

Enrolment & Orientation Policy and Procedures

Purpose

This policy provides a clear set of guidelines and procedures for:

- enrolling a child at Acacia Children's Centre
- the orientation of new families and children into Acacia Children Centre
- ensuring compliance with Victorian and national legislation, including disability discrimination, anti-discrimination, human rights laws, No Jab No Play and Department of Education [DE] Kindergarten Funding Guide.
- ensuring access to participation, especially for vulnerable and disadvantaged children
- ensuring early entry applicants (this includes children younger than three years and children younger than four years old on 30 April in the year they will attend kindergarten) are given equitable access to enrolment.
- adhering to DE's priority of access requirements for both three and four-year-old children

Policy statement

Values

Acacia Children's Centres are committed to:

- families feeling respected, safe and supported during the enrolment process
- ensuring families who may experience barriers to accessing kindergarten are proactively engaged
- being flexible and catering for unique family circumstances and needs
- being transparent in the process and allocation of places through consistent communication and information sharing
- ensuring the registration, allocation and enrolment process is simple to understand, follow and implement
- maintaining confidentiality in relation to all information provided for enrolment
- promoting fair and equitable access to kindergarten programs, including those who face barriers to participation
- enrolling Early Start Kindergarten (*refer to Definitions*) eligible children into full 15 hours of kindergarten program

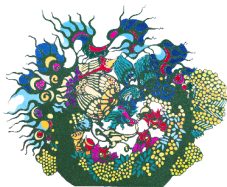
Scope

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children and others attending the programs and activities of Acacia Children's Centre, including during offsite excursions and activities.

GENERAL ORIENTATION PROCEDURES

The time required for orientation and settling in will vary for each child and their family, therefore it is important to be flexible and individualise orientation for each family.

- Offer families the opportunity to visit the service at different times during the day/session, this allows the child and their family to become familiar with the various routines of the service
- Provide reassurance to the family that they may stay with their child for as long as they choose during orientation period
- Provide the family with suggestions for developing and maintaining a routine for saying goodbye to their child
- Reassure the family:



- o they can leave their child initially for a shorter day, gradually increasing the length of time
- o they may call and speak to their child's early childhood teacher or educator(s) at an agreed time
- o the early childhood teacher/educators will keep them informed on how their child is settling in
- o they will be informed about any changes or circumstances which may affect them or their child.

Further considerations may include but are not limited to:

- o send an email during the day to update the family on their child including a photo of the child (if the child has settled in) (*refer to the information and Communication Technology Policy*). Note: For children in out-of-home care, the educator may need to seek permission from Child Protection before taking and distributing photos of the child
 - o asking the family how they have settled in and if they have any questions or concerns.
 - o [As required] Arrange telephone, on-site or video interpreters to assist with orientation conversations with parents/carers who speak a language other than English or use Auslan. See [Early Childhood Language Services](#) for more information.
- Refer to *Attachment 2* for the general kindergarten registration and enrolment procedures
 - Refer to *Attachment 5* for cancellation of enrolment and non-attendance procedures.

Background and Legislation

Background

The *Education and Care Services National Regulations 2011* require approved services to have a policy and procedures in place in relation to enrolment and orientation (*Regulation 168(2) (k)*).

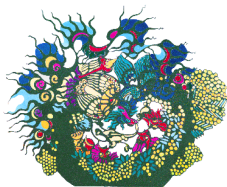
All eligible Victorian children (*refer to Definitions*) will have access to two years of Free Kinder before commencing school. Where demand is higher than availability, approved providers must adhere to their eligibility and DE's Priority of Access criteria (*refer to Definitions and Attachment 1*) in order to allocate the available places. The criteria used to determine the allocation of places takes account of the requirements set out in DE's Kindergarten Funding Guide (*refer to Sources*), the service's philosophy, values and beliefs, and the provisions of the *Equal Opportunity Act 2010*. The Victorian Government requires funded organisations to ensure that their policies and procedures promote equal opportunity for all children. Services participating in a central registration and enrolment scheme are required to comply with the registration and/or enrolment procedures of that scheme.

The Central Registration and Enrolment Scheme (CRES), co-designed by DE provides access to families to register for and secure a place for their children in kindergarten. It is a collaborative model that brings together councils, service providers, MCH staff, support services and other stakeholders to support children and their families. Currently more than half of all local councils across Victoria operate a form of central enrolment or central registration scheme. These schemes provide a single point of entry for families, simplifying the kindergarten enrolment process and improving equity of access.

Immunisations are an effective means of reducing the risk of vaccine preventable diseases. Early childhood education and care services which are regulated under the *Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011* have legislative responsibilities under the *Public Health and Wellbeing Act 2008* to only offer a confirmed place in their programs to children with an Australian Immunisation Register (AIR) Immunisation History Statement (*refer to Definitions*).

Legislation and Standards

Relevant legislation and standards include but are not limited to:



- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulations 160, 161, 162, 168, 170, 171, 177, 181, 183
- Equal Opportunity Act 2010 (Vic)
- National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing Regulations 2019 (Vic)
- Sex Discrimination Act 1984 (Cth).

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au
- Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au

Definitions

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. approved provider, nominated supervisor, notifiable complaints, serious incidents, duty of care, etc.

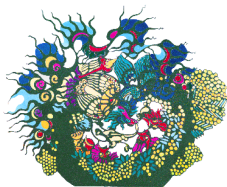
Access to Early Learning (AEL): is an early intervention program for a child who is at least three years old on April 30th in the year of enrolment. It aims to provide intensive support to eligible families with multiple and complex needs, assisting them to access universal kindergarten programs.

Australian Immunisation Register (AIR) Immunisation History Statement: The AIR is a national register administered by Medicare that records all vaccinations given in Australia, including to children. In the case of medical contraindication, an authorised medical practitioner completes and signs a Medical Exemption Form and supplies it to the AIR (previous forms of documentation, for example a letter from a GP or local council, are no longer acceptable).

Authorised nominee: (In relation to this policy) is a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form.

Children/families experiencing vulnerability and/or disadvantage (in relation to this policy): children are vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and wellbeing is limited. Some factors which may contribute to a child experiencing vulnerability include: a child with a disability; living in a family with a low income, or one which is experiencing problems with housing, domestic violence, substance abuse, or mental health; known to child protection; in statutory out-of-home care; Aboriginal and/or Torres Strait Islander, having a culturally and linguistically diverse background; having a young or sole parent, or a parent with a disability (adapted from the Kindergarten Funding Guide)

Children with additional needs: Children whose development or physical condition requires specialist support or children who may need additional support due to language, refugee or asylum seeker experience, complex trauma, cultural or economic circumstances (*refer to Inclusion and Equity Policy*) (*refer to Children/families experiencing vulnerability and/or disadvantage Definition*).



Central Registration and Enrolment Scheme (CRES): CRES provides a single point for families to apply for multiple kindergarten services within a local government area, helping them secure a place that meets their needs and enabling funded kindergartens to work collaboratively with other services to engage vulnerable and disadvantaged families.

Central Registration System (CRS): Provides an equitable and transparent application and allocation process, enabling families to access local kindergarten services within a local government area.

Early Start Kindergarten (ESK): Early Start Kindergarten provides eligible children with 15 hours of free kindergarten each week led by a qualified early childhood registered with Victorian Institute of Teaching (VIT). ESK is available to children who are at least three years old by 30 April in the year they are enrolled to attend the program and are:

- o from a refugee or asylum seeker background, or
- o Aboriginal and/or Torres Strait Islander, or
- o the family have had contact with child protection.

These children can also access free kindergarten the year-before-school through the ESK Extension Grant regardless of whether they have accessed ESK in the previous year.

Eligible child: as defined by the Victorian DE Kindergarten Funding Guide:

- a child who is at least four years old on 30 April in the year of attendance; enrolled for at least 15 hours per week or 600 hours per year in a Four-Year-Old Kindergarten; and not enrolled at a funded kindergarten program at another service
- a child who is at least three years old on 30 April in the year of attendance and is enrolled in a funded Three-Year-Old Kindergarten for a minimum of 5 hours per week
- any child that is enrolled in an early childhood and education and care service must have an AIR Immunisation History Statement that indicates that the child is fully vaccinated for their age or who qualifies for the 16-weeks support period

Enrolment: An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.

Enrolment deposit: A charge to secure a place that has been offered in a program at the service. This should not act as a barrier to enrolling for any families. Services must ensure that families understand that the enrolment deposits will only be refunded if the child commences in the service (*Refer to Fees - Free Kinder policy*)

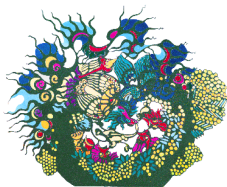
Enrolment record: the collection of documents which contains information on each child as required under the National Regulations (*Regulations 160, 161, 162*) and DE funding requirements (Arrival) including but not limited to parent details; emergency contacts; authorised nominee; transportation authorisations, details of any court orders; and health information including immunisation status. Enrolment records are stored securely in the service due to their confidential nature.

Free Kinder: A Victorian Government Best Start, Best Life initiative providing Free Kinder programs for four-year-old and three-year-old children in funded services, that have opted into the initiative.

Free Kinder supports families to access a funded kindergarten program by:

- providing a free 15-hour program to 4-year-old children enrolled at a sessional service
- providing a free 5 to 15-hour program to 3-year old children enrolled at a sessional service (subject to the length of funded program offered)
- offsetting the funded kindergarten program component of parent fees for 3 and 4-year-old children enrolled at a long day care service.

Kindergarten registration fee: a payment to cover administrative costs associated with the processing of a child's enrolment application for a place in a program at the service, if applicable. (*Refer to Free Kindergarten Fees policy*)



Kindergarten registration form: The process of families providing initial information about their child to confirm their intention to enrol in kindergarten, administered by the CRES/CRS Provider (*refer to Definition*) or by the kindergarten service. This includes collection of basic contact information, kindergarten preferences and any other details that may inform prioritised allocation in kindergarten (*refer to Attachment 3*)

Support period: allows specific categories of children of families experiencing vulnerability and disadvantage to enrol and attend the service without an AIR Immunisation History Statement (*refer to Definitions*) or when the statement is assessed as not being up to date. Services complete the support period eligibility form with families during enrolment and keep a copy with each child's enrolment record. The 16-week support period starts on the first day of the child's attendance at the service. During the support period, the service is required to take reasonable steps to obtain the AIR Immunisation History Statement (*refer to Definitions*) and to encourage families to access immunisation services. Note: services are not required to exclude the child from the program at the end of the support period if an up-to-date history statement is not provided, except in the instance of an outbreak of an infectious disease.

Local Government Area (LGA): a geographic area governed by a local council or shire.

Orientation: Process to support the child's transition to the service, whereby families spend time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.

Pre Prep: From 2026 across the state, Aboriginal and Torres Strait Islander children, children from a refugee or asylum seeker background, and children who have had contact with Child Protection services can access up to 25 hours of Pre-Prep a week, increasing to up to 30 hours a week from 2028. Children from this priority cohort can be enrolled in more than 1 group at a single service (including 4-year-old, mixed age, and 3-year-old groups). In addition, any child who was supported by the Access to Early Learning program as a 3-year-old is eligible for these same hours of Pre-Prep as a 4-year-old from 2026.

Priority of access: in instances where more eligible children apply for a place at a service than there are places available, the service must allocate places using the criteria outlined in the DE Kindergarten Funding Guide (*refer to Attachment 1 and Sources*).

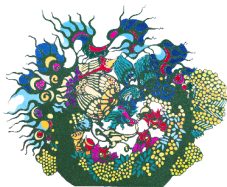
Registration: The process of families and carers giving initial information about their child to confirm their intention to enrol in kindergarten, administered by the service provider/EYM/CRES Provider. This includes collection of basic contact information, kindergarten preferences and any other details that may inform prioritised allocation in kindergarten.

School Readiness Funding: funding provided by DE for programs and supports that builds the capacity of kindergarten services, educators and families to support children's learning and development outcomes.

Additional year of funded kindergarten: Eligibility for a second year of Four-Year-Old Kindergarten is determined by the child's early childhood teacher, if the child is observed as having developmental delays in at least 2 VEYLDF Learning and Development Outcomes and there is evidence to suggest the child will achieve better outcomes at kindergarten than if they go to school. From 2026, across Victoria, children who meet the eligibility requirements due to their learning or developmental needs can access an additional year of either, three-year-Old Kindergarten; or Pre-Prep (or Four-Year-Old Kindergarten for children not eligible for Pre-Prep), but not both.

Sources

- Australian Childhood Immunisation Register: www.servicesaustralia.gov.au
- Australian Government Department of Health, National Immunisation Program Schedule: www.health.gov.au
- Department of Health, Immunisation enrolment toolkit for early childhood education and care service: www2.health.vic.gov.au



- Department of Education, Arrival: Information for sessional services: <https://www.vic.gov.au/arrival-information-sessional-kindergarten#more-information>
- Department of Education: [Stating age calculator](#)
- Department of Education: [Early Childhood Language Services](#)
- Department of Education: [Supporting CALD families to engage in kindergarten](#)
- Department of Education: [Information about kindergarten in your language](#)
- Department of Education, Resources for funded kindergartens: www.vic.gov.au/resources-funded-kindergartens
- Free Kinder funding requirements for long day care providers: www.vic.gov.au
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011: www.acecqa.gov.au
- Guide to the National Quality Standard: www.acecqa.gov.au
- The Kindergarten Funding Guide (Victorian Department of Education): www.education.vic.gov.au
- Going to kindergarten if your child is 6 years old: www.vic.gov.au

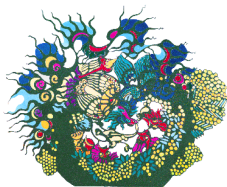
RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Code of Conduct Policy
- Compliments and Complaints
- Dealing with Infectious Disease
- Dealing With Medical Conditions
- Delivery and Collection of Children
- Fees
- Incident, Injury, Trauma and Illness
- Inclusion and Equity
- Privacy and Confidentiality

Procedures

The Approved Provider or Persons with Management and Control is responsible for:

- determining the criteria for priority of access to programs at Acacia Children's Centres based on funding requirements and the service's philosophy (refer also to Attachment 1 – Eligibility and priority of access criteria)
- considering any barriers to access that may exist, developing procedures that ensure all eligible families are aware of, and are able to access, an early childhood program
- complying with the Inclusion, Cultural Competence, & Equity policy
- providing opportunities (in consultation with the Nominated Supervisor and educators) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program
- providing parents/guardians with information about the requirements of the law for enrolment, locating and accessing immunisation services and obtaining acceptable immunisation documentation required for enrolment
- assessing the child's immunisation documentation as defined by the *Immunisation Enrolment Toolkit for early childhood education and care services* **prior to enrolment** to determine if the child's vaccination status complies with requirements
- taking reasonable steps to obtain acceptable immunisation documentation from a parent/guardian of a child enrolled under a grace period within the 16 weeks from when the child begins attending
- ensuring that the enrolment form (refer to *Definitions*) complies with the requirements of Regulations 160, 161, 162 and that it effectively meets the management requirements of the service
- ensuring that enrolment records (refer to *Definitions*) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Regulation 183)



- ensuring that the orientation program and plans meet the individual needs of children and families, and comply with DESE funding criteria

reviewing the orientation processes for new families and children to ensure the objectives of this policy are met.

The Nominated Supervisor, Persons in Day to Day Charge and early childhood teachers are responsible for:

- reviewing enrolment applications to identify children with additional needs (refer to Definitions)
- responding to parent/guardian enquiries regarding their child's readiness for the program that they are considering enrolling their child in
- discussing the individual child's needs with parents/guardians
- encouraging parents/guardians to make contact with educators and carers at the service, when required
- assisting parents/guardians to develop and maintain a routine for saying goodbye to their child

sharing information with parents/guardians concerning their child's progress with regard to settling in to the service discussing support services for children with parents/guardians, where required.

All educators are responsible for:

- developing strategies to assist new families to:
 - feel welcomed into the service
 - become familiar with service policies and procedures
 - share information about their family beliefs, values and culture
 - share their understanding of their child's strengths, interests, abilities and needs
 - discuss the values and expectations they hold in relation to their child's learning
- providing comfort and reassurance to children who are showing signs of distress when separating from family members
- complying with the service's Privacy and Confidentiality Policy in relation to the collection and management of a child's enrolment information.

Parents/guardians are responsible for:

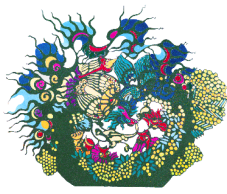
- reading and complying with this Enrolment and Orientation Policy
- completing the enrolment application form and the enrolment form prior to their child's commencement at the service and providing acceptable immunisation documentation of their child's immunisation status
- where a child is on an immunisation catch-up schedule, ensuring that the child's immunisations are updated in line with the schedule and providing acceptable immunisation documentation to the service
- ensuring that all other required information is provided to the service
- updating information by notifying the service of any changes as they occur.
- Reading and understanding the general enrolment procedures and orientation process (see Attachment 2).

Volunteers and students, while at the service, are responsible for following this policy and its procedures

Evaluation

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy



- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required

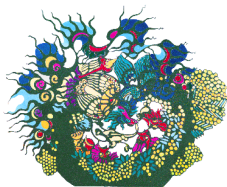
Attachments

- Attachment 1: Eligibility and priority of access criteria
- Attachment 2: General enrolment procedures

BREACH OF THIS POLICY

Any educator or staff found to have violated this policy may be subject to disciplinary action.

Version 7	Endorsed By: CoM	Reviewed: August 2025	Next review: August 2028
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ATTACHMENT 1

Eligibility and priority of access criteria

1. Eligibility and priority of access criteria for the funded kindergarten program

The following children are eligible for attendance in the funded kindergarten program:

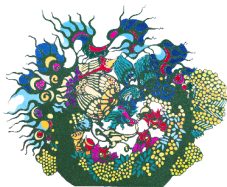
- children who have been granted approval to receive funding for a second year of kindergarten in accordance with *The Kindergarten Guide* available at:
www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx
- children who were eligible to attend in the previous year, but:
 - deferred
 - withdrew from the service prior to the April data collection
- children who turn four years of age by 30 April in the year they will attend kindergarten
- children turning six years of age at kindergarten who have been granted an exemption from school-entry age requirements by the regional office of DESE (refer to *The Kindergarten Guide*, available at:
<http://www.education.vic.gov.au/childhood/providers/funding/Pages/default.aspx>
- three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection may be eligible for the Early Start Kindergarten program. This scheme provides funding to enable children to attend a kindergarten program that is planned and delivered by an early childhood teacher for a specific number of hours. Details are available at:
www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx

When demand exceeds availability, the Approved Provider will refer to the service's values and philosophy to determine the priority of access. This will include:

- children who have received funding for a second year of kindergarten
- children who were eligible to attend in the previous year but deferred or withdrew from the service prior to the April data collection.
- priority of access criteria as outlined in *The Kindergarten Guide* available at:
www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx

Other considerations may include date of application, siblings already enrolled at the service, attendance in the three-year-old program and local community zoning.

Childcare services providing approved child care (refer to *Definitions*) must abide by the *Family Assistance Legislation Amendment (Child Care Rebate) Act 2011* (refer to *Legislation and standards*) and the Commonwealth Government's *Priority for allocating places in child care services* (refer to *Sources*).



ATTACHMENT 2

Enrolment Procedures

During the enrolment process, parents/guardians are required to attend in person with their child and collect an enrolment pack which includes:

- An Enrolment form (paper or Online);
- Payment information;
- Information about our service and rooms;

The Director or Nominated Educator will take the time to explain the information required by the Centre and ensure the family understands the purpose for this. If required, interpreting support services are available for non-English speaking families.

During this time, the Centre staff will also discuss any specific requirements for the child and inclusive practices employed at the Centre. This may include, anaphylaxis medical management action plan, asthma action plan, medicines, diet, allergies, cultural requirements or a court order. In addition, an initial orientation process including stay and play and short visits will be planned or commenced.

Information Required to be provided by the Family

Before the child begins their first day at the Centre, Acacia Children's Centres must have all required documentation for the child. The child will not be accepted into the service without this being completed. Information that is required is as follows:

- A completed enrolment form;
- A copy of the child's Immunisation history statement from Australian Childhood Immunisation Register;
- A completed medical management plan which includes Action plans and any Medication or aides required to fulfill the Action plan requirements (if any medical condition has been confirmed);
- Child Care Subsidy requirements;
- Kindergarten enrolment form for children enrolled in 4-year-old kinder program;
- Excursion authorisation form if applicable.

Fees

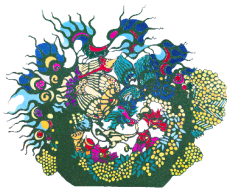
The Director or the Nominated Educator will advise families of their individual daily or weekly fees which is to be paid on their commencement week. All fees are payable two weeks in advance. We have a range of payment options available to families and these will be provided upon commencement; the preferred payment type is Direct Debit.

Information for Families

At the time of enrolment, families will be informed about policies and procedures that pertain to the family and their individual needs. Families will be informed about the location of the centre Philosophy and the Policy and Procedure folder. They are also informed about how they can be involved in the Centre, including the Management Committee, sub-committee and other Centre activities.

Orientation Process

Acacia Children's Centres recognise that a child's transition from home to the centre is an important time and will ensure that children and families are supported to settle into their new environment. A child's experience of child care will be effectively formed by a successful transition into the Centre. Settling the child into a Centre can be a sensitive time for children, parents/guardians and educators. An orientation period will enable the child and family to familiarise themselves with educators, staff and the Centre. This will assist in making the child feel safe and secure in the Centre environment.



All children must have at least one orientation session before their first day. Families will be consulted on how many more sessions after their first orientation session will best suit their individual needs to ensure a smooth transition into Acacia. Orientation will be of no charge to families and will be organised at a time suitable for the room, educators, and families involved. The Director or Nominated Educator will show families around the centre and introduce them to educators and staff in the child's room.

During orientation, the parent/guardian is required to provide adequate supervision for their child at all times. No Parent is to leave the building whilst undertaking an orientation session.

Parents/guardians will advise educators of their child's routines, sleep, feeding and comforting needs. Comfort objects from home will be encouraged and be available for the child. We encourage families to share their expectations, ideas and information about their cultural background. Educators should take the opportunity to share information with children and their family about Acacia's programs and operations, the Centre philosophy and the children's indoor and outdoor environments.