

## Enrolment, Orientation and Transition

### 1. Statement

NBCA aims to foster open communication with families and children, ensuring positive and informative enrolment, orientation, and transition processes that meet individual needs. This approach assists in providing a supportive and nurturing environment, creating continuity of education and care between the service and home, and promoting respectful and supportive relationships.

### 2. Definitions

“Authorised contact” means a person authorised, in writing, to collect/deliver and/or make decisions regarding the child by the legal parents/guardians.

“Primary carer” means the parent/guardian nominated in the enrolment form as primary carer; this is also the parent/guardian who has applied for Child Care Subsidy, if applicable.

“The service” means the NBCA centre the child is enrolled/enrolling in.

### 3. Priority of access and waitlists

- i. NBCA strives to provide care for vulnerable families within the community, in line with the Australian Government’s Priority of Access guidelines, with efforts made to prioritise access for:
  - a. Children at risk of serious abuse or neglect;
  - b. Aboriginal and/or Torres Strait Islander families;
  - c. Families which include people with disability;
  - d. Low income families;
  - e. Children from culturally and linguistically diverse backgrounds;
  - f. Socially isolated families;
  - g. Single parent families;
  - h. Families participating in government-funded programs where NBCA is an approved provider.
- ii. Priority of access is given to siblings of children currently enrolled at an NBCA service, to decrease the financial and social burden on families, provide continuity of care between home and the service, and improve outcomes for children.
- iii. Families who are interested in securing a place for their child at the service should add their details to the waitlist on the NBCA website at [www.nbca.org.au](http://www.nbca.org.au), or by contacting the service. Families adding unborn children to the waitlist should use their child’s expected date of birth.
- iv. Though efforts are made to prioritise places for children who have been on the waitlist the longest, places at NBCA services are not offered on a first-come, first-served basis; factors including, but not limited to, Priority of Access guidelines, sibling status, requested days and staffing requirements are taken into consideration when an offer of placement is made.



- v. If an offer of placement is not accepted within the prescribed timeframe, the offer will expire and the child will be returned to the waitlist.

## 4. Enrolment

- i. Prior to enrolment, families will be provided with a handbook outlining important information relevant to the service and their child's enrolment. Families are also welcome to contact the service at any point for further information or to request support with enrolment processes.
- ii. Enrolment is not finalised until the enrolment deposit is paid (where applicable) and all requested forms and documents are completed and returned to the enrolling service. If the enrolment form is not returned to the service within two weeks of the child's intended commencement, the child's enrolment may be cancelled.
- iii. A Complying Written Arrangement (CWA) is a prerequisite for receiving the Child Care Subsidy (CCS). It is an agreement between a service and a parent/guardian which establishes the basis on which care will be provided to a child. The CWA is emailed to the primary carer after enrolment, and it must be digitally signed prior to commencement at the service.
- iv. To ensure places at an NBCA service are provided equitably and in a way that supports consistency for children and families, some booking patterns are not permitted other than at the discretion of the service director. Except for children attending preschool on alternating Wednesdays (see 4.v), all booking patterns must adhere to the following guidelines:
  - a. Bookings must include either a Monday or Friday.
  - b. Single day bookings are only permitted on Mondays or Fridays.
  - c. In multi-day booking patterns, at least two of the days must be consecutive.
- v. Booking patterns for children attending preschool on alternating Wednesdays must adhere to the following guidelines:
  - a. Multi-day booking patterns must include either a Monday or Friday.
- vi. Permanent changes to regular booking patterns require a new CWA to be digitally signed by the primary carer.
- vii. After taking receipt of the enrolment form, the service will submit details to Services Australia to initiate a CCS enrolment for the enrolling child (where applicable). The primary carer must confirm these details through their myGov account to finalise the child's CCS enrolment. If a CCS enrolment is not confirmed, or eligibility is pending, parents/guardians are liable to pay full fees.
- viii. To change a booking or end an enrolment, notification must be provided to the service at least two weeks in advance or a shorter period by agreement with the service director. Where the required notice is not provided, NBCA reserves the right to charge fees during the remaining notice period.
- ix. The child must attend the final day of their enrolment for their CCS entitlement to be applied to the final fee charge; this is a requirement of Services Australia and is outside the control of NBCA.



## 5. Orientation

- i. Orientation provides the opportunity to make the transition from home to the service, and between rooms at the service, a positive, consultative and supported experience for children, families and staff.
- ii. Newly enrolled families are encouraged to book orientation sessions at the service, prior to formally beginning their enrolment, to gradually introduce children to the new environment and encourage them to build positive relationships with teachers/educators and other children. The number of orientation sessions required will be different for each child and should be booked in consultation with the child's teachers/educators.
- iii. A parent/guardian or authorised contact must remain on the service premises during orientation sessions for newly enrolled children.
- iv. For existing enrolled children who are changing rooms at the service, orientation in a new room will be managed by teachers/educators in consultation with families.
- v. Families are invited to contact the service at any point to check on their child's progress in their new environment.

## 6. Transition to preschool/primary school

- i. NBCA supports each family's decision on when to send their child to preschool or primary school, whilst acknowledging:
  - a. Preschool enrolment is not mandatory in the ACT; but
  - b. Where a family elects to enrol their child in public preschool, the child must turn four years old on or before 30 April of the year they enrol; and
  - c. To enrol in public primary school, the child must turn five years old on or before 30 April of the year they enrol; and
  - d. In the ACT, primary school enrolment or home education registration is mandatory by the time the child turns six years old.
- ii. NBCA employs Early Childhood Teachers (ECTs) and Educational Room Leaders (ERLs) who, in collaboration with educators, promote the development of a range of skills that prepare children for the transition to preschool and/or primary school.
- iii. ECTs or ERLs will discuss a child's preschool/primary school readiness with families, and they may also liaise directly with schools upon request by families.



<b>EFFECTIVE DATE</b>	6 January 2025	<b>NEXT REVIEW DATE</b>	July 2025
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## NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their 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	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.3	Community and engagement	The service builds relationships and engages with its community.

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

S175	Offence relating to requirement to keep enrolment and other documents
157	Access for parents
161	Authorisations to be kept in enrolment record
168	Education and care service must have policies and procedures
173	Prescribed information is to be displayed
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





# Policies

## RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017
A New Tax System (Family Assistance) Act 1999
Family Law Act 1975
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook
Disability Discrimination Act 1992
Child Care Subsidy Minister's Rules 2017

