a secure location on the premises of educators and Windermere.

Placement and Orientation

1. A Family Day Care Educator is unable to commence the care of a child until they have received all enrolment documentation.
2. Upon successful completion of the enrolment process and required documentation Windermere will provide families with a confirmation of enrolment and the educator fee schedule. Windermere will monitor the placement of children through home visits, phone contact with and surveys of families and educators.
3. Families may choose to commence care with an orientation period before starting with the agreed booked days and times, subject to agreement with the educator, to allow the children to familiarise themselves with the educator and the home environment. See *Orientation – Children and Families* procedure
4. Families and educators are encouraged to develop open communication with each other and discuss any problems as they arise. If there are any concerns or queries about the placement that cannot be discussed or resolved directly, families and educators are encouraged to contact Windermere.
5. Families will have access to their child at any time during the hours their child/ren are in care.
6. Family Day Care educators (where possible) must provide families with at least two weeks written notice of a termination to a placement. Families are required to give at least 14 days notice of a termination or change to the booking.

Relevant Standards/Legislation

- National Quality Framework for Early Childhood Education and Care Services including:
 - Education and Care Services National Law 2011
 - Education and Care Services National Regulations 2011
- Equal Opportunity Act 2010 (Vic)
- Family Assistance Law
- Family Assistance Legislation Amendment (Child Care Rebate) Act 2011
- Public Health and Wellbeing Act 2008
- No Jab No Pay 2015 Family Assistance Legislation Amendment (Child Care Rebate) Act 2011
- No Jab No Play 2015 (VIC)



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Related Policies & Links

- *Orientation – Children and Families procedure*
- *Early Childhood Education and Care Services Fees Procedure*