

## ENROLMENT & ORIENTATION POLICY

Section 175 Regulations 85, 86, 88, 90-92, 99, 102, 102D, 157, 161, 162, 168-172, 174, 177, 181,183

# ENROLMENT & ORIENTATION POLICY

### Policy Statement

At Tenison Woods College Early Learning & Community Centre, we aim to ensure that our enrolment and orientation processes meet the unique needs of each child and family. This approach supports children and families during their transition to our Centre, helps to develop collaborative partnerships, and promotes a sense of belonging within our service community.

### Background

The Enrolment & Orientation Policy at Tenison Woods College Early Learning & Community Centre is essential to comply with the Education and Care Services National Regulations, which mandate that approved providers establish and maintain policies and procedures regarding enrolment and orientation. This policy ensures that our processes are transparent, equitable, and inclusive, addressing the unique needs of each child and family. By having this policy in place, we support smooth transitions, foster collaborative partnerships, and promote a sense of belonging within our community, ultimately enhancing the overall quality and effectiveness of our service.

### National Quality Standards (NQS) Links

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.

### Legislative requirements

#### **Regulation 85 – Incident, Injury, Trauma and Illness Policies and Procedures**

- The Incident, Injury, Trauma and Illness Policies and Procedures must be followed by nominated supervisors and staff members and volunteers when a child is injured, becomes ill or suffers a trauma.

#### **Regulation 86 – Notification to parents of incident, injury, trauma and illness**

- Parents must be informed as soon as practical but no later than 24 hours if the child was involved in any incident, injury, trauma or illness while at the Centre.

#### **Regulation 88 – Infectious diseases**

- If there is an occurrence of an infectious disease at the Centre, the approved provider must ensure reasonable steps are taken to prevent the spread.
- The approved provider must ensure that a parent or authorised emergency contact of each child being cared for at the Centre is notified as soon as possible of an infectious disease.

#### **Regulation 90 – Medical Conditions Policy**

- The medical conditions policy of the Centre must lay out practices for the following:
  - Management of medical conditions, including asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis;
  - Informing nominated supervisors, staff members and volunteers at the service of practices relating to managing those medical conditions;
  - Any requirements for a child with a specific health care need, allergy, or relevant medical condition – parent's to provide a medical management plan, medical management plan to be followed in the event of a reaction or an incident relating to the child's medical condition;
  - The Centre to develop a risk minimisation plan in consultation with the parents and medical management plan and is checked and signed by both parties;
  - Staff and volunteers are aware of the plan and have access to the plan.

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### **Regulation 91 – Medical conditions policy to be provided to parents**

- The Medical Conditions Policy of the Centre is to be provided to the parents of an enrolled child at the Centre when the Centre is aware that the child has a specific health care need, allergy or other relevant medical condition.

### **Regulation 92 – Medication Record**

- Medication record must include the following: Name of child, authorisation to administer medication signed by parent or guardian named on enrolment record as authorised to consent administration of medication, name of medication, time and date the medication was last administered, time and date the medication or circumstances, when the medication should be next administered, the dosage and manner to be administered, the name and signature of the person who administered and the signature of the witness who checked the dosage and administration.

### **Regulation 99 – Children leaving the education and care service premises**

- The approved provider, nominated supervisor and responsible person (Director) must ensure that a child who is being cared for at the service does not leave the premises except in accordance with the subregulation.
- The child may only leave the relevant premises if the child:
  - a) Is given into the care of:
    - A parent of the child;
    - An authorised nominee named in the child's enrolment record;
    - A person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises.
  - b) Leaves the premise in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record;
  - c) Is taken on an excursion with written permission;
  - d) Is given into the care of a person or taken outside the premise:
    - Because the child requires medical, hospital and ambulance care or treatment;
    - Because of another emergency.
  - e) In this regulation, 'parent' does not include a parent who is prohibited by a court order from having contact with the child.

### **Regulation 102 – Authorisation for excursion**

- Written authorisation for parent or caregiver (as noted on child's enrolment) has been provided.
  - The authorisation must state: child's name, reason for the excursion, if the authorisation is for a regular outing or an excursion, if an excursion the date of the excursion, if the excursion involves transport, type of transport, if seatbelts or safety restraints are required, proposed activity, period of time away from the Centre, anticipated number of children attending the excursion, the anticipated ratio of staff and adults accompanying and supervising the children and explanation that a risk assessment has been prepared and is available to be viewed
- If the excursion is a regular outing, authorisation is required once in a 12 month period.

### **Regulation 102D – Authorisation for service to transport children**

- The approved provider, nominated supervisor and/or responsible person (Director) must ensure a child in their care is not transported by the Centre unless written authorisation has been given by parent or person authorised in their enrolment.
- The authorisation must be given by a parent or other person given authority in the child's enrolment record to authorise the child being transported by the service or on transportation arranged by the service and must state:
  - The child's name;
  - The reason the child is being transported;
  - If the authorisation is for regular transportation, a description of when the child is to be transported;
  - If the authorisation is not for regular transport, the date on which the transport is for;
  - A description of the proposed pick-up location and destination;
  - The means of transport;
  - The period of time during which the child is to be transported;
  - That a risk assessment has been prepared and is available at the Centre;
  - That written policies and procedures for transporting children are available at the Centre;
  - If the transportation is regular transportation, the authorisation is only required to be obtained once in a 12 month period.

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### **Regulation 157 – Access for parents**

- The approved provider and nominated supervisor of the Centre must ensure that the parent of a child being cared for at the service may enter the Centre at any time.
- The approved provider and nominated supervisor is not required to allow a parent to enter the Centre if:
  - a) Permitting the parent's entry would:
    - Pose a risk to the safety of the child/ren and/or staff at the Centre;
    - Conflict with any duty of the provider, supervisor or educator under Law.
  - b) The provider, supervisor or educator reasonably believes that permitting the parent's entry would contravene a court order.

### **Regulation 161 – Authorisations to be kept in enrolment record**

- The authorisations to be kept in the enrolment record for each child enrolled at the Centre are:
  - Authorisation signed by parent or authorised person on enrolment form to consent to medical treatment of the child;
  - Medical treatment for the child as directed by a registered medical practitioner, hospital or ambulance service.

### **Regulation 168 – Education and care services must have policies and procedures**

- Our Centre has policies and procedures as set out in sub regulation 2 in Regulation 168.

### **Regulation 170 – Policies and procedures to be followed**

- Nominated supervisors, staff members and volunteers have an understanding of all policies and procedures and ensure they are followed at the service.

### **Regulation 171 – Policies and procedures to be kept available**

- Digital copies of our policies and procedures are available via a QR code in our foyer, in our digital PowerQIP and in our handbook. A hard copy of our policies and procedures can be found in the ELCC Office.

### **Regulation 172 – Notification of change of policies and procedures**

- All families are notified and sent updated policies and procedures.
- If a change to policy is planned, significantly affecting families, they will be given 14 days' notice.

### **Regulation 174 – Time to notify certain information to Regulatory Authority**

- If a death of a child occurs, as soon as practically possible or within 24 hours of the death, or the time the person becomes aware of the death.
- If a serious incident occurs, for example a child going to hospital or an ambulance being called, the Centre must alert the Regulatory Authority within 24 hours of the incident or the time the person becomes aware.

### **Regulation 177 – Prescribed enrolment and other documents to be kept by an approved provider**

- The Centre will keep records of:
  - An Incident, Injury, Trauma or Illness Record as set out in Regulation 87;
  - A medication record as set out in Regulation 92;
  - A staff record as set out in Regulation 145;
  - A record of volunteers and students as set out in Regulation 149;
  - The records of the responsible person at the service as set out in Regulation 150;
  - A record of educators working directly with children as set out in Regulation 152;
  - Children's attendance as set out in Regulation 158;
  - Each nominated supervisor and any person with day to day charge of the Centre under section 162 of the law;
  - A record of children embarking and disembarking by a means of transport at the Centre as set out in Regulation 102e & f.

### **Regulation 183 – Storage of records and other documents**

- Incident, Injury, Trauma or Illness Incident Records are stored safely and securely in the Centre until the child is 25 years of age.
- If the record refers to a death of a child while at the Centre or that may have occurred following an incident while at the Centre, the record will be kept until the end of the seventh year after the death.
- If the record relates to the approved provider or the nominated supervisor, the record will be kept until the end of three years after the last date on which the approved provider, nominated supervisor or staff member provided the education and care on behalf of the service.

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### Principles to inform the policy

All decision-making should be carried out in accordance with the principles of the ELCC's Enrolment and Orientation Policy:

- We value respectful and supportive relationships with our families as the basis of a smooth transition and quality outcomes for children in the service. Our quality practice enrolment and orientation processes seek to promote these relationships;
- We actively seek the input of all those associated with the service in our decision-making processes. For families, we ensure this begins at enrolment and orientation;
- Our educational program accounts for each child's knowledge, strengths, ideas, culture, abilities and interests. We view enrolment and orientation as an important opportunity to begin to gather this information from the child and their family;
- We are committed to good governance and quality management. Our systems and practices ensure that our record keeping meets regulatory requirements, including in relation to confidentiality and storage.

### Key Terms

- **ACECQA (Australian Children's Education and Care Quality Authority):** The independent national authority that administers the National Quality Framework.
- **Enrolment:** An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.
- **Enrolment record:** The approved provider must ensure that an enrolment record is kept for each child enrolled at the service, and the educator must keep an enrolment record for each child they educate and care for. The record must include:
  - Full name, date of birth and address of the child;
  - The name, address and contact details of:
    - Each known parent of the child;
    - Any emergency contact;
    - Any authorised nominee;
    - Any person authorised to consent to medical treatment or administration of medication;
    - Any person authorised to give permission to the educator to take the child off the premises;
    - Any person authorised to authorise the education and care service to transport the child or arrange transportation of the child.
  - Details of any court orders, parenting orders or parenting plan;
  - Gender of the child;
  - Language used in the child's home;
  - Cultural background of the child and their parents;
  - Any special considerations for the child, such as cultural, dietary or religious requirements or additional needs;
  - Authorisations for:
    - The approved provider, nominated supervisor or an educator to seek medical treatment and/or ambulance transportation for the child;
    - The service to take the child on regular outings;
    - Regular transportation of the child.
  - Name, address and telephone number of the child's registered medical practitioner or medical service;
  - Medicare number (if available);
  - Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis;
  - Any medical management plan, anaphylaxis medical management plan or risk minimisation plan;
  - Any dietary restrictions;
  - Immunisation status;
  - If the approved provider or a staff member has sighted a child health record, a notation to that effect.
- **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.

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### Links to other policies:

This policy is linked to related policies and procedures, including:

- Acceptance and Refusal of Authorisations
- Dealing with Medical Conditions in Children
- Dealing with Infectious Diseases
- Incident, Injury, Trauma and Illness
- Delivery of Children to, and Collection From, Education and Care Service Premises
- Emergency and Evacuation
- Excursions
- Governance and Management
- Interactions with Children
- Dealing with Complaints
- Payment of Service Fees and Provision of a Statement of Fees Charged by the Service
- Safe Transportation of Children

### Induction and Ongoing Training:

- Induction training and ongoing training will be provided to managers, coordinators, educators, and staff to assist them in fulfilling their roles effectively in implementing this policy.

### Policy Created/Reviewed:

- This policy was created in January 2024 and will be reviewed annually or as necessary to ensure compliance with regulations and alignment with best practices.

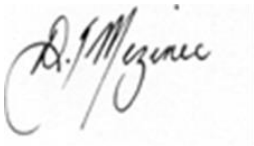
### Monitoring, Evaluation, and Review:

- This policy will be regularly monitored for compliance by designated staff members and reviewed as necessary to ensure it aligns with current regulations and guidelines.

### References:

- Education and Care Services National Regulations
- South Australian Education Policy and regulations
- Catholic Education South Australia policy and regulations
- The Australian Children's Education and Care Service Authority (ACECQA)
- Australian Government, Department of Social Service, 2000, Priority of Access Guidelines for Child Care Services – Instruction Sheet 10

Reviewed by David Meziniec  
Tenison Woods College Principal



Signed:  
Dated: 31.7.24

Reviewed by Fran Scanlon  
Early Learning & Community Centre Director



Signed:  
Dated: 31.7.24

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# ENROLMENT & ORIENTATION PROCEDURE

### Procedure Statement

The Tenison Woods College Early Learning & Community Centre aims to ensure that our enrolment and orientation processes meet the unique needs of each child and family. This approach supports families during their transition to the service, helps to develop collaborative partnerships, and promotes a sense of belonging to the service community. In accordance with the Australian Government's 'Priority of Access' Guidelines, enrolments are managed to ensure fair and equitable access to our services, as detailed in the Australian Government Childcare Service Handbook.

We believe that every child has the inherent right to be treated equitably and with respect. Our commitment is grounded in the principles outlined by the Australian Children's Education and Care Quality Authority (ACECQA) and the Early Years Learning Framework (EYLF) 2.0. We strive to create an inclusive environment that acknowledges and celebrates the diversity of families and individuals, embracing differences in culture, gender, sexuality, ability, and beliefs. This commitment is in line with the Education and Care Services National Regulations, which emphasize the importance of anti-bias and inclusive practices in early childhood settings.

### Enrolment Procedure

#### *Eligibility and Priority of Access*

#### **Eligibility Criteria:**

- Children aged from three to five are eligible for enrolment.
- Enrolment is inclusive of all children with an anti-bias approach (Child Safe Environment policy and procedure and Inclusion and Anti-bias policy and procedure)

#### **Priority of Access Guidelines:**

- In accordance with the Federal Government's Priority of Access Guidelines, enrolment priority is given as follows:
  1. **Priority 1:** A child at risk of serious abuse or neglect.
  2. **Priority 2:** A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the A New Tax System (Family Assistance) Act 1999.
  3. **Priority 3:** Any other child.

Within these main categories, priority should also be given to:

- a. Children in Aboriginal and Torres Strait Islander families.
- b. Children in families which include a person with a disability.
- c. Children in families on lower incomes.
- d. Children in families from culturally and linguistically diverse backgrounds.
- e. Children in socially isolated families.
- f. Children of single parents.

### Application Process

- **Initial Inquiry:** Families are encouraged to make initial contact via phone, email, or in person.
- **Expression of Interest Form:** Families fill in an expression of interest form, with their details and their information is added to our waitlists. An email is sent to the family to acknowledge the Centre receiving their form and the protocol from here.
- **Waitlist:** Children are placed on a waitlist in order of application, ready for Mid-Year or Start of Year intake or when a vacancy occurs.
- **Notification:** Families will be notified of available placements according to the Priority of Access Guidelines. Families are encouraged to speak with the Director if they have a NDIS plan, seeing specialists or require extra information about inclusion support in the Centre.
- **Tour and Information Session:** Prospective families are invited to tour the facility and attend an information session.
- **Application Forms:** All families on the tour have a spot being held for them, after the tour each family receives an application pack, with a welcome letter, application form, Centre questionnaire about their child, permission forms for photographs and regular outings to Marist Park, the ELCC handbook and information about the uniform shop.
- **Application Form Submission:** Families must complete and submit an enrolment application form along with relevant documentation.

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### Offer of Placement

- **Letter of Enrolment:** After receiving their completed application each family will receive a letter of enrolment to the Centre.
- **Confirmation:** Families must confirm acceptance of the placement within the specified timeframe.
- **Orientation visits:** Families will organise with the office staff when they would like their orientation visits in the Centre.
- **Waiting List:** If a family refuses the space, the next person on the waitlist will be contacted.
- **Contact families on waitlist:** Families who remain on the waitlist will be contacted to be advised at this time we have no available position and asked whether they would like to remain on the waitlist.

### Enrolment Record

#### Enrolment Record Requirements:

- Full name, date of birth, and address of the child.
- The name, address, and contact details of:
  - Each known parent of the child;
  - Any emergency contact;
  - Any authorised nominee;
  - Any person authorised to consent to medical treatment or administration of medication;
  - Any person authorised to give permission to the educator to take the child off the premises;
  - Any person authorised to authorise the education and care service to transport the child or arrange transportation of the child.
- Details of any court orders, parenting orders, or parenting plan.
- Gender of the child
- Language used in the child's home
- Cultural background of the child and their parents.
- Any special considerations for the child, such as cultural, dietary, or religious requirements or additional needs.
- Authorisations for:
  - The approved provider, nominated supervisor, or an educator to seek medical treatment and/or ambulance transportation for the child;
  - The service to take the child on regular outings;
  - Regular transportation of the child.
- Name, address, and telephone number of the child's registered medical practitioner or medical service.
- Medicare number (if available).
- Details of any specific healthcare needs of the child, including any medical conditions, allergies, or diagnosis that the child is at risk of anaphylaxis.
- Any medical management plan, anaphylaxis medical management plan, or risk minimisation plan.
- Any dietary restrictions
- Immunisation status
- If the approved provider or a staff member has sighted a child health record, a notation to that effect.

### Confirmation and Documentation

- **Enrolment Confirmation:** A formal letter of offer and enrolment confirmation will be provided.
- **Required Documentation:** Families must submit the following:
  - Completed enrolment form;
  - Immunisation records;
  - Emergency contact details;
  - Medical information, action or care plans (if applicable).

### Individual Needs Consideration

- **Personalised Approach:** Ensure the individual needs of children and families are considered throughout the enrolment process.
- **Family Input:** Effectively use the information supplied by the family about the child at enrolment to support the child's transition into the service.
- **Collaboration:** Incorporate the family's decision-making into their child's learning and wellbeing plans.

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### Orientation Procedure

#### Orientation Session (during enrolment phase)

- **Tour of the Facility:** Families will be given a comprehensive tour of the Centre.
- **Introduction to Staff:** Families will meet key educators and support staff.
- **Discussion of Routines:** Director will discuss daily routines, sleep/rest policies, and programming and answer any questions the family may have.
- **Inclusion support:** families are encouraged to talk with the Director, prior to them starting about any inclusion needs, therapist reports, NDIS plans or if they hold concerns about their child's development.

#### Orientation Introduction (before starting)

- A digital social story of the child's new environment, educators and routine will be sent to all families and a video from their new teacher either reading a story or singing a song.

#### Orientation Visits

- We recommend 2-4 visits for the child to settle into their new room and meet educators and teachers. This could be less or more depending on the child's attachment and ease in the space. These are free of charge and are from 9.30am-11.00am or 2.00pm-3.30pm.
- We recommend the family staying for the initial visit and over the next few visits leaving for periods of time, making it longer each time.
- If the child is finding this process difficult, we would suggest more visits to help with the transition into the Centre.

#### Family Discussion

- During these visits, each family will set up a time to go through their family questionnaire with the Director, allowing the Centre to support the transition of their child into the Centre. Specific information will be sort from families about health, dietary or cultural requirements and action plans, sleeping and toileting.
- Families are also invited to write in their Mother Tongue a greeting for our Centre wall or a blurb about where their family is from.
- Families are invited to ask any questions they may have and are also shown where policies and procedures can be found and supportive resources for child development.
- The enrolment and orientation period as a basis for forming collaborative partnerships with families and setting expectations.

#### Family Information Night

- In Term 1 and Term 3 around Week 3, a family information night is held for all new families or transitioning families, into new rooms.
- This will deliver curriculum content and specifics for each room. It will run for an hour and a half, with an introduction from the Director at 5.30pm before all families go to their individual rooms from 6-7pm to hear about the educational program, expectations and the staff to answer any questions.

#### Orientation Support Process

- **Family Involvement:** To support the child's transition to the service, families are encouraged to spend time at the service with the child a few times before leaving the child on their own.
- **Individualised Timeframe:** The time required for orientation and settling in will vary for each child and their family, ensuring a smooth and stress-free transition.

#### Quality Enrolment and Orientation Practices

- **Waiting List Management:** Maintain a waiting list and keep families informed of their status.
- **Goodbye Routine:** Support and assist families in developing and maintaining a routine for saying goodbye to their child. If the child is struggling with attachment, further resources and discussions will be had with the family to support the child.
- **Room Transitions:** Provide support for transitioning a child between rooms, ensuring continuity and stability.



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### Roles and responsibilities

*The approved provider CESA will:*

- Ensure that obligations under the Education and Care Services National Law and National Regulations are met;
- Ensure that an enrolment record is kept for each child which contains all the information set out in Regulation 160, as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation;
- Keep prescribed enrolment and other documents as set out in Regulation 177, including a medication record and children's attendance record;
- Keep records confidential, and stored safely and securely for the relevant period listed in Regulation 183;
- Consider quality practice approaches to enrolment and orientation;
- Take reasonable steps to ensure that nominated supervisors, educators, staff and volunteers follow the Enrolment and orientation policy and procedures;
- Ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection;
- Notify families at least 14 days before changing the policy or procedures if the changes will:
  - Affect the fees charged or the way they are collected;
  - Significantly impact the service's education and care of children;
  - Significantly impact the family's ability to utilise the service.

*The nominated supervisor and the day to day responsible person will:*

- Ensure that regulatory obligations are met in relation to enrolment and orientation;
- Implement procedures for enrolment and orientation;
- Ensure that an enrolment record is kept for each child which contains all the prescribed information;
- Support families' involvement in the service and contribution to service decisions regarding the enrolment and orientation of their child at the service;
- Ensure families are aware of relevant policies and procedures at time of enrolment, such as:
  - Acceptance and Refusal of Authorisations;
  - Dealing with Medical Conditions in Children;
  - Incident, Injury, Trauma and Illness;
  - Delivery of Children to, and Collection From, Education and Care Service Premises;
  - Promote Quality Practice Approaches to Enrolment and Orientation;
  - Keep Records Confidential.

*Educators will ensure that:*

- Be familiar with regulatory requirements;
- Support families' involvement in the service and contribution to service decisions regarding the orientation of their child at the service;
- Share information with families to support the child's transition into the service;
- Respect the culture, values and beliefs of families, and incorporate their decision-making in their child's learning and wellbeing;
- Familiarise themselves with the information supplied by the family about the child and use this to support the child to transition into the service • keep records confidential.

*Families will ensure they:*

- Complete all documentation required by the service;
- Provide any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service;
- Notify the service upon enrolment of any specific health care needs of the child, including any medical conditions and allergies and any medical management plans that need to be followed;
- Ensure all information about the child and family held by the service is kept up-to-date.