

Y Canberra Region Children Services Enrolment, Induction and Orientation Policy

Policy Statement

Providing an equitable and supportive enrolment process is a requirement under the Education and Care National Regulations for children who attend an education and care setting. The Y Canberra Region Childrens Services provides enrolments to parents / guardians in the ACT and outer region of NSW. Enrolling a child or young person is an exciting and emotional time for children and families and The Y Canberra Region believe it is important to approach this time with sensitivity and care. We aim to ensure the enrolment process meets the unique needs of each child, parents / guardian.

Objective

- To provide an enrolment process that enables all applications to be processed in a supportive and timely manner
- To provide a procedure that is easy for parents / guardians to understand, access and enrol their child.
- To ensure enrolments are processed without bias, discrimination and respecting all and any court orders or other written agreements in place concerning the parenting/custody/shared care of children and young people.
- To ensure maximum utilisation of placements across The Y Canberra Region Childrens services.
- To ensure an enrolment record is kept for each child enrolled at the service

Policy / Procedures

The Priority of Access Guidelines must be used by approved providers to allocate available places where there are more families requiring care than places available. When filling vacant places, a service must fill them according to the following priorities:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3 – siblings of a child enrolled in our program
- Priority 4 – any other child.

How to enrol?

My Family Lounge Account

- Go to <https://ymcacanberra.org.au> and create a My Family Lounge Account.
- Find the service you require e.g. Early Learning Centre, School Aged Care
- Scroll down to register for My Family Lounge
- Complete all details

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Booking Request / Wait list application

- Using your Family Lounge account scroll down to [Booking Requests](#)
- Click on [New Request](#)
- Choose you option and complete all required details for your child / children
- To submit completed wait list booking request, select [Save](#)

NOTE: A Waitlist / Booking Request is not an accepted enrolment on submission. A request remains on the waitlist until a place becomes available. The waitlist booklist slot will be cancelled after two unsuccessful contact attempts via phone call or email.

We encourage parents / guardians and children to tour their preferred service after submitting a Wait List / Booking Request. Please contact the service Nominated Supervisor to arrange a convenient time to visit.

Enrolment Acceptance

- When a place becomes available parent / guardians will be contacted by a Y Canberra Region representative.
- An offer will be sent via your My Family Lounge Account email address
- Offers will have an expiry date of up to five days.
- Non accepted offers within this period with be contacted via email / call.
- Offers not responded to will be removed from the waitlist.
- Upon acceptance, the enrolment process will proceed.

NOTE:

Enrolments are accepted when the family confirms offer and a deposit of 2 weeks in advance fees is paid. Our customer care team will contact you within a week to process your deposit.

Enrolment Process

- On offer log into your family Lounge Account and Accept Offer. This will take you to your child's enrolment form.
- For your enrolment to be confirmed ensure you complete ALL details including
 - Direct Debit
 - Parent/Guardian and child CRN Numbers
 - Date of Birth
 - Medical / Behaviour Information (include up loading any relevant documentation)
 - Immunisation Records
 - Allergy / Asthma Information (include up loading Medical Action Plan)
 - General disclaimer authorisations
- Select [Submit](#), you will be advised if your form is incomplete.
- Once submitted and returned to the home page return to your [Offer](#)
- [Confirm](#) your enrolment to secure place

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Early Learning Services (ELC)

1. Parent / Guardian Induction

- Nominated Supervisor will contact to arrange Parent / Guardian Induction
- Enrolment form is reviewed to ensure it is complete and any relevant documentation collected
- Service operations and child care support needs are discussed including
 - Family Handbook
 - Customer Service / Billing and Absences

2. Child Orientation

- The Y Canberra Region team will strive to ensure children feel comfortable and secure whilst being educated and cared for in their services. The orientation provides children and young people with the opportunity to develop a sense of belonging in their environment and build relationships with their peers and educators.
- Parents / Guardians will be contacted to arrange the orientation at a time convenient to them. Its recommended children and young people will benefit from a minimum of 2 orientation visits prior to commencement for their comfort and security.
- During Child orientation Parents / Guardians must stay on the premises and sign both the child and their name into the visitor's register on arrival. This record notes the child's attendance as "under Parent / Guardian supervision for orientation purposes".
- ELC Child Orientations provide the opportunity to discuss;
 - caregiving moments such as toileting / nappy changing
 - meal time routines
 - sleep and rest requirements
 - routines and rituals
 - Interests / development
 - Individual support requirements
 - Arrival and Departure needs
 - Storage of personal belongings
 - Centre and room philosophy
 - Program and curriculum

3. Child Room Transitions

- Child Room Transitions are discussed with Parents / Guardians prior to transitioning into a new space. This is determined by individual age, developmental readiness and the availability within the transitioning space.
- Children are provided with transition sessions prior to moving permanently. They are subject to the availability of space in the room
- The required of transitions vary dependant on individual needs
- Current room primary educators will be available to support these transitions where needed.
- Families are encouraged to be an active part of the transition process by talking to their child about the change.
- Child Room Transitions include;
 - introductions to new educators
 - sharing specific individual needs
 - any medical and dietary requirements
 - child's interests and development
 - Parenting plans, court orders or any written agreement information

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Outside School House Care (OSHC)

Parent / Guardian Induction and Child Orientation

- In OSHC Parent / Guardian Induction and Child orientations are welcomed by appointment. To support children with high support needs this is highly recommended.
- Orientation will not suit all families given the nature of the service provided. To support children and young people to settle in The Y OSHC we offer child orientation on commencement, to stay and view the program (with the parent / guardian) during arrival and departure times. OSHC children and young people are “buddied” with a peer in their first term of attendance to assist them settling into the new environment.
- OSHC Child Orientations provide the opportunity to discuss;
 - Routines
 - Afternoon Tea
 - Interests / development
 - Individual support requirements
 - Storage of personal belongings
 - Program, curriculum and philosophy

Vacation Care

- Vacation Care bookings are open to children in years Kindy -Year 6 subject to operational requirements.
- Vacation Care bookings must contact the Customer Care Team and have a completed an Enrolment Form
- Casual bookings for Vacation Care can be made through the QK Enrol app or by contacting the Customer Care Team.
- Vacation Care sites are available across the ACT and outer regions of NSW according to community requirements

General

- Parents / Guardian’s enrolled in Childrens Services agree to abide by the YMCA Canberra policies e.g. Fee Policy
- Enrolment bookings are ongoing on a permanent full time or part time weekly basis. A minimum of two days is required for maintaining the enrolment booking.
- Parents / Guardians with existing bookings must complete a booking request for additional days or change to days. Families will be contacted when the requested day/s become available.
- Children / siblings who are an existing service booking are prioritised for days required.
- Changes to a child’s booking e.g. cessation of care, days / session times require four weeks’ notice by emailing the Centre Director (ELC) or the Customer Care Team (OSHC)
- To ensure information is current and correct families are required update their details online via QK Enrol.
- Enrolment information is secured in locked filing cabinets or online via QikKids. Access to this information is available only to the relevant Y employees and authorised regulatory bodies. Our privacy policy is available on our website canberra.ymca.org.au
- Casual bookings are available under exceptional circumstances and upon availability. Please call your Nominated Supervisor/Centre Director (ELC) or the Customer Care Team (OSHC)
- Bookings are ongoing for the year ceasing on the last trading day of the year or cancelled in writing
- Due to continuity of care The Y Canberra Region does not take fortnightly bookings (exceptions made for custodial requirements)
- Bookings cannot be placed on hold or swapped for any reason.

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Scope

This policy applies to the Customer Care Team, Nominated Supervisors, Staff, Parents / Guardians

Monitoring, Evaluation and Review

This policy will be due for review every 2 years or prior depending on regulations and circumstances.

Definitions

Childrens Services – Outside School Hours Care (OSHC), Early Learning Centre's (ELC), Vacation Care (VAC)

Y Canberra Region Representative – Nominated Supervisor / Customer Service Administrator

CCS – Child Care Subsidy

ACCS – Additional Child Care Subsidy

Roles and Responsibilities

Department/Area	Role/Responsibility
Customer Care Team Contact Details: cs.canberra@ymca.org.au Deakin Office: 6242 4040	Manage OSHC enrolments and waitlist Keep records confidential and allow access to authorised persons only. Ensure Parents / Guardians submit their completed online enrolment via QikKids prior to commencement Maintain accounts and fees Connect CCS enrolments with Family Assistance Office
Nominated Supervisors (ELC)	Manage ELC enrolments and waiting list. Keep records confidential and allow access to authorised persons only. Ensure Parents / Guardians submit their completed online enrolment via QikKids prior to commencement Implement the Family Induction and Child Orientation process Inform families of the Orientation process. Inform educators of new enrolments in a timely manner.
Nominated Supervisors (OSHC)	Keep records confidential and allow access to authorised persons only. Implement the Family Induction and Child Orientation process were required

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Parents / Guardians	Complete the online enrolment before commencement at the service Confirm CCS details via My Gov. or Centrelink app Provide required documentation for enrolment Update enrolment information when changes occur Abide by Y Canberra Region Policies and Procedures Attend Family Induction and Child Orientation Agree to have accounts 2 weeks in advance to retain booking
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Supporting Documents (Policies, Procedures, Legislation, Forms)

ELC / OSHC Fee Policy

Privacy Policy

Service Australia Child Care Subsidy

<https://www.servicesaustralia.gov.au/child-care-subsidy>

Child Care Provider Handbook

<https://www.dese.gov.au/child-care-package/ccp-resources-providers/child-care-provider-handbook>

Education and Care Services National Regulations (2011)

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