

Enrolment and Orientation Procedure



PURPOSE

This procedure sets out the steps for enrolling and orienting a child at a Busy Bees Service. It ensures that all enrolments meet the requirements of the *Education and Care Services National Law and Regulations*, the *Family Assistance Law (Child Care Subsidy)*, and relevant state-based “No Jab, No Pay/No Play” legislation.

The process aims to make each family’s experience positive, inclusive, and compliant while helping children feel safe and connected to their new environment.

RESPONSIBILITIES

Role/Position	Responsibilities
Approved Provider	Ensure adequate resourcing, policy awareness, and legal compliance.
Nominated Supervisor/Direct Line Manager	Verify enrolment documentation, confirm CWAs, ensure records meet regulatory requirements, and organise orientation
Enrolments Team	Guide families through enquiries to confirmed enrolment and ensure processes are followed consistently
Educators and Staff	Maintain confidentiality and comply with relevant policies and procedures, review each child’s information, support orientation and settling, and maintain positive communication with families
Families and Visitors	Provide accurate information, required documents, medical plans, and fees, maintain current contact details, participate in orientation, ensure conduct aligns with service expectations.

DEFINITIONS

Term	Definition
CWA	Complying Written Arrangement – the written agreement between the provider and family for care and fees.
Medical Management Plan	A plan prepared by the child’s doctor for the management of a diagnosed medical condition.
Medical Condition Risk Minimisation and Communication Plan	A plan developed with the Service, family, and child’s doctor identifying risks and strategies to manage a child’s medical needs.
AIR Statement	Immunisation History Statement issued by the Australian Immunisation Register.
Grace Period	A government-allowed timeframe for a family to provide evidence of immunisation or catch-up schedule.

PROCEDURES

1. Initial Enquiry

- When a family expresses interest in care, Service Management arranges an enrolment discussion or meeting.
- Families have the option to self-book tours through the website or to contact the centre directly. The family will then be invited for a tour, discussion of vacancies, fees, hours, and start dates.

2. Digital enrolment pack

- The following information is provided digitally to families
 - Enrolment form and required consents
 - Direct debit authorisation form
 - Information on fees, CCS, and absences
 - Busy Bees Getting Started Guide

3. Completing the Enrolment

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- Families must complete all sections of the enrolment form before the start date.
- Required documentation includes:
 - Completed enrolment form
 - Birth certificate or passport
 - Current AIR Immunisation History Statement
 - Medical Management Plan(s) and supporting documents (if relevant)
 - Court or parenting orders (if applicable)
- Sensitive information (medical or legal) is discussed privately with Management.
- The Service verifies and records all information before confirming the start date.
- Families must notify the Service of any changes to enrolment information.

4. Immunisation

- Families must provide a current AIR Immunisation History Statement prior to commencement.
- Children who are not immunised cannot attend in jurisdictions where *No Jab, No Play* applies.
- Children on approved medical exemptions or catch-up schedules may attend; status is reviewed as required.
- Families must keep immunisation records current and provide updates throughout the year.
- If records are not brought up to date within government timeframes, enrolment may be suspended or ended.

5. Medical Conditions

- Families provide:
 - A Medical Management Plan signed by the child's doctor; and
 - A Medical Condition Risk Minimisation and Communication Plan, developed with the Service.
- Plans are reviewed every 12 months or sooner if conditions change.
- A child cannot attend without required medication or updated medical documentation.
- Contraindications to general medications must be recorded on the enrolment form.
- Medical information is displayed confidentially in the designated staff area.

6. Complying Written Arrangement (CWA)

- The Service and Family must sign a CWA outlining fees and days of care.
- The Service submits the enrolment notice within seven (7) days of CWA confirmation.
- Families must confirm their enrolment through their **myGov** account.
- Any permanent change to attendance requires a new signed CWA within seven (7) days.

7. Orientation

- Orientation visits or Stay and Plays are offered before commencement.
- Families and children meet educators, explore the environment, and discuss routines, menus, communication platforms, and policies.
- Families share:
 - Child's routines, strengths, interests, and needs
 - Cultural and language background
 - Medical and dietary requirements
 - Family goals or expectations
- Families receive:
 - Guidance on what to bring each day and clothing expectations
 - Instructions for sign-in/out procedures
 - Information about communication methods and learning platforms
- Families are encouraged to stay as long as needed and to contact the Service during the settling period.
- Services invite feedback about the orientation experience.

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8. The Child's First Day

- Management confirms all documents are complete and fees are current.
- Families are welcomed, shown sign-in areas, and reassured they may stay until comfortable.
- Educators greet the child, introduce them to the group, and help them settle.
- Educators share updates with families throughout the day using the approved communication system.

9. Room Transitions

- Room transitions occur when a child is ready developmentally and space is available.
- Families are consulted before any move.
- The child visits the new room and meets educators and peers in advance.
- Families receive ongoing updates about the transition and are invited to relevant information sessions.

10. Changes or Termination of Enrolment

- Families must provide **two weeks' written notice** for any change in days or withdrawal.
- Notices may be emailed, submitted on a form, or provided in writing.
- If a family fails to give notice, CCS may not apply to final absence days, resulting in full fees.
- A new CWA is completed for any permanent change in attendance.

BREACHES AND NON-COMPLIANCE

- All breaches must be documented and addressed promptly.
- Failure to comply with this policy and its procedures may result in action being taken, depending on the nature and seriousness of the breach.

RECORD-KEEPING AND DOCUMENTATION

To ensure compliance and continuous improvement, the following records and monitoring activities will be maintained and overseen by the Approved Provider and relevant leaders

- Enrolments are reviewed by the Family Care Team prior to enrolment confirmation.
- Internal reports are generated to identify by exception any missing information on enrolment forms

REVIEW AND EVALUATION

This procedure will be reviewed at least every two years, or earlier if required due to:

- changes in legislation, regulations, or guidance
- outcomes of audits, monitoring, or investigations
- feedback from educators, families, or children
- updates to organisational systems, technology, or infrastructure.

RELATED DOCUMENTS

- Enrolment and Orientation Policy
- Medical Conditions Policy
- Child Safe Environments Policy
- Family Communication Policy (including Family Code of Conduct)
- Fee Payment and Child Care Subsidy Policy
- Privacy and Confidentiality Policy

VERSION CONTROL

This procedure will be reviewed every 2 years and/or in line with legislation and organisation requirements.

Version	Date	Owner	Responsibility	Change Description
1.0	26.11.2025	COO	CSPO	Initial release aligning procedural requirements from Enrolment Policy

This document is uncontrolled when printed and may be varied, replaced, or terminated without notice.