

# 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 Children’s Services provides enrolments to parents/guardians in the ACT and Queanbeyan Region. Enrolling a child or young person is an exciting and emotional time for children and families. The Y Canberra Region believes 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, parent/guardian.

## Objective

To provide an enrolment process and procedure that enables all applications to be processed in a supportive and timely manner.

- To ensure enrolments are processed without bias, and respecting all court orders or other written agreements concerning the parenting/custody/shared care of children and young people.
- To ensure maximum utilisation of placements across The Y Canberra Region Children’s Services.
- To ensure a compliant enrolment record is kept for each child enrolled at the service.

## Policy / Procedures

The Y Canberra Region will work within our licence requirements and ratios governed by State, Territory and Regulatory bodies.

The Australian Government removed legal Priority of Access from July 2nd 2018. However, children who are at risk of serious abuse or neglect, a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment will be considered before other children.

## How to enrol?

- Go to <https://ymcacanberra.org.au/enrolments/>
- Scroll down to create an Xplor account and follow the outlined steps to complete the enrolment process.
- Ensure that all required details are completed in full.

## Already have a Xplor Account?

- Go to <https://ymcacanberra.org.au/enrolments/>
- Log in using your details and follow the steps on how to enrol
- Complete all details

## Booking Requests

- Xplor booking requests must be submitted through the Enrolment Form, including the required days and the desired start date.

**NOTE:** A booking request is not an accepted enrolment on submission of request. A request will remain active until a place becomes available. The booking request will be cancelled after two unsuccessful contact attempts.

We encourage parents/guardians and children to tour their preferred service after submitting a Booking Request.

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Please contact the service Centre Director to arrange a convenient time to visit.

### Enrolment Acceptance

- When a place becomes available the parent/guardian will be sent an offer via email to your registered email.
- Offers will have an expiry date of up to five days.
- Non-accepted offers within this period will be contacted via email/call. Offers not responded to within a week will be deleted.
- Upon acceptance, the enrolment process will proceed.

### Enrolment Process

- Before an offer is sent the enrolment form must be completed and along with any applicable The Y Canberra Region Medical Forms.
- On offer, reply to the email and accept.
- Upon acceptance, you will receive a welcome email to register your Xplor account and to download the Home app. This will enable you to create a pin, to sign your child in and out of care.
- The main carer will have access to the financial section of the Home app
- For your enrolment to be confirmed ensure you complete all details including:
  - Direct Debit
  - Parent/Guardian and child CRN Numbers
  - Date of birth
  - Emergency contact information
  - Court Orders or Parenting Plans
  - Medical / Behaviour information (including uploading any relevant documentation)
  - Immunisation Records – dated within 12 months
  - Allergy / Asthma information – dated within 12 months (include uploading Medical Action Plan and The Y Canberra Region Medical Form)
  - General disclaimer authorisations
- Parents will receive our family handbook, safeguarding policy, Parent code of conduct and e-commitment statement.
- OSHC/OOSH families will receive a welcome email that states the days their child is booked and contact details for the service.

### Early Learning Services (ELC)

#### 1. Parent/Guardian induction

- The Centre Director will make contact to arrange Parent/Guardian Induction
- The enrolment form is reviewed to ensure it is complete and all 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 strive to ensure children feel comfortable and secure whilst being educated and cared for in their services. The orientation process provides children 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. It is required that children attend a minimum of 2 orientation visits. The booking will commence after successful orientation.
- During child orientation, Parent /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

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- Mealtime routines
- Sleep and rest requirements
- Routines and rituals
- Interests/development
- Individual support requirements
- Medical needs
  - If your child has a medical condition that the child is not able to start care until the required documentation and supporting medication is supplied to the service, correctly labelled.
- 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 before transitioning into a new space. This is determined by individual age, developmental readiness, and availability within the transitioning space.
- Children are provided with transition sessions before moving permanently.
- Transitions are managed dependent on the child's individual needs.
- Current room educators will be available to support these transitions.
- Families are encouraged to be an active part of the transition process by talking to their child about the change.
- Transitions include;
  - Introductions to new educators
  - Sharing specific individual needs
  - Any medical and dietary requirements
  - Child's interests and development
  - Court Orders or Parenting Plans

### Outside School House Care (OSHC / OOSH)

#### Parent/Guardian induction and child orientation

- OSHC /OOSH Parent/Guardian induction and child orientations are welcomed by appointment. To support children with high support needs this is 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 Canberra Region OSHC/OOSH we offer child orientation on commencement, to stay and view the program (with the parent / guardian) during arrival and departure times. OSHC/OOSH children and young people are "buddied" with a peer to assist them settling into their new environment.
- OSHC/OOSH child orientations provide the opportunity to discuss;
  - Routines
  - Afternoon Tea
  - Interests/development
  - Individual support requirements
  - Storage of personal belongings
  - Program, curriculum, and philosophy

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### Vacation Care

- Vacation Care bookings are open to children in years Kindy -Year 6 subject to operational requirements.
- To make a Vacation Care booking contact the OSHC / OOSH Bookings Officer and complete an Enrolment Form.
- Casual bookings for Vacation Care are made through the Home app or by emailing the OSHC / OOSH Bookings Officer at [oshc.bookings@ymca.org.au](mailto:oshc.bookings@ymca.org.au)
- If your child has a medical/behavioural concern please contact the OSHC /OOSH Bookings Officer to ensure all required documentation is received, noting that a meeting with The Y Canberra Region Team may be requested.
- Vacation Care sites are available across the ACT and Queanbeyan Region.

### General

- Parents/Guardians enrolling children agree to abide by The Y Canberra Region policies.
- Enrolment bookings are ongoing for the year ceasing on the last trading day of the year or cancelled in writing with 4 weeks' notice. Bookings will be on a permanent full-time or part time weekly basis. A minimum of two days (ELC) and one day (OSHC/OOSH) is a requirement. Changes to a child's booking e.g. cessation of care, days/session times, require four week's written notice, by emailing the Centre Director (ELC) or the Customer Care Team (OSHC/OOSH).
- Bookings may not be placed on hold
- Due to continuity of care The Y Canberra Region does not accept fortnightly bookings (exceptions made for Court Orders/Parenting Plans).
- Casual bookings may be made dependent upon service availability. Please call your Centre Director (ELC) or the OSHC/OOSH Bookings Officer.
- Parents/Guardians must complete a booking request for additional days. Families will be contacted when the requested day/s becomes available.
- Children with a current enrolment and siblings of enrolled children will be prioritised.
- For all changes to enrolment information, families must email [cs.canberra@ymca.org.au](mailto:cs.canberra@ymca.org.au) to request a link. An enrolment link will then be emailed to enable updating of details.
- Enrolment information is secured. Access to this information is available only to authorised The Y Canberra Region employees and authorised regulatory bodies. Our privacy policy is available on our website <https://ymcacanberra.org.au/>

### Scope

This policy applies to the Area Managers, OSHC Booking Officer, Customer Care Team, Centre Directors, Coordinators, and Parents/Guardians and Staff

### Monitoring, Evaluation and Review

This policy will be reviewed every 2 years or earlier if required.

### Definitions:

Children Services – Outside School Hours Care (OSHC / OOSH), Early Learning Centres (ELC), Vacation Care (VAC)

The Y Canberra Region – Area Managers, Centre Directors, Customer Care Team staff and OSHC Booking Officer

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## Roles and Responsibilities

Department/Area	Role/Responsibility
<b>Customer Care Team</b> Contact Details: <a href="mailto:cs.canberra@ymca.org.au">cs.canberra@ymca.org.au</a> Deakin Office: 6242 4040	<ul style="list-style-type: none"> <li>- oversee OSHC / OOSH, ELC childcare subsidy</li> </ul>
<b>OSHC/OOSH Bookings Officer</b> Contact Details: <a href="mailto:oshc.bookings@ymca.org.au">oshc.bookings@ymca.org.au</a> Deakin Office: 6242 4040	<ul style="list-style-type: none"> <li>- ensures access to enrolment information is available only to authorised The Y Canberra Region employees and authorised regulatory bodies.</li> <li>- ensures Parents/Guardians have a compliant enrolment form for their child prior to commencement of booking.</li> <li>- manages OSHC/OOSH enrolments and booking requests</li> </ul>
<b>Centre Director (ELC)</b>	<ul style="list-style-type: none"> <li>- ensures access to enrolment information is available only to authorised The Y Canberra Region employees and authorised regulatory bodies.</li> <li>- ensures Parents /Guardians have a compliant enrolment form for their child prior to commencement of booking.</li> <li>- manages ELC enrolments and booking requests</li> <li>- manages the family induction and child orientation process</li> </ul>
<b>Area Managers Coordinators (OSHC/OOSH)</b>	<ul style="list-style-type: none"> <li>- ensures access to enrolment information is available only to authorised The Y Canberra Region employees and authorised regulatory bodies.</li> <li>- manages the family induction and child orientation process if requested.</li> </ul>
<b>Parents/Guardians</b>	<ul style="list-style-type: none"> <li>- completes, maintains and updates the enrolment form ensuring that it is complete, correct and all relevant documentation is supplied prior to and during enrolment.</li> <li>- abides by The Y Canberra Region policies and procedures.</li> <li>- attend family Induction and child orientations for ELC enrolments and if requested for OSHC/OOSH enrolments</li> </ul>

## Supporting Documents (Policies, Procedures, Legislation, Forms)

Education and Care Services National Regulations (2011 SI 653)  
<https://legislation.nsw.gov.au/view/html/inforce/current/si-2011-0653>

Education and Care National Law Act 2010  
<https://www.legislation.act.gov.au/a/2011-42/>  
<https://legislation.nsw.gov.au/view/html/inforce/current/si-2011-0653>

The Y Canberra Region Family Handbook  
 The Y Canberra Region Children Services Fee Policy

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