POL6-P1 Enrolment and Orientation Policy and Procedure

1. Purpose

The purpose of this procedure is to establish Affinity's approach to enrolling children into its centres in a way that is lawful, fair, child-focused and supportive of families to meet the unique needs.

This procedure supports compliance with the Education and Care Services National Law and Regulations by setting clear expectations for the capture, management and maintenance of enrolment information, authorisations and records. All decisions and actions related to the operation and delivery of education and care services are required to consistently prioritise children's safety, rights and best interests above all other considerations.

This procedure also recognises enrolment as a critical opportunity to build respectful partnerships with families, understand each child's needs, and support a smooth and positive transition into care.

2. Scope

This procedure applies to all enrolled children at Affinity, their families and authorised nominees, staff, students, contractors and volunteers across all Affinity centres, programs and business operations.

This procedure applies when children are enrolled, offered enrolment, re-enrolled or transitioned within an Affinity centre. It outlines Affinity's high-level approach to managing enrolment processes, records, authorisations and family engagement to support consistent, safe and compliant practice.

This procedure must be read in conjunction with the POL 7-P4 Fee Payment Procedure.pdf, POL 2-P18 Infectious Diseases and Immunisation Procedure.pdf, POL2-P4 Medical Conditions Policy and Procedures.pdf, POL 6-P4 Equity and Inclusion Procedure.pdf, POL HR1 Equal Opportunity and Anti-Discrimination Policy.pdf, POL6-P6 Complaints Policy and Procedure.pdf, and relevant State-Based Kindergarten Funding processes in Promapp 2.4 Manage Funding.

3. Definitions

The following definitions support consistent understanding of the terms used in this policy/procedure.

Term	Definition
Enrolment	An arrangement between Affinity and a family for the education and care of a child.
Enrolment record	The prescribed record containing child, family, health and authorisation information required under Regulations 160–162.
Authorised nominee	A person authorised by a parent to collect the child or act on their behalf.
Orientation	The process that supports a child and family's transition into the service.
Staff	All Affinity employees, including centre-based and corporate roles.

4. Guiding principles

At Affinity, we believe that child safety is everyone's responsibility. We are committed to upholding the safety, rights and wellbeing of all children and promote a culture of child safety with a zero-tolerance approach to child abuse and harm. Affinity ensures the Paramountcy Principle is applied in all aspects of our work. All decisions and actions related to the operation and delivery of education and care services must prioritise children's safety, rights and best interests above all other considerations.

The following principles guide how Affinity approaches enrolment across all centres:

- **Children's best interests are paramount** – enrolment decisions prioritise children's safety, wellbeing and rights. Our educational program accounts for each child's knowledge, strengths, ideas, culture, abilities and interests.
- **Partnerships with families** – enrolment establishes respectful, collaborative relationships with families and sets clear expectations
- **Equity and accessibility** – enrolment processes promote fair, inclusive access for all children.
- **Accuracy and confidentiality** – enrolment information is complete, current and protected.
- **Compliance and accountability** – enrolment systems meet legislative and regulatory requirements.
- **Supportive transitions** – enrolment and orientation support quality outcomes and children's sense of belonging.

5. Procedures

These procedures describe the key actions that support consistent, lawful and family-centred enrolment across Affinity centres, supported by detailed processes maintained in Promapp.

5.1. Managing enrolment enquiries

This applies when a family makes an enquiry about enrolment at an Affinity centre detailed in Promapp 2.2.02 Manage new enquiries and 2.2.06 Manage lost opportunities

Procedure overview

To manage enrolment enquiries effectively, the following actions must be completed:

- families may enquire about enrolment in several ways:
  - online via the centre website
  - by phone using the 1800 number
  - by phone directly to the centre
  - walk in
- families receive timely responses by the Family Support Team if online/via phone or by the Centre Manger or Nominated Supervisor if in centre
- families details will be entered into XAP and a time arranged to visit for a centre tour or if already in centre, a walking tour on the spot will be conducted
- enquiries are progressed to tours or offers where appropriate.

Exceptions and contingencies

Alternative arrangements may apply if system access is unavailable.

5.2. Conducting centre tours and providing enrolment information

Ensure families are welcomed to the service through positive, respectful and relationship-focused centre tours.

This means introducing families to the service in ways that build trust, understanding and a sense of belonging from first contact. Centre tours provide an early opportunity to establish respectful relationships, share accurate information, and respond to family needs and expectations. This action is supported by **Promapp Process 3.1.04 – Conduct Family Tours**, which outlines the detailed steps for delivering centre tours. Key expectations include:

- welcoming families warmly and establishing rapport from first contact;
- providing accurate, consistent and clear information about the service, programs and routines through the enrolment pack and family handbook
- tailoring tours to reflect family needs, expectations and cultural considerations;
- introducing educators and explaining learning environments, routines and approaches;
- engaging families in conversation about their child's interests, care needs and transitions; and
- allowing time for questions and offering further engagement or follow-up where required.

Exceptions

Where a standard centre tour is not possible, alternative arrangements may be made to support families to access information about the service. Any alternative approach must remain welcoming, respectful and consistent with the intent of **Promapp Process 3.1.04 – Conduct Family Tours**.

Escalation and support

Ensure any concerns raised by families during or following a centre tour are escalated to the Centre Manager/Nominated Supervisor for follow-up.

5.3 Issuing offers to enrol

This explains how enrolment offers are issued once availability and eligibility are confirmed this is detailed in Promapp under 2.2.04 Send Offer to Enrol and 2.3.05 Manage and maintain waitlist

Procedure overview

To issue enrolment offers, the following actions must be completed:

- availability is confirmed;
- offers are issued through approved systems; and
- families are informed of the next steps.

Waitlist

- Where a centre does not have vacancies, families may be placed on the waitlist.
- Priority for enrolment should be given to vulnerable, disadvantaged or at-risk children, and then children of working parents.
- Priority of access guidelines are also applied when allocating funded kindergarten spaces for 3-year-old and 4-fear-old programs.

Escalation and support

Allocation disputes are escalated to Centre Managers or Regional Manager.

5.4 Collecting enrolment information and authorisations

This action ensures enrolment records meet legislative requirements and how enrolment information and authorisations are collected and maintained. Enrolment records and authorisations through approved enrolment systems and stored securely as detailed in POL 7-P11 Record Management and Archiving Procedure.pdf, POL 6-P5 Confidentiality and Privacy Procedure.pdf, POL2-P4 Medical Conditions Policy and Procedures.pdf, POL 2-P18 Infectious Diseases and Immunisation Procedure.pdf and 3.1.23 Compile enrolment documentation

Procedure overview

To meet enrolment record requirements, the following actions must be completed:

- explain the fee structure and the process of creating a MyGov account and applying for Child Care Subsidy (CCS) as well as enrolment requirement details, authorisations, collection procedure and signing in and out
- explain immunisation requirements (differ by state and can be found in the Immunisation Procedure listed above)
- required child and family information is collected;
- complete FRM 6-F3 Enrolment Checklist.pdf
- authorisations are recorded for any health treatment, medical conditions and/or regular outings; and
- enrolment records are maintained accurately.

Evidence of birth

The child's birth certificate is required as part of the online enrolment process. The absence of a birth certificate should not be a barrier to enrolling a child in a funded kindergarten program and should not delay the child's commencement and attendance. Where a birth certificate cannot be produced, other acceptable evidence of a child's full name and date of birth includes:

- statement from the Australian Immunisation Register (AIR)
- Medicare card
- passport
- citizenship documents or Australia visa documents or Immicard.

Exceptions and contingencies

Alternative documentation may be accepted where permitted by regulation. In instances where families/foster carers don't have immediate access to the birth certificate or alternative documentation, carers can use a copy of the court order relating to the child or can request a letter from Child Protection as alternative identification evidence. Services willing to use such documents as evidence should state this in their enrolment policy.

Financials and legislative requirements

- families must complete enrolment forms in full for each child enrolling to attend the service. If these are not completed the child/ren will not be able to commence care at the service. It is the Centre Manager's responsibility to ensure these are completed in full and to follow up with families to retrieve all required information. All applicable information about the child's enrolment must be provided by the family as specified through Affinity Education Group's enrolment and FRM 6-F3 Enrolment Checklist.pdf.
- fees will be paid at least 1 week in advance. Families are required to pay two weeks' fees (current/ first week plus the one week in advance) before commencing at the service. Refer to the POL 7-P4 Fee Payment Procedure.pdf
- all enrolment information regarding the child will be passed onto the relevant room educators/teachers to ensure they can best to prepare for the child's arrival and meet their physical, health and developmental needs.
- families are made aware of relevant policies and procedures at time of enrolment, such as:
  - POL 7-P3 Family Law, Authorisation and Refusal Procedure.pdf
  - POL2-P4 Medical Conditions Policy and Procedures.pdf,
  - POL2-P24 Incident Injury Trauma and Illness inc hospitalisation and death Procedure.pdf
  - POL6-P2 Arrival Departure and Collection Policy and Procedure.pdf

Enrolment in funded kindergarten program

Refer to State-Based Kindergarten Funding Processes in Promapp 2.4 Manage Funding.

- Affinity must ensure that there are processes in place to promote fair and equitable access to a kindergarten program, including those who have barriers to participation.
- State-based criteria must be followed when prioritising enrolments for 3-year old and 4-year old kindergarten program enrolments. See links provided in Resources section below

Affinity issued merchandise

Hat and t-shirt are available for purchase for $10 each item ($10 hat and $10 shirt so $20 for both). This charge is to be added to their invoice and coded as 'Merchandise' under 'Misc. Charges' in XAP. Regional Managers will be required to audit this at site visits, and family invoices will be checked periodically.

5.5 Supporting orientation and transition into care

Ensure children and families are supported through positive, well-planned orientation and transition into care.

This means helping children and families become familiar with the environment, routines and educators before commencing care, promoting confidence, emotional safety and a sense of belonging. Orientation and transition support early relationship-building and shared understanding of each child's needs.

This action is supported by **Promapp Process 3.1.06 – Support Orientation and Enrolment Through Settle-In Sessions** and **Promapp Process 3.1.21 – Facilitate Stay and Play Visits**, which outline the detailed steps for orientation and transition. Key expectations include:

- offering orientation opportunities, including stay and play visits, to support familiarisation;
- supporting families and children to build early relationships with educators;
- ensuring families receive and understand relevant service information;
- gathering information about children's routines, cues, preferences, cultural needs and settling strategies;
- identifying any medical, developmental, cultural or additional needs early;
- collaborating with families to plan appropriate orientation timeframes and visits; and
- seeking and responding to family feedback about the orientation experience, where used at the service. FRM 5-D2 Orientation Feedback.pdf

Exceptions

When standard orientation or transition processes are not possible, alternative arrangements may be made to support the child and family, provided these remain child-centred, supportive and consistent with the intent of the relevant Promapp processes.

Escalation and support

Ensure any concerns about a child's orientation, settling or transition into care are escalated to the Centre Manager/Nominated Supervisor. When required, additional planning, support or guidance is provided in line with Affinity procedures and relevant Promapp processes.

5.6 Supporting first day attendance and settling in

Ensure children and families experience a warm, emotionally safe first day and are supported through a smooth settling-in period.

This means supporting children and families during the first day of attendance and early weeks in care in ways that promote belonging, confidence and emotional security. Settling-in practices support continuity, responsive relationships and early engagement with the learning environment. This action is supported by **Promapp Process 3.1.06 – Support Orientation and Enrolment Through Settle In Sessions**, which outlines the detailed steps for first day attendance and ongoing settling-in. Key expectations include:

- preparing for each child's first day to support comfort, familiarity and readiness;
- greeting children and families warmly and supporting agreed separation strategies;
- responding sensitively to children's cues, providing comfort and reassurance at all times;
- introducing children gradually to educators, peers and the learning environment;
- supporting the use of comfort items from home where appropriate;
- establishing and maintaining regular communication with families about children's wellbeing;
- supporting families to develop and maintain a routine for saying goodbye to their child;
- observing children's responses during the settling-in period, reflecting and adjusting approaches accordingly; and
- offering experiences that reflect children's interests to promote engagement and confidence.

Exceptions

When standard first day or settling-in practices are not possible, alternative arrangements may be implemented to support the child's wellbeing and emotional safety, provided these remain child-centred and consistent with the intent of the relevant Promapp process.

Escalation and support

Ensure concerns about a child's settling-in, separation or wellbeing are escalated to the Centre Manager or Nominated Supervisor. When required, additional planning, support or family collaboration is provided in line with Affinity policy/procedure, including the POL 5-P2 Supporting Behaviours Procedure.pdf, and relevant Promapp processes.

5.7 Managing re-enrolment and enrolment updates

At regular times throughout the year all families will be reminded to keep their details updated to ensure all enrolment information is current and correct. Families can manage their personal details and booking information via XAP Guardian Dashboard.

Procedure overview

Detailed workflows are maintained in Promapp under 2.3.06 Manage Enrolment Confirmation to maintain accurate enrolment records, the following actions must be completed:

• enrolment details are reviewed periodically;
• updates are recorded; and
• records remain compliant.

Escalation and support

Persistent enrolment issues are escalated to Centre Manager or Regional Manager.

6. Roles and responsibilities summary

The following table provides a summary of role responsibilities that align with the procedures and ProMapp processes referenced.

Role	Responsibilities
Educators are responsible for:	• supporting children during orientation; and • communicating with families about settling-in.
Centre Managers / Nominated Supervisors are responsible for:	• responding to enrolment enquiries in centre • overseeing enquiry management at the centre; and • ensuring enquiries are followed up appropriately. • scheduling and conducting centre tours; • providing accurate enrolment information; and • ensuring families receive required documentation. • confirming place availability; and • authorising enrolment offers. • ensuring enrolment records are complete and compliant • following up missing documentation. • coordinating orientation arrangements; and • supporting families during transition. • ensure families are aware of relevant policies and procedures at time of enrolment, such as: ○ POL 7-P3 Family Law, Authorisation and Refusal Procedure.pdf ○ POL2-P4 Medical Conditions Policy and Procedures.pdf, ○ POL2-P24 Incident Injury Trauma and Illness inc hospitalisation and death Procedure.pdf ○ POL6-P2 Arrival Departure and Collection Policy and Procedure.pdf
Families are responsible for:	• providing accurate enrolment information; • advising the centre of any changes. • for arranging their own CCS. Full fees are applicable until confirmation of financial assistance.
Family Support Team	• responding to enrolment enquiries through approved channels • responding to new families enquiring • arranging family tours • process enrolments; whilst • maintaining professional and respectful communication.
Enrolment Specialists	• consulting with centres to drive family enrolment

7. Related legislation and internal documents

The following legislation, regulations and internal documents inform and support this policy/procedure, ensuring compliance with legal requirements and consistent implementation across Affinity services.

Legislation	Regulation 160 Regulation 161 Regulation 162 S175, Regulation 177-178 Regulation 158-159 Regulation 181-182 Regulation 183	
Policy and Procedures	POL 7-P3 Family Law, Authorisation and Refusal Procedure.pdf POL2-P4 Medical Conditions Policy and Procedures.pdf, POL2-P24 Incident Injury Trauma and Illness inc hospitalisation and death Procedure.pdf POL6-P2 Arrival Departure and Collection Policy and Procedure.pdf POL 5-P2 Supporting Behaviours Procedure.pdf	

	POL 7-P4 Fee Payment Procedure.pdf, POL 2-P18 Infectious Diseases and Immunisation Procedure.pdf, POL 6-P4 Equity and Inclusion Procedure.pdf, POL HR1 Equal Opportunity and Anti-Discrimination Policy.pdf, POL6-P6 Complaints Policy and Procedure.pdf, POL 7-P11 Record Management and Archiving Procedure.pdf,
ProMapp	2.3.06 Manage Enrolment Confirmation **Promapp Process 3.1.06 – Support Orientation and Enrolment Through Settle In Sessions**, **Promapp Process 3.1.06 – Support Orientation and Enrolment Through Settle-In Sessions** **Promapp Process 3.1.21 – Facilitate Stay and Play Visits** 2.4 Manage Funding. 2.2.04 Send Offer to Enrol and 2.3.05 Manage and maintain waitlist **Promapp Process 3.1.04 – Conduct Family Tours**. 2.2.02 Manage new enquiries and 2.2.06 Manage lost opportunities
Forms	GUI 1364 Cycle of Critical Reflection.pdf FRM 5-D2 Orientation Feedback.pdf FRM 6-F3 Enrolment Checklist.pdf.
Resources	For more information about funding, please visit https://www.education.gov.au/inclusion-support-program-isp For information about early learning, please visit VIC – Department of Education and Training https://www.education.vic.gov.au/parents/Pages/default.aspx QLD – Department of Education https://education.qld.gov.au/parents-and-carers NSW – Department of Education https://education.nsw.gov.au/early-childhood-education/information-for-parents-and-carers ACT – Department of Education https://www.education.act.gov.au/early-childhood/information-for-parents NT – Department of Education https://nt.gov.au/learning/early-childhood WA – Department of Education https://www.education.wa.edu.au/before-school

8. Version history

Version Control	Date	Author	Description of Change
1	Oct 2013	AEG	Update to reflect UCSNR
V2.16	Feb 2016	AEG	Update to include CRM
V10.17	Oct 2017	AEG	Update, version control
V6.18	June 2018	AEG	Reference to CCS
V6.19	June 2019	AEG	Scheduled review
V11.19	Nov 2019	AEG	Merchandise
V9.21	Sept 2021	AEG	Kinder funded program
V4.22	Apr 2022	AEG	Updated to reflect XAP
V2.23	Feb 2023	AEG	Affinity Issued Merchandise
V12.23	Dec 2023	AEG	Added RACI table and reference
V2.24	Feb 2024	AEG	Scheduled review
V2.25	Mar 2025	AEG	Scheduled review
V4.25	April 2025	AEG	Added reference to requirements under Regulation 160
V11	Apr 2026	AEG	Refreshed structure – added in Orientation information which was previously contained in POL5-P1 Interactions with Children and aligned with ACECQA Enrolment and Orientation Guidelines